

# Macquarie University College Academic Progression Policy - ELICOS Students

## Section 1 - Purpose

(1) This Policy ensures that all Macquarie University College (The College) students studying in English Language programs are monitored, assessed, and informed regarding their progress, and outlines when and how an intervention strategy can be initiated for students at risk.

### Background

(2) Under Section 19 of the [Education Services for Overseas Students Act 2000](#), registered providers must report students who have breached the course progress requirements.

(3) This Policy also ensures compliance with the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#), and the [English Language Intensive Courses for Overseas Students \(ELICOS\) Standards 2018](#) by specifying how The College will monitor the progress and ability of its overseas students and conduct academic intervention if required, to ensure that they are able to complete their studies within the expected duration specified on their electronic Confirmation of Enrolment (eCoE).

### Scope

(4) This Policy only applies to Macquarie University College students who are enrolled in an ELICOS program.

(5) A separate [Macquarie University College Academic Progression Policy](#) exists for students enrolled in all other courses at Macquarie University College.

## Section 2 - Policy

### Part A - Commencement or Recommencement of Studies

(6) The College is committed to ensuring that students enrolled in ELICOS (English Language Intensive Courses for Overseas Students) programs enter their study at a level that is appropriate to their skill level.

(7) All students will be placed in a class level appropriate to their current language proficiency level. This class level is initially decided according to the result of a University-accepted, internationally-standardised test (e.g. IELTS) or a Macquarie University College placement test.

(8) In the first week of enrolment, students will also take part in an interview to determine their academic needs and English ability. If special needs are identified for a student during this interview (or at any other time), The College will put arrangements in place to address the identified need and to support the student to learn effectively. This could take the form of directives to meet with a Student Advisor, to attend development activities available through the University, or to consult with University Support services (such as Student Wellbeing).

(9) As a result of this interview, a College placement test, or other concerns relating to a student's current language

proficiency (such as a student re-entering study after a gap of study longer than six (6) months), it may be decided that a student would benefit from being placed into a different class level. In such cases, a recommendation will be made to the student in writing stating that their ability does not meet the level in the original offer and that they may require more time to achieve their study goals. It is in the best interests of the student to accept this recommendation.

(10) This recommendation will be stored against the student's record and will be shared with the relevant Admissions team for the provision of a revised offer, if accepted.

## **Part B - Progression Monitoring During a Block**

(11) The College will monitor students during their enrolment to ensure they maintain satisfactory progress. Where a student is considered 'At Risk' of not achieving satisfactory progress, The College will implement intervention strategies to support the student.

(12) ELICOS programs are completed over a number of five (5) week study periods called Blocks. While a Block is still in progress, a student may be deemed to be 'At Risk' if they:

- a. fail to submit assessments, including those that are not weighted;
- b. fail to participate in class;
- c. fail to complete prescribed or recommended homework;
- d. receive low grades in assessments, including in-class tasks and exams; or
- e. fail to meet prescribed satisfactory attendance requirements, in accordance with the [Macquarie University College Attendance Policy - ELICOS Students](#).

(13) Students identified by College staff of being At Risk will be advised of appropriate measures to help them improve their learning outcomes in order to make satisfactory progress. In addition, they may be referred to Student Advisors who will implement appropriate intervention strategies, including but not limited to:

- a. a welfare check to provide the student with guidance;
- b. suggestions to the student of possible academic and/or personal support options that are available;
- c. a review of key policies and responsibilities, such as the [Student Charter](#), [Student Code of Conduct](#) or the requirements of this Policy;
- d. recommendations of amendments to a student's enrolment and/or class level; and/or
- e. contacting the student by email to their University email address, phone or in-class visit to organise a face-to-face appointment to discuss potential strategies.

(14) To assist students in understanding the requirements of their course, at the start of each Block, students are given a Course Outline, which indicates assessment requirements and what is required to progress from one class level to the next. In addition, students will receive feedback on their assessment tasks.

(15) In Week 5 of each Block, students will also have a formal consultation with their teachers regarding their progress. During this meeting, additional strategies to improve student performance may be prescribed.

## **Part C - Formal Assessment of Progression**

(16) At the end of each block, a student's progress in that block will be assessed by the Senior Academic team. Assessors will deem whether the student is considered to have passed the block based on whether they have:

- a. participated regularly during class; and/or

- b. completed all scheduled course assessments, tests, and activities to satisfactorily cover all macro-skills; and/or
- c. demonstrated achievement in most learning outcomes.

(17) If a student's progress is determined to be unsatisfactory or is deemed to be at significant risk in one or more of the macro-skills, they will be contacted in writing to advise them of their unsatisfactory progress, and will be provided with a recommendation to seek academic advice on how to improve.

(18) If a student's progress is unsatisfactory over two (2) consecutive blocks, they will be required to attend a compulsory meeting with a Student Advisor or senior academic staff member for a formal academic Intervention.

(19) This intervention may include, but will not be limited to:

- a. compulsory attendance at academic support workshops;
- b. additional tutoring;
- c. further counselling; and/or
- d. a recommendation for the extension of English language tuition requiring a change, or repetition, of their class level in line with their English language ability.

(20) The student's progress will continue to be monitored during and at the end of subsequent enrolled blocks. During this time, students may be required to undertake further compulsory meetings with a Student Advisor or senior academic staff member.

(21) Students who are subject to an academic intervention will be provided with a reasonable timeframe of two (2) blocks to improve their progress. If a student continues to display unsatisfactory progress in their studies after this, they may be issued with a Notice of Intention to Report for Unsatisfactory Progress at the discretion of the Senior Academic team, as part of the end-of-block assessment of Satisfactory Progression.

## **Part D - Notice of Intention to Report for Unsatisfactory Progress**

(22) A Notice of Intention to Report for Unsatisfactory Progress will state the University's intention to prevent the student from further enrolment under their current eCoE. In accordance with the requirements of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#), the student will be reported to the [Department of Home Affairs](#) for not making satisfactory progress as per the conditions of their visa. If reported the student's visa may be cancelled by the [Department of Home Affairs](#).

(23) A Notice of Intention to Report for Unsatisfactory Progress will be sent to the student's University email address and will provide details of the student's right to appeal the intention to report.

(24) The student may appeal the intention to report within twenty (20) working days of the date of issue of the Notice of Intention to Report for Unsatisfactory Progress. A Report for Unsatisfactory Progress will not be made until the appeal process has been completed and/or the deadline to appeal has passed.

(25) Any appeal is to be submitted to the Education Manager, Macquarie University College.

(26) An unsuccessful appeal to the Education Manager, Macquarie University College may be referred to the Director, Macquarie University College for review. This must be requested by the student within five (5) working days of the date of issue of the outcome of the appeal.

(27) If the student's appeal and subsequent review (if requested) are not successful, or they do not appeal, the student will be reported to the [Department of Home Affairs](#) for Unsatisfactory Progress. If a student is reported, they will have their CoE cancelled and will be prevented from further study under that CoE.

(28) If an appeal is made and is upheld by either the Education Manager, Macquarie University College or Director, Macquarie University College, a report for Unsatisfactory Progress will not be made.

### **Appeal to Education Manager, Macquarie University College**

(29) An appeal takes the form of a personal statement, addressed to the Education Manager, Macquarie University College, specifying the reasons the student has not been able to maintain satisfactory progress. These reasons may be Compassionate or Compelling in nature or may be based on procedural grounds. An appeal must include any supporting documentation relevant to the personal statement. Personal statements and all documentation provided must be readable, and in English or translated to English by a NAATI accredited translator.

(30) An appeal must be submitted within twenty (20) working days of the date of issue of the Notice of Intention to Report for Unsatisfactory Progress.

(31) The student will be advised in writing of the outcome of their appeal within ten (10) working days of their appeal and all supporting documentation being confirmed as received. This will be sent to the student's University email address.

### **Review by the Director, Macquarie University College**

(32) If an appeal to the Education Manager, Macquarie University College is not successful, the student may request that the decision be referred to the Director, Macquarie University College for review on the following grounds:

- a. the student is able to provide additional relevant evidence or information to support their case, that was not available at the time of submission of their initial appeal; and/or
- b. the student can demonstrate that the procedure for dealing with the matter was not followed correctly.

(33) The request to review must be made within five (5) working days of the date of issue of the outcome of the appeal. The request to review must demonstrate how the request meets the grounds listed above. Requests that do not address at least one (1) of the two (2) grounds will not be accepted.

(34) If a student requests a review by the Director and they meet one of the grounds above, the Director, Macquarie University College will review the appeal outcome, the originally submitted written appeal and supporting documentation, and any additional evidence or information provided.

(35) The student will be advised in writing of the outcome of the review within ten (10) working days of the request for review and all supporting documentation being confirmed as received. This will be sent to the student's University email address.

### **External Complaint to the NSW Ombudsman**

(36) If a student's internal appeal and subsequent review are not successful, they may make a complaint to the NSW Ombudsman. A complaint to the NSW Ombudsman must be made within twenty (20) working days of the date of issue of the outcome of the review by the Director, Macquarie University College. Additionally, where a student has lodged a complaint with the NSW Ombudsman, the student must notify the University of this within this twenty (20) working day period.

(37) After twenty (20) working days have passed:

- a. if the student has not notified the College of their lodgement of an Ombudsman complaint, they will be reported to the [Department of Home Affairs](#) for unsatisfactory progress, and have their CoE cancelled; or
- b. if the student has notified the College of their lodgement of an Ombudsman complaint, the student will not be reported to the Department of Home Affairs or have their CoE cancelled for unsatisfactory progress until such

time as the Ombudsman case has been resolved.

## Reporting to the Department of Home Affairs for Unsatisfactory Progress

(38) If a student does not appeal, or a student's appeal and/or review are not successful, and the student has exhausted all avenues of appeal including an external Ombudsman complaint OR has not notified the University of their intent to lodge a case with the NSW Ombudsman within the prescribed timeframe, the University will report the student to the [Department of Home Affairs](#) through PRISMS for not meeting progression requirements.

(39) This will result in the cancellation of the student's eCoE, and may result in the cancellation of the student's visa by the Department of Home Affairs. The student must contact the Department of Home Affairs to discuss their situation.

## Action Taken Should an Appeal be Upheld

(40) If a student is successful in their appeal against a Notice of Intention to Report for Unsatisfactory Progress, they will not be reported and their eCoE will not be cancelled. However, they will be required to engage in a formal academic intervention, as described in this Policy. Should their progress continue to be unsatisfactory, the student may be issued with a further Notice of Intention to Report for Unsatisfactory Progress, which will be issued and/or assessed independently of any previous decisions.

## Section 3 - Procedures

(41) This Policy is supported by two procedure flowcharts - the [Macquarie University College Academic Progression Procedure – ELICOS Students](#) and the [Macquarie University College Academic Progression Appeals Procedure – ELICOS Students](#).

## Section 4 - Guidelines

(42) Nil.

## Section 5 - Definitions

(43) The following definitions apply for the purpose of this Policy:

- a. At Risk: a general term to refer to a student who is unlikely to achieve satisfactory academic progress in their ELICOS program during a study period.
- b. Block: a five (5) week period of study, applicable only to students in ELICOS programs. Also known as a study period.
- c. Compassionate or Compelling Circumstances: compassionate or compelling circumstances are generally those beyond the control of the student which have an impact upon the student's wellbeing or progress in a course. These include, but are not limited to:
  - i. serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - ii. bereavement of close family members such as parents or grandparents (supported by documentation);
  - iii. major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
  - iv. 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
  - which has impacted on the student (these cases should be supported by police or psychologists' reports).
- d. The [Department of Home Affairs](#): The Commonwealth Government department responsible for issuing international students with visas.
- e. eCoE: Electronic Confirmation of Enrolment: a document, provided electronically, that confirms an international student's eligibility to enrol in a course for a specified duration at Macquarie University. The document is registered via the PRISMS database with the Department of Home Affairs.
- f. Macro-skills: these are the four (4) main areas of English language development - Reading, Writing, Listening and Speaking. Each of these four (4) areas require different skills and techniques to be learned and applied and are assessed individually.
- g. PRISMS: the Provider Registration and International Student Management Systems, the database used to process information given to the Department of Education by Registered Providers.

## Status and Details

<b>Status</b>	Current
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<b>Responsible Executive</b>	Rorden Wilkinson Deputy Vice-Chancellor (Academic)
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