

ELICOS ACADEMIC PROGRESSION POLICY AND PROCEDURE



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1 PURPOSE

- 1.1 This policy and procedure outlines how CQUniversity supports students studying English Language Intensive Course for Overseas Students (ELICOS) who are at risk of not meeting the 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 identify and support students who are considered at risk of not the meeting course requirements.
- 3.2 The University is committed to monitoring the academic progress of its students to ensure student success, and high standards of English language skills and proficiency development by monitoring student progress through regular assessment, feedback, teacher/student consultations, course coordinator and management support.

4 PROCEDURE

- 4.1 At the end of each five-week period (midterm), the English Language Centre (ELC) Academic Manager/Senior Teacher will review students' 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.

- 4.2 Teachers will provide detailed comments and suggestions for improvement on both the assessment rubric (where these are used) and assignments. A copy of each assessment rubric will be given to students as feedback for each assignment.
- 4.3 Students identified as 'at-risk' will be reported to the ELC Academic Manager/Senior Teacher in Weeks 1-5 of their course (Stage 1) or at the end of their 10-week course (Stage 2).
- 4.4 Written records of any meetings, including approved action plans, will be recorded in the University's Customer Relationship Management System (SugarCRM), and emailed to the student.

Stage 1 at-risk

- 4.5 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, or
 - score less than 65 per cent overall after the first five weeks of a 10-week course (midterm).
- 4.6 Students at Stage 1 at-risk require learning support and assistance. Identified students will have a formal meeting with their teacher to create an action plan, which may include independent learning resources, additional tutoring and assignments, or identifying additional intervention strategies to help students progress (e.g. referral to Student Counsellor). Action plans will be approved by the ELC Academic Manager/Senior Teacher.
- 4.7 The students' progress will be monitored weekly for the remainder of the course.

Stage 2 at-risk

- 4.8 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.
- 4.9 Students at Stage 2 at-risk will have a formal meeting with the ELC Academic Teacher/Senior Teacher to discuss their pathway and progression implications. The ELC Academic Manager/Senior Teacher will create a Stage 2 action plan, with similar recommendations as described in [section 4.6](#), and arrange for a new letter of offer to repeat the course. Students will only have a maximum of two attempts at any unit.
- 4.10 Written records of any meetings, including approved action plans, will be recorded in SugarCRM, and emailed to the student.

Stage 2 at-risk after repeating course

- 4.11 Stage 2 at-risk students who score less than 65 per cent overall after the first five weeks of a 10-week repeat course (midterm) will complete a Revised Stage 2 Action Plan, with similar recommendations as described in [section 4.6](#). Revised action plans will be approved by the ELC Academic Manager/Senior Teacher.

Unsatisfactory course progress

- 4.12 Students who:
 - do not participate in the intervention process, or
 - fail the same course a subsequent timewill be considered as making 'unsatisfactory course progress'.

- 4.13 Students making unsatisfactory course progress will be emailed a Notification of Intent to Report (NITR) advising of the University's intention to report their unsatisfactory course progress to the [Department of Home Affairs](#). Students will also be notified of their right to appeal the decision within 20 [working days](#) from the date of the NITR.
- 4.14 Students who have received an NITR will have a case made in SugarCRM by the Student Service SPOT Team (as advised by the CQUEnglish Team) to monitor the progress.

Appeals and complaints

Internal appeal

- 4.15 Students who are issued a NITR have 20 [working days](#) from the date of the NITR to appeal the decision.
- 4.16 Appeals must be submitted in writing to the Deputy Director International (CQUEnglish and Global Mobility), and 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.
- 4.17 The Deputy Director International (CQUEnglish and Global Mobility) will provide the student with a written outcome of the appeal within 10 [working days](#) from the date the appeal is submitted.
- 4.18 If the appeal is successful, the student will remain enrolled and continue their ELICOS studies. International Admissions and the Student Service SPOT Team will be advised, through the SugarCRM case, if a new letter of offer or appropriate variations to the [Confirmation of Enrolment \(CoE\)](#) are required. Students must pass the unit of study on their third and final attempt. Students making unsatisfactory course progress in their third attempt will be issued with a NITR advising of the University's intention to report their unsatisfactory course progress to the [Department of Home Affairs](#).
- 4.19 If a student does not submit an appeal within the 20 [working days](#), or the student's appeal is unsuccessful, the International Compliance Team will be advised, through the SugarCRM case, and 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 Student Service SPOT Team will cancel the student's enrolment and close the SugarCRM case.

External complaint

- 4.20 If all internal procedures have been followed, but the complainant does not feel the problem has been resolved or does not feel they have been dealt with fairly, they may lodge a complaint to an external body. Time limits for lodging an external complaint apply.
- 4.21 Complainants have a right to access an external complaints process at minimal or no cost. A list of external bodies who provide these processes is provided on the University's [website](#).
- 4.22 Students may remain enrolled until the external complaint process is complete. Students must provide the CQUEnglish Team (email cquenglishsupport@cqu.edu.au) an acknowledgment receipt from the relevant external body to confirm they have lodged an external complaint within 20 [working days](#) of receiving the internal appeal notification.
- 4.23 Students must advise the CQUEnglish team as soon as they know the outcome of their external complaint. Unsuccessful decisions from the external complaint body will result in the student's enrolment and [CoE](#) being cancelled, and the [Department of Home Affairs](#) being notified.
- 4.24 External complaint bodies' decisions are final. There are no further avenues of external appeal available.

Enrolment during appeals

- 4.25 If students are enrolled, their enrolment will be maintained, and they must continue attending all classes until the external complaint process and its outcome are finalised.

- 4.26 Enrolled students who are awaiting an appeal or external complaint decision are still considered students of the University and will, therefore, remain financially responsible for their enrolment.
- 4.27 If the unit of study ends before the appeal or external complaint 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](#).
- 4.28 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 complaint be unsuccessful).

5 RESPONSIBILITIES

Compliance, monitoring and review

- 5.1 The Deputy Vice-President (International) and Deputy Director International (CQUEnglish and Global Mobility) are responsible for implementing, monitoring, reviewing and ensuring compliance with this policy and procedure.
- 5.2 The Deputy Director International (CQUEnglish and Global Mobility) 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 SugarCRM.
- 5.5 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#) (*internal access only*). Before disposing of any records, approval must be sought from the Records Team (email records@cqu.edu.au).

6 DEFINITIONS

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

Terms and definitions

Working days: weekdays from Monday to Friday, excluding Australian public holidays. Excludes Saturday and Sunday.

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 (updated on 13/01/2021) and the ELICOS Academic Progress Policy and Procedure (updated on 10/04/2026).