

Monitoring Course Progress Policy and Procedure

Category	Overseas Student Visa Requirements
Document Number and Name	MEE_S8_2
Approved By	CEO
Approval Date	8 July 2019
Next Review Date	8 July 2022
Policy Base	<ul style="list-style-type: none"> • ESOS Act 2000 • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), Standard 8 • ELICOS Standards 2018
Related Documents	<ol style="list-style-type: none"> 1. Complaints and Appeal Policy and Procedure 2. Academic Intervention Strategy Form 3. Academic Progress Record Form 4. Progress Report 5. Website 6. Academic Support Form

Table of Contents

Purpose	2
Scope	2
Definitions	3
Policy	3
1. Overview	4
2. Course Progress Requirements	4
3. Reporting Overseas Students Visa Holders	4
4. Extending Course Duration	5
5. Academic Support	5
6. Academic Intervention Strategy	6
7. Modes of Delivery	6
Procedure	7
Recording and Monitoring Course Progress	7
(Annexure A) Academic Intervention Strategy Form	9
(Annexure B) Academic Progress Record Form (Sample)	10
(Annexure E) Academic Support Form	11
Document Control	12

Purpose

These policies and procedures are in place to identify, notify and assist an overseas student at risk of not meeting course progress at ME English (“MEE”) and to comply with the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and ELICOS Standard 2018.

Scope

This policy applies to international students enrolled in MEE English courses and all education staff involved in the promotion, recruitment, admission, academic delivery, management and administration of overseas students on student visas.

Definitions

- **Compassionate or compelling circumstances** refers to those situations beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing.
- **Course** refers to any period of study covered by a single CoE.
- The course progress as per the National Code refers to 'the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies'.
- The level progress refers to the measure of advancement within a course towards the completion of that level.
- Unsatisfactory progress refers to failure to achieve the academic requirement for each level in a course in order to successfully move up to the next level within a course or to complete a course.
- **CoE** refers to as an electronic Confirmation of Enrolment which is issued via PRISMS for a CRICOS registered course.
- **PRISMS** refers to Provider Registration and International Students Management System
- **CRICOS** refers to the Commonwealth Register of Institutions and Courses for Overseas Students
- **Unsatisfactory course requirement** refers to the failure of a student to achieve a successful result to complete the enrolled course.
- **Satisfactory requirement** refers to a student who achieves a satisfactory course/level result.
- **Successfully completed the session** refers to the student has achieved more than 50% of the course and there is a possibility that the student will complete the level after studying 12 weeks of studies in the same level.
- **Academic Intervention Strategy** refers to a study plan provided to a student who is at risk of not successfully completing a level or the course the student is enrolled in.
- **A session** refers to a 6 weeks study period.
- **Unsatisfactory attendance** refers to a failure by a student to achieve more than 80% attendance for any study period.
- **Satisfactory attendance** is defined as a student who achieves more than 80% for any study period.
- 'PRISMS' is the Provider Registration and International Students Management System 'CRICOS' is the Commonwealth Register of Institutions and Courses for Overseas Students
- **Extra Class** refers to an optional English language class available without fees to all MEE students after their daily scheduled face-to-face ELICOS studies. It is also part of the Academic Intervention Strategy where students under this strategy must participate in this class.
- **Fully Participates in the Academic Intervention Strategy** refers to participating in Extra Class without being absent.
- **Does Not Fully Participate in the Academic Intervention Strategy** refers to being absent from Extra Class without providing a valid reason/supporting evidence.
- **Academic Support** refers to an interview that takes place in the first week of studies and in the last week of a session.
- **Progress Report** refers to an academic report that is issued to MEE students at the end of each session.

Policy

- a. MEE is required to monitor course progress and identify strategies to ensure satisfactory course progression. MEE will systematically monitor, record, assess and report on a students' attendance and progress in relation to their studies.

- b. MEE will inform overseas students before they begin a course about the requirements to achieve satisfactory course progress.
- c. MEE ensures that all students are made aware of their obligations regarding their attendance requirements, both before and during their enrolment such as during the Orientation program and in the Student Handbook.
- d. MEE ensures all staff are aware of both the students' and the College's obligations regarding attendance requirements and monitoring.

1. Overview

MEE is committed to the delivery of high-quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high-quality support.

- a. MEE will monitor overseas students' course progress for each course in which the overseas student is enrolled.
- b. MEE will not issue a CoE to overseas students that exceeds the CRICOS registration duration.
- c. MEE will monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- d. MEE will clearly outline and inform the overseas student in regards to the course requirement to achieve satisfactorily during the Orientation Program prior to the commencement of studies.

2. Course Progress Requirements

Students are assessed during the Study Period. Every effort is made to assist students during the study period by our teachers by providing them with continuous feedback throughout the study period. Course progress requirement is as per the curriculum and syllabus of MEE ELICOS programs.

3. Reporting Overseas Students Visa Holders

- a. At the end of each study period, the Student Services Officer will review the outcomes once it has been entered into the student management system. A report will be generated which will identify those students who are at risk of not progressing, which refers to failing to meet the required course requirements. When an overseas student fails to meet the course progress requirements, MEE will provide the student with a Notice of Intention to Report that notifies the overseas student:
 - i. that MEE intends to report the student for unsatisfactory course progress; and
 - ii. of their rights to access the MEE's Complaints and Appeals process within 20 working days.
- b. MEE will maintain the overseas student's enrolment and only report a breach of course progress to the Department of Home Affairs via PRISMS if:
 - i. the internal and external complaints processes have been completed and the breach has been upheld by MEE;
 - ii. the overseas student has chosen not to access the internal complaints and appeals process within the 20 working days period;
 - iii. the overseas student has chosen not to access the external complaints and appeals process; or

- iv. the overseas student withdraws from the internal or external appeals process by notifying MEE in writing.
- c. MEE will report an overseas student who has failed the same level twice or more, and has the recorded an attendance result below 70%. The student will be reported under unsatisfactory course progress.
- d. MEE will not report an overseas student who has a minimum of 70% attendance and has compassionate and compelling reasons for not achieving satisfactory academic progress.

4. Extending Course Duration

- a. MEE will only extend the ELICOS study duration if:
 - i. an overseas student has compassionate and compelling reasons and there is evidence provided that supports the reason;
 - ii. the option of extending the ELICOS studies is helping an overseas student to successfully complete his or her required studies; or
 - iii. an approved deferment or suspension of studies occurred to an overseas student.
- b. If the extended study period is longer than the current visa duration, MEE will inform the overseas student that:
 - i. the student will need to apply for a new Student Visa (subclass 500) in order to complete the extended studies; and
 - ii. the new duration of study will have an impact on the student's visa.

5. Academic Support

- a. Academic Support is provided to all MEE students.
- b. Academic Support is an interview with each student provided in the first week and at the end of every session.
- c. In the first week the teacher will discuss a study goal the student might have and provide advice on how the student may achieve it.
- d. During the second meeting, the teacher will discuss the student's progress of studies.
- e. Teachers will record the study goal, strengths, areas to work on and study recommendations for each student on the *Academic Support Form*.
- f. The *Academic Support Form* will be used again in the second meeting to finalise the student's progress.
- g. The *Academic Support Form* will allow the teacher to evaluate whether or not the student is at risk of failing or if the student is able to progress to the next session.
- h. If a teacher identifies a student as failing to achieve the required result or pass a level/course, the teacher may submit the completed *Academic Support Form* to the Director of Studies; and may arrange an appointment for the student to meet with the Director of Studies.
- i. The *Academic Support Form* is included in Annexure E of this document.

- j. If a teacher lacks the specialist knowledge and skill to assist the student and the student wants to improve, the Director of Studies will arrange for an appropriate support person.

6. Academic Intervention Strategy

- a. The Academic Intervention Strategy (AIS) applies to all MEE students.
- b. The purpose of this intervention strategy is to identify, notify and assist overseas students to successfully complete studies in their enrolled course.
- c. AIS will be introduced to an overseas student when the student receives an unsatisfactory result at the end of a session by achieving less than 50% in the overall score.
- d. To assist an overseas student to participate in AIS, the Director of Studies must complete the Academic Intervention Strategy Form together with the student at a meeting in order to put the strategy in place.
- e. AIS form must be signed and agreed by the student and the Director of Studies for approval and implementation.
- f. MEE offers the Extra Class as part of the Academic Intervention Strategy.
- g. The Extra Class is a compulsory class for students under the Academic Intervention Strategy.
- h. Students are not required to pay an additional cost to participate in the Extra Class.
- i. Attendance will be marked for students who are attending the Extra Class as part of AIS.
- j. The minimum duration of AIS is 6 weeks.
- k. When an overseas student successfully completes a session or a level, the student will not be required to participate in AIS.
- l. The *Progress Report* will reflect whether or not a student has successfully completed a session or a level.
- m. The *Progress Report* is issued every 6 weeks at the completion of each session.
- n. When an overseas student has participated in AIS more than once in the same level of a course and has failed to achieve the satisfactory attendance result, the student will be deemed to have failed to meet the satisfactory course progress and will receive the *Notice of Intention to Report*.

7. Modes of Delivery

- a. MEE offers face-to-face teaching with a minimum of 20 hours a week for all ELICOS programs.
- b. MEE offers no online or distance programs, therefore all MEE overseas students must participate in full-time study by attending a minimum of 20 face-to-face hours a week of scheduled lessons.
- c. MEE students may choose to access an additional 2.5 hours of studies each week by participating in the Extra Class.

Procedure

Recording and Monitoring Course Progress

STEPS	PROCEDURE	RESPONSIBILITY
1	Provide Academic Support to overseas students on week 1 of their studies.	Teacher
2	Conduct assessments. Assessments are presented in the form of class activities, tests or assignments as scheduled in the syllabus.	Teacher
3	Record the result in the <i>Academic Progress Record Form</i> at the end of each assessment.	Teacher
4	Provide the assessment feedback to students including any areas for improvement.	Teacher
5	Monitor the students course progress and provide continuous support where needed.	Teacher
6	Provide the end of session Academic Support to overseas students and complete the Academic Support Form.	Teacher
7	Consolidate the score and complete the <i>Progress Report</i> at the end of each session (end of each 6 weeks study period).	Teacher
8	Provide a copy of the <i>Progress Report</i> to each student.	Teacher
9	Submit the completed <i>Academic Support Form</i> to the Director of Studies if a student has failed to achieve the required result for the session and the <i>Academic Intervention Strategy</i> needs to be implemented.	Teacher
10	Arrange a meeting for the Director of Studies to meet with the student to discuss the possibility of the student participating in the Academic Intervention Strategy.	Teacher
Academic Intervention Strategy		
11	a. Conduct a meeting with the student. b. Introduce the Academic Intervention Strategy by completing the <i>Academic Intervention Strategy Form</i> .	Director of Studies
12	Signs the form and fully understands the requirement and the nature of the Academic Intervention Strategy.	Student
Fully Participates in the Academic Intervention Strategy with Satisfactory Attendance		
13A	Make academic progress.	Student
14A	Give the student an opportunity to repeat the level if there is a sign of the student struggling to pass a level. If required, the student will be given an opportunity to extend his or her studies.	Director of Studies
Does Not Fully Participate in the Academic Intervention Strategy with Unsatisfactory Attendance		
13B	Makes no progress in the studies and has shown evidence of not fully participating in the Academic Intervention Strategy.	Student
14A	Conduct a meeting with the student and give the student an opportunity to explain his or her situation.	Director of Studies
The Point at Which the Student has Failed to Meet Satisfactory Course Progress		

15	Send the <i>Notice of Intention to Report</i> under unsatisfactory academic progress, if the student continues to fail the level/course and does not fully participate in the Academic Intervention Strategy.	Director of Studies
16	Access the appeal process as per the details written in the Notice of Intention to Report.	Student
17	Follow the Complaints and Appeals Policy and Procedure to finalise the process.	Director of Studies

(Annexure A) Academic Intervention Strategy Form

This form is to be used by the Director of Studies for students who need additional support to successfully complete a level or a course at MEE as per the *Course Progress Policy and Procedure*. This form must be completed by the Director of Studies in discussion with the student (*or parents or legal guardian for an underage student*).

Student Details			
First Name		Last Name	
Student ID		Date	
Current Level		Current Course	
Academic Progress Details			
Have you participated in the Academic Intervention Strategy before?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, when?			
Academic Background Information			
Please identify three main areas of improvement the student is required to make in the Extra Class .			
1.			
2.			
3.			
Other than participating in the Extra Class , how is the student going to make the required improvement outside of class? Please discuss this with the student and write down the plan.			
Student Acknowledgement			
I acknowledge that:			
<input type="checkbox"/> I have identified and commit to these strategies above.			
<input type="checkbox"/> I will fully participate in the Extra Class, that means being on time and attending Extra Classes until I successfully complete my current level of studies.			
<input type="checkbox"/> I understand that a copy of this agreement will be kept on file and may be used to determine my future academic standing.			
Student's Signature (<i>parents or legal guardians' signature for underage students</i>)		Date	
Director of Studies' Acknowledgement			
I acknowledge that:			
<input type="checkbox"/> I assisted the student to identify the main areas of improvement required to complete the course successfully.			
<input type="checkbox"/> I explained what Extra Class is and the commitment needed to attend the Extra Class.			
<input type="checkbox"/> I assisted the student to identify ways to improve the studies outside of class hours.			
Signature			Date

After completion, provide a copy to the student and keep a copy in the student's file in the Student Management System.

(Annexure B) Academic Progress Record Form (Sample)

This form is to be used by teachers at MEE to record formative and summative academic results of MEE students. This form will provide an indication of the academic progress of each student for each class. A new form must be used for each class and for each session.

Class Information							
Course		Level					
Teacher's Name							
Commenced Date		Completion Date					
Academic Progress							
No.	Student Name	Quiz	Writing	Speaking	Reading	Listening	Total Score
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
Date of Assessment		/	/	/	/	/	
Acknowledgement							
I _____ (teacher's name) acknowledge that I have : <input type="checkbox"/> provided the result of each assessment to each student prior to conducting the next assessment; <input type="checkbox"/> identified skills that need improvement and provided support to each student; and <input type="checkbox"/> identified the student (failed to achieve a satisfactory total score) who needs the Academic Intervention Strategy and arranged the student to meet with the Director of Studies (if required).							
Signature:				Date:			

(Annexure E) Academic Support Form

This form is to be used during the first week of studies and at the end of session interviews conducted by teachers to assist an overseas student to successfully complete an enrolled course.

Student information			
Name		ID	
Session Commenced Date		Session Completion Date	
Course information			
Course		Level	
Section 1: (On Week 1 By Student) I want to improve...			
<input type="checkbox"/> Speaking	<input type="checkbox"/> Listening	<input type="checkbox"/> Reading	<input type="checkbox"/> Writing
<input type="checkbox"/> Grammar	<input type="checkbox"/> Pronunciation	<input type="checkbox"/> Vocabulary	<input type="checkbox"/> Other: _____
Section 2: (On Week 1 By Student) My strengths in English language are...			
<input type="checkbox"/> Speaking	<input type="checkbox"/> Listening	<input type="checkbox"/> Reading	<input type="checkbox"/> Writing
<input type="checkbox"/> Grammar	<input type="checkbox"/> Pronunciation	<input type="checkbox"/> Vocabulary	<input type="checkbox"/> Other: _____
Section 3: (On Week 1 By Student) My study goal is...			
Section 4: (On Week 5 By the Teacher) The student's strengths are...			
<input type="checkbox"/> Speaking	<input type="checkbox"/> Listening	<input type="checkbox"/> Reading	<input type="checkbox"/> Writing
<input type="checkbox"/> Grammar	<input type="checkbox"/> Pronunciation	<input type="checkbox"/> Vocabulary	<input type="checkbox"/> Other: _____
Comment:			
Section 5: (On Week 5 By the Teacher) The student needs to work on...			
<input type="checkbox"/> Speaking	<input type="checkbox"/> Listening	<input type="checkbox"/> Reading	<input type="checkbox"/> Writing
<input type="checkbox"/> Grammar	<input type="checkbox"/> Pronunciation	<input type="checkbox"/> Vocabulary	<input type="checkbox"/> Other: _____
Comment:			
Section 6: Teacher's recommendation			
Has the student successfully completed* the session?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
IMPORTANT: If no, the Academic Intervention Strategy must be in place. Please provide a copy of this form to the Director of Studies for the Academic Intervention Strategy may in place for the student.			
Acknowledgement			
I _____ (Teacher's name) confirm that I have assisted the student to complete section 1 to 3 with the information provided by the student and have completed section 4 to 6 to the best of my knowledge.			
Signature:		Date:	

* Successfully completed the session means the student has achieved more than 50% of the course and there is a possibility that the student will complete the level after studying 12 weeks of studies in the same level.

Document Control

The policies and procedures, and the forms included in this document are approved and implemented by MEE. This document will be electronically available to MEE staff in protected format (PDF file) in the designated folder. Any ongoing changes made to this document will be documented as per below.

Version	Authorised By	Description of the change	Approved Date	Effective Date
<i>Version 1</i>	<i>CEO</i>	<i>Created the Monitoring Course Progress Policy and Procedure</i>	<i>09 July 2019</i>	<i>09 July 2019</i>