

**Monitoring Student Progress Policy
National Code 2018
Standard 8**

Purpose

The purpose of this policy and procedure is to address the requirements of Standard 8 of the National Codes for ELICOS Providers 2018. It is Australasia Language College (ALC) policy to ensure that student course progress is systematically monitored. ALC is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. ALC must report students under Section 19 of the ESOS Act who have breached the course progress requirements.

Scope

The policy is observed by all ALC teachers and members of the Student Support team.

Definitions

Item	Definition
Monitoring	Monitoring refers to the active checking of course progress. The purpose is to allow ALC to identify and offer support to students at risk of not progressing at a satisfactory pace. Students who are not making satisfactory course progress are reported to the Department of Home Affairs through PRISMS.
Unsatisfactory Progress	Unsatisfactory Progress is defined as below: A passing Grade (60%) across all four macro-skills for any level student is currently studying at, based on the results of a summative progress test. Summative progress test is conducted every 5 or 6 weeks (determined by the level at which the student is currently studying).
Study Period / Term	A Study Period is the period required to complete one English level which is equivalent to 12 weeks.



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1. Procedure

1.1 Each English training product has a set of assessment instruments to assess the student if they have achieved the specific objectives of the course. These assessment instruments cover all four macro skills – Reading, Writing, Speaking and Listening.

1.2 An assessment of course progress will take place at the end of each module of ELICOS courses:

General English – fortnightly test at the end of every second week of study
English for Academic Purposes – ongoing projects

IELTS Preparation – at the end of every week of study

1.3 The assessment will be marked and recorded on the 'Student Progress Record Sheet (SPRS).

1.4 The student administration officer will enter the result into the Student Management System Database, RTO Manager.

1.5 The class teacher is to keep students informed of their assessment results within a week of the conducted test.

1.7 The ELICOS DOS must ensure that all the teaching staff maintain consistency between grades or levels awarded to students and the assessment methodology.

1.8 Student Services is to issue certificate to each student at the end of the program that indicates the dates, duration and level of the program and the grade or levels of achievement and include explanation of the terms used in the awarding grades at all levels.

1.9 The ELICOS DOS must regularly review and modify student assessment and reporting arrangements appropriately.

Unsatisfactory Progress

1.10 Attitude towards learning (ATL) is also seen as a factor contributing to unsatisfactory progress, which includes the following criteria:

- attends regularly and punctually,
- follows teacher's instructions,
- participates enthusiastically in a range of learning activities,
- participates willingly in assessment tasks,
- shows proper respect and politeness,
- does required homework/assessment,
- demonstrates self-improvement in studies.



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1.11 If a student is not making progress as identified by results in fortnightly assessments or as identified by the class teacher, he/she will receive a **Progress Warning Letter**.

1.12 The student will be referred to the DOS for counselling and an **Intervention Strategy** will be put in place by mutual agreement between the DOS and student

The Intervention Strategy includes provisions for:

- Receiving additional support in the form of extra homework activities, having individual tutorial from a teacher, attending extra support classes or receiving mentoring from a fellow student and/or repeating the level the student is currently studying at.
- Where appropriate, advising students on their suitability for level they are currently studying at and transferring the student to a lower level class.
- Advising students that unsatisfactory course progress in two consecutive study periods could lead to the student being reported to Department of Home Affairs and their visa being cancelled, depending on the outcome of any appeals process.
- Appointing a mentor to help the student during the classes.

ALC will do everything to help students with their studies. However, if the student still does not achieve course progression after being assisted by ALC, the DOS will work in conjunction with ALC Student Support Team to report the student to the Department of Home Affairs. Before reporting the student to Department of Home Affairs via PRISM, the ALC Student Support Team must notify in writing of ALC intention to report the student for not achieving satisfactory course progress using the **'Letter of Intention to Report (Unsatisfactory Course Progress)' letter**.

The 'Letter of Intention to Report (Unsatisfactory Course Progress)' letter.

will inform the student that he/she is able to access the ALC's Complaints and Appeals process within 20 working days.

After 20 working days, if the student has chosen not to access the complaint and appeal processes or withdraw from the process, or the process is completed and result in decision supporting ALC, ALC Student Support Team must notify the Secretary of DEST through PRISMS of student not achieving satisfactory course progress as soon as practicable.

Students must lodge formal appeals against the following within 20 days of receipt of notification of an intention to report to DHA. The complaint or appeal is recorded in writing by completing the Complaints & Appeals Form prior to or during the meeting. Both the complainant and the ELICOS Director of Studies must sign and date the form.

1.13 The ELICOS Director of Studies will then attempt to resolve the complaint with the student and any other parties who may be involved. This attempt at resolution must commence within 10 working days of the complaint being lodged.

- 1.14 Following the resolution, the ELICOS Director of Studies will forward a written report of ALC's decision and the reasons for it to the student and place a copy in the student's file. ALC must implement the decision as quickly as possible.
- 1.15 If a student is dissatisfied with the outcome of the complaint process, they may make an appeal to the Appeal Review Committee against the decision.
- 1.16 If the student chooses to access the Appeals Review Committee process, the student is still required to attend classes while the appeals process is being processed.
- 1.17 If the appeal is successful, continuing support and counselling will be provided and the student will be required to commit to respecting the conditions agreed and the matter will not be referred to DHA.
- 1.18 If the student chooses not to access appeals process within the 20 working days period, withdraw from the process or the outcome of the appeal is unsuccessful following the completion of the process, the student will be reported to DHA as not achieving satisfactory course progress. The student is informed of this by receipt of a Final Letter to Report (Outcome of Internal Review).
- 1.19 The student may access an external appeals process during this 20-day-period.
- 1.20 Following the receipt of the outcome of the external appeal, ALC will immediately implement the decision and convey the outcome to the student in writing.
- 1.21 If an appeal is made against ALC's decision to report the student for unsatisfactory course progress or unsatisfactory attendance, ALC will maintain the student's enrolment and not report the student until the External Appeals process is complete and has supported ALC's decision to report the student.
- 1.22 If an appeal is against ALC's decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment, ALC only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DHA through PRISMS of the change to the student's enrolment.

Progress testing

1. Students will be assessed in a number of different ways.

Regular fortnightly testing (four-skill tests based on course book work covered) in the form of integrative tasks sourced from the relevant core textbook/ workbook and from a range of other resources in the Teacher Resources library.

Teacher assessment: ELICOS teachers are both encouraged and expected to provide ongoing feedback to students through their daily interaction with students during class time. This feedback is provided in the form of;

- positive reinforcement
- praise and encouragement
- correcting homework assignments by dating signing and writing comments



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- assisting students on a one-to-one basis outside regular class time
 - providing additional assignments for student requiring work with knowledge or skills gaps in their learning
 - consulting with the DoS about students who are experiencing difficulties with their course progress
 - using the Student Academic Progress - Cause for Concern Form
 - **Mid - course testing (Summative 1):** A comprehensive formal test will be undertaken midway through the course. This test is usually conducted in week 6 to enable decisions to be made on the student's progress in the class level they are allocated. Students are tested across all macro skills (reading, writing, speaking, listening) grammar, and vocabulary items learned during the first half of the course, and that equal weight is given to each component.
 - Testing elements are sourced from the core texts used for the course/ level.
 - Teachers are encouraged to develop tests from sources in the teacher Resource library which rely less heavily on the completion of exercises and more on integrative items which test students' ability to function within the English language community.
2. **End of course testing (Summative 2):** A more comprehensive formal test will be undertaken at the end of the 12-week block to enable decisions to be made on the student's ability to move to the next level of the course or to determine if the student fully meets the level descriptors for the completed level.
- Students are tested across all macro skills (reading, writing, speaking, listening) grammar, and vocabulary items learned during the 12 weeks of the course, and that equal weight is given to each component.
 - Testing elements are sourced from the core texts used for the course/ level,
 - Teachers are encouraged to develop tests from sources in the teacher Resource library which rely less heavily on the completion of exercises and more on integrative items which test students' ability to function within the English language community.

Supporting Documents to this Policy

- Student Progress Record
- Warning /Show Cause Letter (Unsatisfactory Course Progress)
- Letter of Intention to Report (Unsatisfactory Course Progress)' letter
- Final Letter to Report (Outcome of Internal Review)
- Keeping Students Informed of their Progress Policy
- ALC Complaints and Appeal Policy

Global Education Ministry Incorporated T/A Australasia Language College

ABN: 49 829 747 737

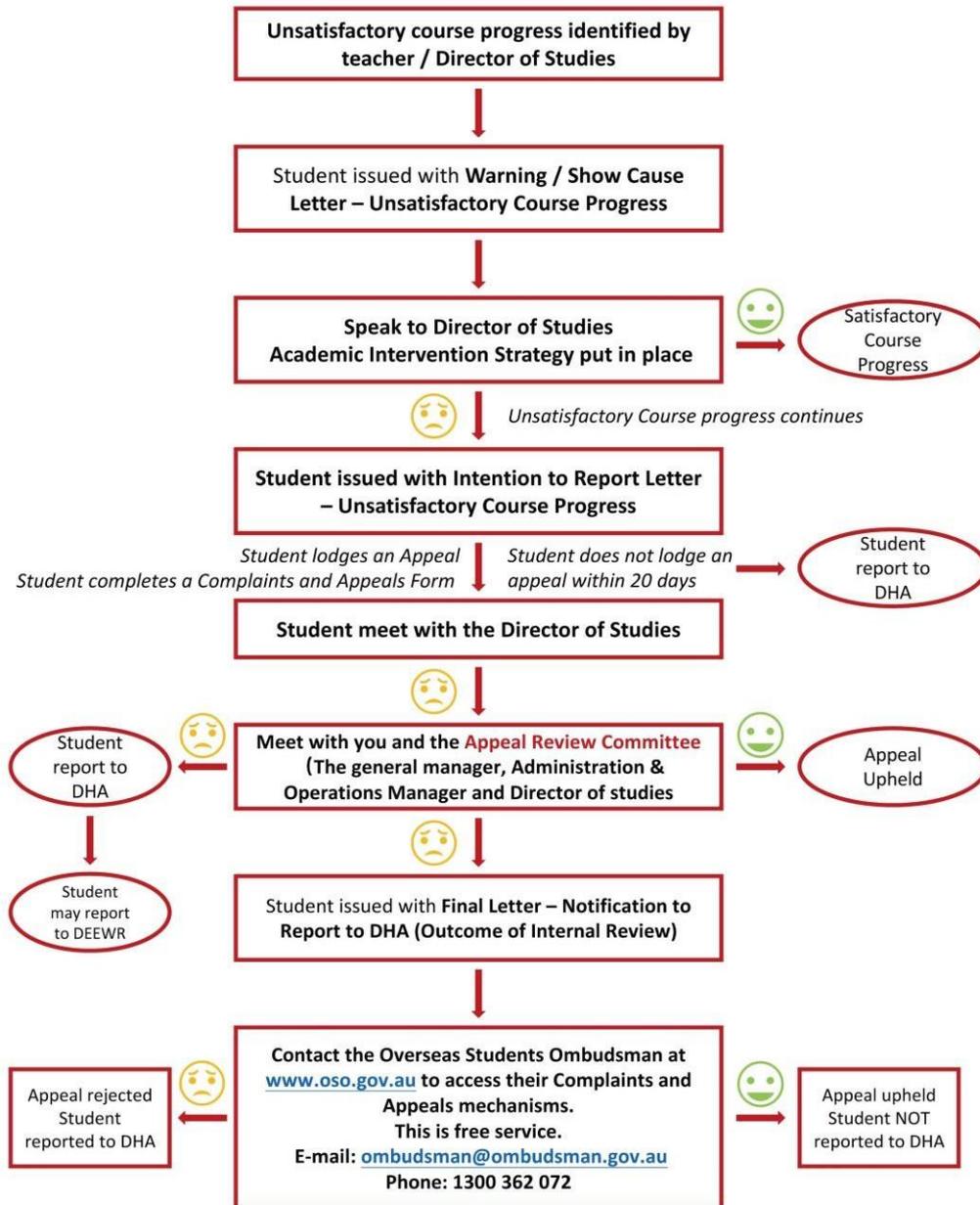
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Monitoring Progress Flow Chart



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