

UWA CELT

Monitoring ELICOS Course Progress Policy & Process Bridging Course



Approval Date 24 September
Approver UWA CELT Director

Acknowledgement

The University of Western Australia acknowledges that its campus is situated on Whadjuk Noongar land, and that the Whadjuk Noongar people remain the spiritual and cultural custodians of their land, and continue to practise their values, languages, beliefs and knowledge.

POLICY

It is a requirement of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National code 2018) Standard 8 that a provider must have documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress requirements. At CELT, in addition to this policy document, this is done through:

- information in the online Student Handbook
- information in the online Bridging Course Student Information Handbook
- class Assessment Schedule provided by the class teacher at the beginning of term
- class orientation given by the class teacher on the first day of each term for Language and Communication Essentials (LCE) / English for Academic Purposes (EAP) / Exam prep

and the Bridging Course Coordinator for Academic and Study Skills Bridging Course (Bridging Course)

- the LMS Blackboard for the Bridging Course
- the Academic Misconduct Policy Document

UWA CELT is committed to helping students achieve success in their study goals whether it be for improving their English language and academic skills for further UWA study, or for career or other personal reasons. This document provides procedural advice for the identification, notification and assistance of students at risk of not meeting these goals in all ELICOS programs.

PROCESSES: Academic and Study Skills Bridging Course

Requirements for achieving satisfactory course progress:

Every ten –week module, the Class Coordinator will assess the progress students make in their course studies and specified assessment tasks which include:

- formative and summative class assessment
- homework and independent learning tasks
- interviews and presentations
- essays and research assignments
- paraphrasing and summarizing tasks and
- participation in class and group activities.

Module 1:

As Module 1 is a 20-hour course, students are advised to undertake 5 hours a week of self-study to assist them to make satisfactory class progress and are given several tools as a guide. In week 1, they are given information on how to self-study and are appointed Study Buddies. In week 2, they are given a Self-Study Guide and have initial consultations with teachers using a Bridging Course Study Plan.

As Module 1 is the foundation for Module 2 and provides an indication of the student's ability at Upper-intermediate level, students should aim to achieve no less than 70% overall in Module 1 and 65% for each skill area, which is the equivalent of 6.0 in IELTS with nothing below 5.5.

Module 2:

UWA requires a final score of 70% in the Bridging Course for direct entry, with the exception of language intensive courses, such as the Master's in Law, which requires 75%.

Identification, Notification And Intervention Of Unsatisfactory Course Progress

Throughout Module 1:

A diagnostic writing is conducted in Week 1 and a study plan is made with each student. The teacher regularly consults with the students in class and identifies any weakness and refers them to the Self-study materials. If teachers are concerned about progress, the Bridging Course

Coordinator may meet with the student to discuss their progress and makes notes in the students diary. If the Bridging Course Coordinator determines so, the DoS (and the Student Advisor if necessary) are informed. At this stage, there is time and opportunity for progression so monitoring and intervention is predominantly undertaken by the class teacher.

At all stages of the course, if teachers feel the students are not participating, or making progress, they will engage with the students about this to identify any reasons for not making progress and suggest ways to help. If appropriate, they will refer the student to the Student Adviser for further counselling if the matter is personal or if appropriate, an external counsellor. They make notes on action taken in the student diary and inform the Bridging Course Coordinator. The Director of Studies is also alerted to progress issues by reading the diary notes each Monday and will speak to the student if further intervention is required.

End of Module 1: Students with 70% overall exit requirements for Module 2:

Students should aim for a total of 70% overall in Module 1, which indicates the equivalent of a 6.0 in IELTS.

If a student has achieved a Module 1 overall score between **65%-70%** they are considered borderline and may go directly to Module 2 but are advised to undertake 2 weeks of Self-Study (using Blackboard and online resources) over the break based on their self-study plan reviewed by their teacher in week 10 of Module 1.

If a student has achieved a Module 1 overall score between **60%-65%** they are identified as being at risk of not passing the Bridging Course and they meet with the **Bridging Course Coordinator** to discuss reasons for their low scores and how they can make improvements to pass Module 2. The student is required to bring their 2-week self-study plan to the meeting. They will be able to continue into Module 2 and the goal is to motivate the student into progressing further at this point. Should concerns be identified at this meeting, they will be referred to the Student Advisor for personal issues such as home-sickness or medical problems.

Below 60% - Director of Studies

If a student achieves less than **60%** overall, they are not at the required 6.0 equivalent level to continue with Module 2, and cannot continue into Module 2 with Module 1 Grades. They are informed their enrolment into Module 2 will be cancelled if they don't meet entry through external exam pathways, the Friday prior to the start of Module 2. They meet with the DoS to discuss alternative pathways to degree, such as transferring the student to an IELTS exam preparation or English for Academic Purposes class, with the hope of achieving UWA entry from an external exam. The Director of Studies will also liaise with the Student Advisor for the best intervention plan for the student, if needed.

End of Module 1: Students with higher overall exit requirements for Module 2:

If a student has achieved a Module 1 overall score less than 70% they must meet with the Bridging Course Coordinator to discuss a self-study plan and academic pathway. They will be referred to the Student Advisor if they wish to change their degree study plan. Those students with overall scores below 65% follow the above-mentioned procedures.

MODULE 2 (25 hours per week)

Module 2 Week 5:

In Week 1 the students undertake a diagnostic writing and the results of this, along with students' general comprehension, are monitored and the Bridging Course Coordinator is informed by teachers if there are concerns. Some students in Module 2 have already completed Module 1, while others start Module 2 only and are not familiar with the Bridging Course. Teachers of all students fill out Study Plan forms and the teacher keeps a copy of these. As with Module 1 the teacher consults with the students in class, refers them to self-study materials, and puts a copy of the Week 5 Study Plan forms online and advises the Bridging Course Coordinator via Intrinsic of the concerns.

Module 2 Week 7:

At this point initial results for each skill area will be completed and there is a strong indication of the students who are at risk of not passing the course. The Coordinator does a check of results on Blackboard and meets with the DoS to discuss at risk students. The Coordinator posts IELTS, TOEFL and PTE exam dates on Blackboard and advises students that they can discuss alternative pathways with the Bridging Course Coordinator or Director of Studies if they are concerned they may not pass their course.

At this stage the Coordinator/DoS may meet with the student if they need further support but if a talk will demotivate the students and jeopardize their success in the exams the following week, this need not happen. If students have achieved under 60% and are at risk of not passing the course, the DoS may e-mail the students directly and advise them that they are at risk and set up an appointment to meet them with the Student Advisor.

Module 2 Week 10:

All summative assessments for BC are moderated by more than one teacher. Assessments of students who have not passed BC have already been double-marked and reviewed by the BC Coordinator prior to being released to the student.

Students who have not passed the Bridging Course will meet with the Director of Studies and Student Advisor for a plan of action for further studies. Students have the option of deferring their degree studies and repeating the Bridging Course, studying in the IELTS exam class to get the 6.5 IELTS required for their studies, or returning to their home countries to attempt an external exam to meet entry requirements into UWA. These students will not be sent a Notice of Intention to Report for unsatisfactory progress.

Notice of Intention to Report:

The Notice of Intention to Report is sent to students who have missed formative or summative assessments without medical certificates and will be unable to pass the course, or students who have made little attempt to engage in the Bridging Course and complete in class and homework tasks.

Upon receiving the Notice of Intention to Report the student has 20 working days to appeal this decision and should attend class during the appeal process. Internal appeals should be made to

the Director of Studies. The student can bring a support person to the Appeal Hearing, such as the Student Advisor, another student, relative or friend. The Director of Studies will make a decision either following an appeal hearing, or, if there has been no hearing, at the end of 20 working days following the sending of the Notice of Intention to Report. The Director of Studies decides whether to proceed to report the student, after taking into consideration any representations made by the student either in person or by email.

The Director of Studies decision will be based on the degree that compassionate and compelling circumstances exist that have impacted on the student's progress. These could include, but are not limited to:

- serious illness or injury or maternity, where a medical certificate states that the overseas student was unable to attend classes. The medical certificates should be recent and have a clear duration of recommended time from studies and a treatment plan if appropriate. Mental Health issues require a recent report issued by a psychologist with a clear treatment plan. If there are concerns about a student's ability to study, they will be required to see a UWA doctor and provide a Fit for Study certificate and a plan of action
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided and proof of relationship)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies (evidence required)
- a traumatic experience, which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- personal difficulties such as stress due to cultural adjustment and homesickness that impact on their ability to attend

Evidence of this may include:

- a medical certificate from a UWA GP stating that they are unable to attend classes due to illness, personal problems. This must have a start and end date of the expected absence and a medical intervention plan

or

- a certificate from a UWA certified Counsellor, Psychiatrist or Social Worker indicating that the student is unable to study due to stress/personal circumstances This must have a start and end date of the expected absence and a medical intervention plan

or

- a Police report detailing evidence of witnessing or being subject to a crime

The DoS will make all attempts to assist the student at this time by referring to the Student Advisor who may refer the student to UWA GP or Counselling, or other assistance as needed. If appropriate the student may need to defer their studies based on medical grounds.

Note: Reasons related to finances or work (outside studies) are not considered compassionate or compelling reasons.

Internal appeal process successful

If the appeal is successful the student will receive a letter informing them of this and must continue to attend class as detailed in the letter.

If at any stage in the internal appeal process the enrolment ends prior to the completion of this appeal process, the student will not receive an offer for a new enrolment at UWA CELT. If the internal appeal process is successful, they will then be able to receive a new offer in the next available intake.

External appeal process: internal appeal unsuccessful or student reaches 70%

If the internal appeal is not successful, or the internal appeal was successful but the student then did not attend and reached 70%, students are then informed they will be reported and have ten working days to access an external appeals process if they are not satisfied with the outcome of the internal complaints and appeals process. Students must remain in class during this process if they have a current Certificate of Enrolment.

Students should contact the Ombudsman for an external appeal. Details below.

Western Australian Ombudsman

Ombudsman Western Australia

PO Box Z5386

St Georges Terrace

Perth WA 6831

Tel: (+61 8) 9220 7555 (ask to speak to an Enquiry Officer)

Fax: (+61 8) 9325 1107

Email: mail@ombudsman.wa.gov.au (mail@ombudsman.wa.gov.au)

Website: www.ombudsman.wa.gov.au (<https://www.ombudsman.wa.gov.au/>)

If the student appeals externally to the Ombudsman, he or she must bring the Ombudsman receipt of appeal to the centre. The dated letter will need to be entered into Intrinsic.

Should the student undertake an external appeals process, UWA CELT will do one of the following:

1. If the student's appeal is upheld by the Ombudsmen, follow the instructions of the Ombudsman in this matter;
2. If the student's appeal is not upheld by the Ombudsman, cancel the student's enrolment at UWA CELT, report to the Department of Home Affairs on Prisms, and notify UWA Admissions and the UWA Compliance Manager.

ADVISE UWA COLLEGE IF APPLICABLE

The University of Western Australia

M429, Perth WA 6009 Australia

uwa.edu.au/celt

CRICOS Provider Code 00126G | PRV12169, Australian University