

ELICOS Course Progress Monitoring and Reporting Policy & Procedure

1. Purpose

This Policy and Procedure outlines how ALG monitors, records, and reports student course progress in its ELICOS General English course to:

- support students to successfully complete their studies within the expected duration
- meet the requirements of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Standard 8).

2. Scope

This Policy applies to:

- all students enrolled in ALG's General English course
- all staff involved in teaching, academic management, and student administration.

3. Definitions

Study Period: A defined period of study within the General English course during which course progress is formally assessed (e.g. weekly).

Satisfactory Course Progress: The achievement of required assessment outcomes within a study period demonstrating that the student is progressing as expected.

At Risk: A student identified as being at risk of not meeting course progress requirements based on defined assessment benchmarks.

Intervention Strategy: Structured support actions implemented to assist a student to achieve satisfactory course progress.

Expected duration: The length of time a student is expected to complete their course, as shown on their Confirmation of Enrolment (CoE), unless an approved change is made.

4. Policy

ALG monitors and records course progress for all students enrolled in its ELICOS General English course to ensure students are supported to successfully complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). Course progress monitoring is implemented as a structured, evidence-based process that identifies students at risk early and provides timely intervention and support.

Reporting of unsatisfactory course progress is undertaken only in accordance with legislative requirements.

4.1 Informing Students of Course Progress Requirements

ALG ensures that students are clearly informed, prior to commencement and during orientation, of:

- course progress requirements
- assessment methods and expectations
- consequences of not meeting course progress requirements

Students are informed about course progress via:

- the Student Handbook issued to students before they are formally enrolled
- the student's Offer Letter & Written Agreement

4.2 Measurement of Course Progress

ALG measures course progress through scheduled weekly assessment tasks conducted throughout the study period.

Assessment outcomes are:

- recorded systematically
- used to determine student progress
- applied consistently across all students

4.3 Recording of Course Progress

ALG maintains an individual Student Academic Record for each student in the student management system, RTO Manager (RTOM).

Each student's weekly percentage test score is recorded in RTOM and used as the primary basis for measuring and monitoring course progress.

These records are maintained accurately and consistently to support course progress monitoring, intervention decisions, and reporting requirements.

4.4 Satisfactory Course Progress Requirements

ALG defines satisfactory course progress for the General English course by reference to performance in weekly assessments during each study period (10-week course level).

To achieve satisfactory course progress, a student must achieve a score of at least 70% in at least 8 out of 10 weekly assessments within the study period.

This benchmark is documented, communicated to students before commencement, and applied consistently to all students.

that the overseas student is at risk of not meeting those requirements.

1.1 Identification, Notification and Support of Students at Risk (Course Progress)

ALG implements a structured process to **identify, notify and assist** students at risk of not meeting course progress requirements. This process is informed by evidence of student performance in weekly assessment tasks, including assessment results and other indicators of academic progress within the study period.

Where a student is identified as at risk based on defined course progress benchmarks, ALG provides timely notification and implements targeted intervention strategies to support the student to improve performance and achieve satisfactory course progress.

4.5 Identification of Students at Risk (IDENTIFY and NOTIFY)

ALG identifies students at risk of not meeting course progress requirements based on performance in weekly assessments within the study period.

A student is considered at risk where they:

- do not achieve at least 70% in one (1) weekly assessments: *First Warning – Course Progress* notification is issued to the student
- do not achieve at least 70% in two (2) weekly assessments: *Final Warning – Course Progress* notification issued to the student.

These trigger points enable early identification and ensure sufficient time for intervention and support.

4.6 Intervention Strategy (ASSIST)

ALG implements an intervention strategy to assist students at risk of unsatisfactory course progress.

The intervention strategy:

- addresses individual student needs
- identifies underlying issues
- provides targeted academic and support actions
- is documented and monitored

Intervention stages include:

Intervention strategies include, but are not limited to:

- additional homework or targeted practice activities
- one-to-one academic support with the teacher
- attendance at additional classes or scheduled support sessions
- development of an individual study plan with clear targets
- supervised study sessions or guided self-study tasks
- referral to internal or external student support services, where required

4.7 Determination of Unsatisfactory Course Progress

A student is assessed as not meeting satisfactory course progress where:

- The student has achieved less than 70% in three (3) or more weekly assessments
- intervention strategies have not resulted in sufficient improvement.

4.8 Reporting Unsatisfactory Course Progress

- When ALG has assessed a student as not meeting course progress requirements after sending warning letters and implementing an intervention strategy, the student is sent the written notice, *Intention to Report – Unsatisfactory Course Progress* via email which:
 - Notifies the overseas student that ALG intends to report the student for unsatisfactory course progress.
 - Informs the overseas student of the reasons for the intention to report.

- Advises the student of their right to access the College's complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals) within 20 working days of the date of the notification.
- ALG will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - The internal and external complaints processes have been completed, and the decision or the recommendation supports ALG, or
 - The overseas student has chosen not to access the internal complaints and appeals processes within the 20-working day period, or
 - The overseas student has chosen not to access the external complaints and appeals process, or
 - The overseas student withdraws from the internal or external appeals processes by notifying ALG in writing.

4.9 Extension of Course Duration

ALG will only extend a student's course duration in accordance with Standard 8.16 of the National Code 2018 where:

- compassionate or compelling circumstances exist; or
- an intervention strategy is being implemented; or
- an approved deferral or suspension has occurred

4.10 Alignment with Attendance Monitoring

Course progress monitoring is implemented alongside attendance monitoring requirements.

Regular attendance is essential to support student learning and achievement of course progress outcomes, as students who do not attend scheduled classes may be unable to meet course progress requirements.

Where attendance requirements are not met, ALG may exercise discretion in accordance with the National Code 2018 (Standard 8.15), including where the student maintains at least 70% attendance and demonstrates compassionate or compelling circumstances.

Refer to the **Attendance Monitoring and Reporting Policy & Procedure**.

5. Procedure

Step	Key Actions	Responsibility	Supporting Documents
1. Inform Students of Course Progress Requirements	• Provide students with clear information prior to commencement and at orientation, including assessment structure, course progress requirements (70% / 8 out of 10), and consequences of unsatisfactory progress.	Student Admissions Team	Student Handbook Written Agreement Orientation PowerPoint

2. Conduct weekly assessments	Conduct weekly assessments aligned to course content and defined learning outcomes.	ELICOS Teachers	Assessment tasks
3. Record Student weekly assessment results	- Record student weekly assessment results in the Student Academic Record in RTOM. - Ensure each student's weekly percentage score is accurately recorded and used to monitor course progress. Maintain records consistently to support intervention and reporting decisions.	ELICOS Teachers	Student Academic Records (RTOM)' Student Academic Records
4. Apply Course Progress Benchmarks	Monitor student performance against the required benchmark (minimum 70% in 8 out of 10 assessments per study period).	Student Administration Team	Assessment Framework
5. Identify At-Risk Students (First Warning)	- Identify students who do not achieve at least 70% in one (1) weekly assessments. - Issue First Warning – Course Progress notification.	ELICOS teachers; Student Administration Team	Academic Records; First Warning Letter
6. Escalate At-Risk Status (Final Warning)	- Identify students who do not achieve at least 70% in two (2) weekly assessments. - Issue Final Warning – Course Progress notification and require the student to attend an intervention meeting.	Student Experience Team / Student Administration Team	Academic Records; Final Warning Letter
7. Implement Intervention Strategy	- Meet with the student to identify underlying issues and agree on an Intervention Plan. - Implement support strategies (e.g. additional homework, one-to-one support, additional classes). Monitor progress against the plan.	ELICOS Academic Manager of Delegate/ Student Administration Team	Intervention Plan
8. Determine Unsatisfactory Course Progress	Determine that a student has not met course progress requirements where the student does not achieve 70% in three (3) or more weekly assessments and intervention has not resulted in improvement.	ELICOS teachers/ Student Administration Team	Academic Records
9. Issue Intention to Report Notice	Issue written notice advising the student of intention to report, reasons for the decision, and the right to appeal within 20 working days.	Student Administration Team	Intention to Report Letter
10. Manage Complaints and Appeals	Provide access to the complaints and appeals process. Maintain enrolment during the 20 working day	Student Administration Team/ Appeals Committee	Complaints and Appeals P&P

	appeal period and any ongoing appeal.		
11. Report in PRISMS	Report the student in PRISMS only where appeals are finalised or not accessed within the required timeframe.	Student Administration Team	PRISMS Records
12. Manage Course Duration Variations	Extend course duration only where permitted (compassionate or compelling circumstances, intervention strategy, or approved deferral/suspension).	Student Administration Team	Student File; Supporting Evidence PRISMS reports

6. Supporting Documents

- Student Handbook
- Written Agreement
- Assessment Records / LMS
- Warning Letters
- Intervention Plan
- Intention to Report Letter
- Complaints and Appeals Policy & Procedure
- Deferral, Suspension and Cancellation Policy & Procedure

7. Document Information and Review

Document Information		
Document ID	EL-03	
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Responsible officer	Joe Lynch	
Key Stakeholder(s)	Students, ALG Staff	
Approval by	CEO	
Endorsed by	Academic Director and Head of Quality Assurance	
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