

# UWA CELT

## Monitoring ELICOS Course Progress Policy & Processes LCE, EAP, Exam Preparation



**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 for LCE and EAP, this is done through:

- information in the online Student Handbook
- Orientation powerpoints (available to students on sharepoint)
- class Assessment and Program 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
- the Academic Misconduct Policy
- the General Misconduct Policy
- Attendance Policy

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

### Class Placement

Prior to arrival at CELT, students are placed according to results from an external exam approved by UWA CELT such as TOEFL iBT or IELTS. Students are advised of their enrolling class level based on their English language ability and personal goals in their offer letter.

Once in class, they are given an Assessment Outline and Program Outline which identify the outcomes of that five-week period of study. The Program Outline can then be used as a checklist of progress throughout the course.

Students on a pathway are also provided with an individualized pathway plan which indicates the length of time in each level and results needed in order to meet their requirements in a specified time.

If students believe they should be in a different class, they can talk to their class teacher who will advise them, but they are encouraged to stay in a class for at least three days in order for a class teacher to make an assessment and for them to adjust to the class environment. If they still want to change their class, they make an appointment with the Program Coordinator.

If teachers through diagnostic assessment consider the student is too high or low for the level they can refer the student to the Program Coordinator for retesting and assessment. This may mean the student changes to a more appropriate higher or lower level. At this stage, pathway students changing to a lower level may be at risk of not meeting their pathway goals by the required time and if so, a formal review and possible intervention by the DoS will occur.

### Requirements for achieving satisfactory course progress

Every 5-week term, the Class Coordinator will assess the progress students make in their course studies. Teachers will assess their English language ability through different tasks, which may include their performance in:

- formal and informal class tests
- homework and independent learning tasks
- interviews and presentations
- completion of on-line language tasks or other computer-based tasks, and
- participation in class and group activities.

The average learner requires 10 weeks of intensive English study at any level with the exception of the Intermediate level which requires 15-20 weeks. To be promoted to the next level, students need the following:

70% average across all skills with no skill below 60%

If non-pathway students regularly take an active part in classes, complete all course tasks, assignments and tests and demonstrate that their language skills have improved, they will have made satisfactory progress for the term.

## Pathway Students

In order for pathway students ie BC, UWA College, TAFE to achieve satisfactory academic progress, they must make progress according to their individualized pathway plan and be able to complete their studies in the time indicated in their CoE.

## Identification, Notification and Intervention of Unsatisfactory Course Progress

### Throughout the term

In Week 1, teachers collect the Record Sheet of the continuing students and review their academic progress throughout their enrolment. This Record Sheet records the results of students each term and any recommended resources or intervention strategies given by the previous teachers. If teachers require further information, they can refer to the comments made by previous teachers in the online diary notes. All new students are given a Student Progress Record sheet during the week 5 consultation. If teachers identify a particular area of weakness, they can refer the student to the Program Outline to use as a checklist of expected achievement, monitor whether they are using the recommended resources on their Record Sheet, set additional homework tasks, provide additional feedback and 1-1 tutoring where possible in class times.

In Week 2, teachers complete individual consultations with all students as per the program. Teachers also print or download their pathway students' individualized plans from the diary notes and refer to them in this consultation and throughout the term.

If teachers feel the students are not participating, or making progress, they will talk to the students about this to identify any reasons for not making progress and suggest ways to help. This may include providing additional resources, on-on-one assistance, recommendation of a private tutor or other appropriate measures to assist the students in developing their proficiency. If appropriate, they will refer the student to the Student Adviser for further counselling if the matter is personal. If behavioural issues are interfering with progress, the teacher also refers to the General Misconduct Policy.

Teachers make notes on action taken in the student diary and inform the Program 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.

## Week 5

In week 5, the teacher will present the Student Progress Record Sheet and have a consultation with students about results and progress.

If a student:

- will need to repeat a module
- has not met the results indicated on their individualized pathway plan for that term

they are identified as needing an intervention and the teacher indicates this on the end of term results spreadsheet.

## End of Term

All results are reviewed by the Program Coordinator and Director of Studies.

## Formal Intervention 1

If a student has not made progress as outlined in Requirements for achieving satisfactory course progress, the Program Coordinator meets with the student and undertakes an intervention strategy to attempt to assist the student to progress. This may include, but is not limited to, the following:

- counsel the student to identify any personal issues affecting course progress
- move the student to a class at a lower English language level
- refer the student to the Student Adviser
- develop a learning contract in co-operation with the student, which is to be discussed every 5 weeks
- provide information about additional skills classes for the student to attend in weeks 2-4 of the term
- withdraw the student from class for some 1-1 sessions with another teacher
- recommend the student have a private tutor (at the student's expense).

This will be sent to the student in a plan of action for improving progress and kept on the Student Management System.

## Formal Intervention 2

If progress is still unsatisfactory at the end of the following term, following the Coordinator's meeting, the Director of Studies will send a notification requesting a meeting to determine reasons for the lack of progress if the student requires a more formal intervention such as referral to a counsellor, withdrawal from classes or academic counselling.

If the student is unable to meet their pathway requirements despite academic counselling and formal intervention they will be sent notification email to meet with Director of Studies to discuss the next stages in their pathway. If UWA College, they have made some progress but more time is needed, the Director of Studies will consider an extension of enrolment and discuss the implications of this with the student and the provider.

If the student has capacity to progress and meet their target, and are not going to be reported, they will be allowed to study for an additional five weeks and follow further intervention advice as outlined in a follow up letter from the DoS.

If a student's enrolment ends before the five-week DoS intervention process is complete, they will be allowed to enrol for an additional **five weeks** only.

## Notice of Intention to Report

If the student fails to make progress after the five-week intervention by the DoS, they will be sent an Notice of Intention to Report (NITR) by the Director of Studies.

If a student's enrolment ends and the internal appeal process has commenced, they **will not** receive an offer for a new enrolment.

If a student is not attempting to make any progress, or has made little progress despite a Director of Studies intervention, a NITR will be issued by the Director of Studies and the student has 20 days to appeal.

Where medically able, they should attend class during the appeal process. Internal appeal 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 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 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.
- 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 G.P 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 whether witnessing or being subject to a crime

The Director of Studies 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 appeals 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 can contact the Ombudsman for an external appeal. Details below:

Western Australian Ombudsman

**The University of Western Australia**

M429, Perth WA 6009 Australia

[uwa.edu.au/celt](http://uwa.edu.au/celt)

CRICOS Provider Code 00126G | PRV12169, Australian University

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](mailto:mail@ombudsman.wa.gov.au) (mail@ombudsman.wa.gov.au)  
Website: [www.ombudsman.wa.gov.au](https://www.ombudsman.wa.gov.au/) (https://www.ombudsman.wa.gov.au/)

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

Students will receive an acknowledgement letter from the Ombudsman and must bring to CELT.

1. If the student's appeal is upheld by the External Conciliator or 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.

**AND UWA COLLEGE IF APPLICABLE**