

## ELT COURSE PROGRESS PROCEDURE (INTERNATIONAL)

### PROCEDURE PURPOSE

This procedure explains the process and steps for managing ELT students' course progress (including monitoring progress and reporting students to the Department of Home Affairs for unsatisfactory course progress) at UTS Insearch and should be read in conjunction with the ELT Course Progress Policy (International).

### SCOPE

This procedure applies to:

1. All students on student visas, enrolled in UTS Insearch ELT courses.
2. All staff involved in the management and reporting of UTS Insearch students' academic progress.

This procedure **does not** apply to UTS Insearch domestic students, offshore ELT students or students on other types of visas (i.e. a tourist or working holiday visa).

### PROCEDURE STEPS

Steps	Description	Responsible
<b>1</b>	<b>Monitoring Academic Progress</b>	
1.1	Student academic progress must be monitored and assessed throughout each study period or, at the minimum, at the end of each study period.	Teacher
1.2	Students are expected to monitor their own academic progress on line throughout each study period.	Student
<b>2</b>	<b>Early Intervention</b>	
2.1	At any time during the study period, when a teacher becomes aware of issues or has concerns regarding student's academic progress they should first speak to the student and then advise the Academic Adviser and the year level leader of these concerns.	Teacher

2.2	<p>At any time during the study period, when a student is identified by their teacher as at 'possible risk of failing', the teacher should verbally remind the student of the ELT course progress requirements and offer counselling and assistance.</p> <p>Records of early intervention are to be kept on students' academic file.</p>	Teacher Academic Adviser
<b>3</b>	<b>Formal Intervention</b>	
3.1	<p>Where a student fails a level or a study period, they are deemed 'at risk' of not meeting ELT course progression requirements and must be sent an <b>ELT Course Progress Policy (International) reminder</b> letter and advised that they are required to meet with the Academic Adviser to discuss / action intervention strategies. Students may take a support person to this meeting.</p> <p>Copies of reminder letters and related correspondence are to be kept on the students' academic file.</p>	Academic Adviser
3.2	<p>If a student fails the same level twice, they are deemed at high risk and must be sent an <b>ELT Course Progress Policy (International) Warning Letter</b>. This letter will advise that unsatisfactory academic progress may lead to them being reported to the Department of Home Affairs. Students will also be required to meet with the Academic Adviser to discuss further action / intervention strategies. Students may take a support person to this meeting.</p> <p>Copies of warning letters and related correspondence are to be kept on the students' academic file.</p>	Academic Adviser
3.3	<p>Students identified as 'at risk' will be placed on an <b>Academic Success Program</b> and will be required to meet the conditions as set out in the <b>Academic Success Agreement</b> to improve their academic performance.</p> <p>Copies of this agreement and related correspondence are to be kept on the student academic file</p>	Academic Adviser
<b>4</b>	<b>Intention to Report to Department of Home Affairs</b>	
4.1	<p>Students who fail the same level more than twice will be deemed as having unsatisfactory academic progress.</p>	Academic Adviser
4.2	<p>Students who are deemed as having unsatisfactory academic progress must be posted and emailed the <b>Intention to Report (ITR)</b> letter, informing them that they are able to access the UTS Insearch Student Complaints and Appeals process, and that they have <b>20 working days</b> in which to do so.</p> <p>Copies of ITR letters and related correspondence are to be kept on the students' academic file.</p>	Academic Adviser
<b>5</b>	<b>Appeals</b>	

5.1	<p>A student may appeal a decision to report their failure to meet academic course progress requirements on the following grounds:</p> <ol style="list-style-type: none"> <li>i. UTS Insearch's failure to record or calculate the student's marks accurately,</li> <li>ii. compassionate or compelling circumstances, or</li> <li>iii. UTS Insearch has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.</li> </ol> <p>Copies of appeals and related correspondence are to be kept on the students' academic file.</p>	Student
5.2	<p>UTS Insearch must maintain the student's enrolment while the complaints and appeals process is ongoing as per the Student Complaints and Appeals Policy.</p>	Academic Adviser
<b>6</b>	<b>Reporting to the Department of Home Affairs</b>	
6.1	<p>If the student:</p> <ul style="list-style-type: none"> <li>- chooses not to access the complaints or appeals processes within the 20 working day period;</li> <li>- withdraws from the complaints or appeals process; or</li> <li>- on completion of the complaints and appeals process unsatisfactory ELT course progress is confirmed and no external appeals have been accessed;</li> </ul> <p>the Academic Adviser will prepare the student's academic file for review by Dean of Studies or his/her delegate</p>	Academic Adviser
6.2	<p>The Academic Adviser will make a recommendation to the UTS Insearch Dean of Studies that the student be reported via PRISMS.</p>	Academic Adviser
6.3	<p>The UTS Insearch Dean of Studies will review the student academic file and make a recommendation to the SSCR team on whether or not the student should be reported via PRISMS.</p>	Dean of Studies
6.4	<p>The SSCR team will report the student to DET and the Department of Home Affairs via PRISMS within 5 working days of finalising the decision to report.</p>	SSCR team
6.5	<p>Once a student is reported on PRISMS, the student will be excluded from UTS Insearch. Students who are excluded are not permitted to re-enrol in any UTS Insearch course.</p>	Student/Enrolments

***Standard 8 of the National Code must be adhered to at all times.***

## DEFINITIONS

Academic Success Agreement	An Academic Success Agreement is made between an 'at risk' student and their Academic Adviser and details specific performance improvement conditions and initiatives which a student must meet. See "At Risk".
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Academic Success Program	An Academic Success Program is an agreed plan of intervention strategies put in place by an Academic Advisor to help improve an 'at risk' student's academic performance.
Academic Adviser	Academic Advisers are responsible for liaising with teaching staff to identify students at risk, offering learning and other relevant support to students, recording student sanctions and managing appeal process.
Access and Inclusion Register	A list compiled and maintained by Academic Advisers with information about students who are eligible for reasonable adjustments under the Education and Access Inclusion Policy
'At Risk'	Students who fail a level or a study period are deemed to be at risk of not meeting UTS Insearch ELT course progression requirements.
'At High Risk'	Students who fail the same level twice, are deemed to be at high risk of not meeting UTS Insearch academic course progression requirements.
Compassionate or Compelling Circumstances	<p>'Compassionate or compelling circumstances' are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> <li>• bereavement of close family members such as parents or grandparents;</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;</li> <li>• a traumatic experience which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports);</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• Any other circumstance would require evidence to be considered as compassionate or compelling.</li> </ul>
Course	The term "course" is used throughout this document to refer to UTS Insearch ELT courses.
DET	Australian Government Department of Education and Training
Domestic Students	Students who are Australian Citizens, Australian Permanent Residents, New Zealand Citizens or persons who are entitled to stay in Australia, or to enter and stay in Australia, without limitation as to time.
ELT	English Language Teaching program
ESOS	The Education Services for Overseas Students 2000 (ESOS Act)
Excluded/Exclusion	Students who are excluded are not permitted to re-enrol in any UTS Insearch course.
Individual Access and Inclusion Plan	<p>A formal document prepared by Insearch to:</p> <ul style="list-style-type: none"> <li>▪ record its decisions on the reasonable adjustments that are appropriate to meet an individual student's access and inclusion requirements, and</li> <li>▪ constitute an agreement with the student that it will provide these adjustments</li> </ul>

Intention Report (ITR)	to In the context of this policy the notice of UTS Insearch's Intention to Report an international student to the Department of Home Affairs for not achieving satisfactory academic progress, which is in breach of student visa conditions
Intervention Strategy	<p>The process of identifying and supporting students who, because of poor performance, are identified as being at risk of failing to make satisfactory academic progress.</p> <p>Intervention strategies may include but are not limited to:</p> <ul style="list-style-type: none"> <li>▪ Regular meetings with teachers / Academic Advisers for study assistance</li> <li>▪ Being placed on Academic Success Program with an agreed Academic Success Agreement</li> <li>▪ Support with implementing effective study strategies and time management skills</li> <li>▪ Regular sessions at the HELPS Centre and engagement with HELPS Centre activities</li> <li>▪ Individual writing support from HELPS Centre learning adviser</li> <li>▪ Regular supervised study sessions for GE students</li> <li>▪ Meeting with the ELT level leader, Director or Associate Director of Studies for advice and specialized support</li> <li>▪ Granting of special consideration in circumstances of serious illness or misadventure, which has affected the student's ability to submit or sit for assessments.</li> <li>▪ Adding to the access inclusion register and implementing of individual access inclusion plan if student's needs comply with Education Access Inclusion policy</li> <li>▪ Accessing counseling support</li> <li>▪ Referring to any other support services if and when required.</li> <li>▪ Granting of special leave or leave of absences if leave conditions are met</li> <li>▪ A combination of the above</li> </ul>
Level	A course of study in ELT offered at particular language levels
Medical Certificate	A certificate issued by a registered medical provider such as hospitals, doctors, dentists (Emergency appointments only), psychiatrists and psychologists. UTS Insearch does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc. The medical certificate must be original and must state the provider number. Medical certificates bought online are not acceptable.
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018, a legislative instrument under the ESOS Act.
PRISMS	Provider Registration and International Student Management System .
Program	See "Course"
Special consideration	The term used when a student who is experiencing (or anticipates that he or she will experience) significant difficulty in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma. To have these factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.

Satisfactory Academic Progress / Satisfactory Course Progress	Satisfactory advancement within a course towards its completion, as demonstrated by satisfactory participation in and completion of formal assessment components scheduled throughout the course. See "Unsatisfactory Academic Progress / Unsatisfactory Course Progress".
SSCR	Student Sponsorship, Compliance and Reporting
Student	In this policy student refers to overseas students on a current student visa who are enrolled in UTS Insearch ELT programs
Study Period	One term in an ELT course. 5 teaching weeks
Support Person	Friend or relative
Teacher	Includes any ELT class teacher, level leader
Unsatisfactory Academic Progress / Unsatisfactory Course Progress	Unsatisfactory academic progress is defined by: <ul style="list-style-type: none"> <li>Failing the same level more than twice</li> </ul>
UTS Insearch	Insearch Ltd.

## SUPPORTING DOCUMENTS:

- ELT Course Progress Policy (International)
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- ELT Course Progress Policy (International) Reminder letter
- ELT Course Progress Policy (International) Warning letter
- Intention to Report (ITR) letter
- Education Access Inclusion Policy
- Special Consideration procedure

## ADMIN USE ONLY

APPROVAL	
Signature:	
Position title:	<b>Dean of Studies</b>
	Date:
Procedure Title	ELT Course Progress Procedure (International)
Senior Leader	Dean of Studies
Manager	Associate Dean of Studies
Procedure ID	PR/EDU/04/18
Effective Date	15 November 2018