

ELICOS ACADEMIC PROGRESS POLICY AND PROCEDURE



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1 PURPOSE

- 1.1 This policy and procedure outlines how CQUniversity will support students studying English Language Intensive Course for Overseas Students (ELICOS) who are considered to be at risk of not meeting course requirements.

2 SCOPE

- 2.1 This policy and procedure applies to current students studying ELICOS at CQUniversity.

3 POLICY STATEMENT

- 3.1 Standards P3 and P4 of the [ELICOS Standards 2018](#) (Cwlth), and Standards 8 and 9 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwlth) (the National Code) requires registered providers to monitor student progress and to identify and support students who are considered to be at risk of not meeting course requirements.
- 3.2 The University is committed to monitoring the academic progress of its students to ensure student success, and its commitment to high standards of English language skills and proficiency development by monitoring student progress through regular assessment, feedback, teacher/student consultations, program coordinator and management support.

4 PROCEDURE

- 4.1 At the end of each five-week period (midterm), the Senior Teacher or Teacher will review student progress and levels of achievement within each class and level. Students will be provided with an assessment report to indicate their progress in Reading, Writing, Listening, Speaking and Participation. This report helps students focus on key weaknesses in skill development. Teachers will also provide detailed comments and suggestions for improvement on both the assessment rubric (where these are used) and on assignments. A copy of each assessment rubric will be given to the student as feedback for each assignment.

At-risk

- 4.2 Students identified as 'at-risk' by their teacher will be reported to the Senior Teacher in Weeks 3-5 of their course (Stage 1), or if they receive an overall grade of under 65 per cent at the end of their 10-week course (Stage 2).

Stage 1 at-risk

- 4.3 Students will be identified as stage 1 at-risk if they:
- fail their Week 1 diagnostic test, where applicable
 - have difficulty with their coursework
 - fail to do homework on a regular basis
 - fail to participate in class activities, and/or
 - score less than 65 per cent overall after the first five weeks of a 10-week program (midterm).
- 4.4 Students identified as stage 1 at-risk will complete an Action Plan during a formal meeting with their teacher, and have it approved by the Senior Teacher. Once approved, the signed Action Plan will be recorded in the University's Customer Relationship Management System (SugarCRM) and emailed to the student by the Senior Teacher.
- 4.5 Students identified as stage 1 at-risk require learning support and assistance. The Action Plan may include independent learning resources, additional tutoring and assignments, or identification of additional intervention strategies to help student progress (e.g. referral to Student Counsellor). The students' progress will be monitored during the next five-week block.

Stage 2 at-risk

- 4.6 Students will be identified as stage 2 at-risk if they receive an overall grade of under 65 per cent at the end of their 10-week course.
- 4.7 Students identified as stage 2 at-risk will have a formal meeting with the Senior Teacher to discuss their pathway, progression implications, and arrange for a new offer letter to repeat the course. The Senior Teacher will issue an Action Plan, with similar recommendations as described above for stage 1 at-risk students. Written records of meetings will be recorded in the University's Customer Relationship Management System (SugarCRM).
- 4.8 The Senior Teacher will counsel the student that there are a maximum of two attempts at any particular unit.
- 4.9 Students who:
- fail to participate in the intervention process, or
 - fail the same course a subsequent time
- will be considered as making 'unsatisfactory course progress'.

Unsatisfactory course progress

- 4.10 Students identified as making unsatisfactory course progress will be issued with a Notification of Intent to Report (NITR) letter advising of the University's intent to report the student to the [Department of Home Affairs](#) for unsatisfactory course progress. Students will also be notified of their right to appeal the decision within 20 working days from the date of the Notification of Intent to Report.
- 4.11 If a student does not submit an appeal within the 20 working days, or the student's appeal is unsuccessful, the International Compliance Officer will report the student to the [Department of Home Affairs](#) (via the [Provider Registration and International Student Management System](#) (PRISMS)) as a course variation caused by unsatisfactory academic progress. The International Compliance Officer will also advise the International Student Support team to cancel the student's enrolment.

Appeals

Internal appeal

- 4.12 Students who are issued a Notification of Intent to Report will have 20 working days from the date of the NITR to appeal the decision.
- 4.13 Appeals must be submitted in writing to the Deputy Director International CQUniversity and Global Partnerships). Appeals can be lodged for the following reasons:
- procedural grounds (i.e. that the processes of this policy and procedure were not followed), or
 - [compassionate and compelling circumstances](#) exist, which must be validated with supporting documentation.
- 4.14 The Deputy Director International CQUniversity and Global Partnerships will provide the student with a written outcome of the appeal within 10 working days from the date the appeal is submitted.
- 4.15 If the appeal is successful, the student will remain enrolled and continue studies. International Admissions will be advised if a new letter of offer is required and/or make appropriate variations to the Confirmation of Enrolment (CoE). If a student's internal appeal is successful, they must pass the unit of study on their third and final attempt in order to show satisfactory progress. Students making unsatisfactory course progress in their third attempt will be issued with a Notification of Intent to Report letter advising of the University's intent to report the student to the [Department of Home Affairs](#) for unsatisfactory course progress.
- 4.16 If the appeal is unsuccessful the student will receive written notification explaining why they do not have grounds for an appeal.

External complaint

- 4.17 Students who believe the outcome of an internal appeal is incorrect or unreasonable and/or that their application has not been dealt with fairly, have the right to access external complaint processes at minimal or no costs. Students may lodge a complaint with the [Queensland Ombudsman](#) or other [external complaint agency](#). Complaint submissions should include any new information that should be considered in reviewing the matter, copies of any relevant letters or other documents, and the outcome being sought.
- 4.18 All internal avenues of appeal must be exhausted before lodging an external complaint.
- 4.19 Students intending to lodge an external complaint must do so in writing within 20 working days of receiving the internal appeal outcome notification. Within five working days of lodging the complaint, students must provide proof of lodgement to the CQUniversity team, who will advise International Compliance.
- 4.20 If students are enrolled, their enrolment will be maintained until the external complaint is complete. Students must maintain class attendance until the outcome is finalised.
- 4.21 Students must advise the CQUniversity team as soon as they know the outcome of their external complaint. Unsuccessful decisions will result in the student's enrolment and Confirmation of Enrolment being cancelled, and the [Department of Home Affairs](#) being notified.
- 4.22 External complaint agencies decisions are final. There are no further avenues of external appeal available.

Enrolment during appeals

- 4.23 Enrolled students who are awaiting an appeal decision are still considered students of the University and will, therefore, be expected to attend all classes and remain financially responsible for their enrolment.
- 4.24 If the unit of study ends before the appeal decision has been made, it may not be possible for a student to re-enrol. Students should be aware that failing to remain enrolled, will generate a report for cessation of studies to the [Department of Home Affairs](#).
- 4.25 Students waiting for the outcome of an external complaint will be reported to the [Department of Home Affairs](#) as soon as a decision has been made (should the appeal be unsuccessful).

5 RESPONSIBILITIES

Compliance, monitoring and review

- 5.1 The Director International and Deputy Director International CQU English and Global Partnerships are responsible for implementing, monitoring, reviewing and ensuring compliance with this policy and procedure.
- 5.2 The Deputy Director International CQU English and Global Partnerships and Manager International Compliance are responsible for ongoing monitoring, audits and reporting.

Reporting

- 5.3 No additional reporting is required.

Records management

- 5.4 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system. All records relating to ELICOS students will be maintained in the University's Customer Relationship Management System (SugarCRM).
- 5.5 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

6 DEFINITIONS

- 6.1 Terms not defined in this document may be in the University [glossary](#).

7 RELATED LEGISLATION AND DOCUMENTS

[Education Services for Overseas Students \(ESOS\) Act 2000](#) (Cwlth)

[ELICOS Standards 2018](#) (Cwlth)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwlth)

8 FEEDBACK

- 8.1 Feedback about this document can be emailed to policy@cqu.edu.au.

9 APPROVAL AND REVIEW DETAILS

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Notes	This document was formerly known as the Monitoring ELICOS Course Progress – Unsatisfactory Academic Progress Policy and Procedure (last approved 13/01/2021).