

Monitoring Course Progress Policy and Procedure (Overseas Students)

Policy Name	UNSW Global Pty Limited Institute of Languages Monitoring Course Progress Policy and Procedures (Overseas Students)
Policy ID	
Policy Date	July 07
Approval Date	July 07, reviewed Sept 08
Review Date	September 09
Responsibility	Director of Studies, English
Approved By	Diana Keilar, Director

1. Preamble

UNSWIL is required by the ESOS National Code Standard 10 to systematically monitor students' course progress, to be proactive in notifying and counseling students who are at risk of failing to meet their course progress requirements and to report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

2. Scope

This policy applies to international students on student visas enrolled in UNSW Institute of Languages courses. The Senior Specialist teacher responsible for each course, in consultation with the Head of Studies and Director of Studies, is responsible for monitoring students' course progress.

3. Definitions

UNSW Global Pty Limited, a not-for-profit provider of education, training and consulting services, is a wholly owned enterprise of the University of New South Wales (UNSW).

UNSW Global Pty Limited and UNSW Institute of Languages CRICOS Provider No 01020K.

4. Terminology

5. Policy Statement

This policy complies with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- Education Services for Overseas Students (ESOS) Act 2000
<http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200401844?OpenDocument>
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007)
<http://aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2007/Default.htm>

6. Policy Implementation

UNSW Global Pty Limited, represented by its educational group UNSW Institute of Languages must comply with the ESOS Act and its regulations. Each staff member involved in the promotion, recruitment, admission, delivery, management or

administration of overseas students on student visas is responsible for the implementation of this policy.

7. Policy Review

The Director of Studies, English, will review this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa.

8. Policy Content and Procedures

8.1 General Proficiency English Students

i General Proficiency students are expected to progress to the next level of English at the end of each 10 week course.

ii After each end of course test, Senior Specialist Teachers (referred to hereafter as SSTs) enter students' grades into the Student Information System database (SIMS). The student's progress through the English levels is checked on SIMS.

iii If the student's grade is acceptable, the SST will promote the student to the next level.

iv If the grade is not acceptable, the SST will consult with other teachers on the class about the reason for the poor grade and appropriate action for the student. The action decided is communicated to the student in an interview with the Course Coordinator and issues such as the reason for the student's course progress problem, study habits, a study plan, extra tuition or other strategies to improve the student's performance are discussed. A written record of the strategies agreed is kept by the Coordinator.

v If necessary, the student is referred to the Student Advisor for consultation re the above.

vi The student may be required to repeat a level of English class in order to reach the required level to proceed to the next level. The student consults the Coordinator regularly throughout the term re the effectiveness of the students' study plan. A written record of the consultations is kept by the Coordinator.

vi If the student's grades continue to fall below the required grade to progress, the Senior Specialist teacher informs the Director of Studies, who informs the student in writing of UNSWIL's intention to report the student and that he or she is able to access UNSWIL's Complaints and Appeals process within 20 working days.

vii UNSWIL notifies DEEWR through PRISMS that the student is not achieving satisfactory progress after the internal and external appeals process (if actioned) is finalised and if UNSWIL's decision to report is upheld. (Refer to UNSWIL Complaints and Appeals Policy and Procedure for detail)

vii The student's attendance will be maintained throughout the appeal period. If the student's appeal is successful, a new action plan will be prepared, the student will be advised of it and monitoring of the student's course progress will continue.

3.2 English for Academic Purposes Students

i) EAP students are assessed every 10 weeks and are expected to progress in their academic pathway.

As well as the students' course grades, the individual student's academic goals are taken into consideration when placing them into their next course.

ii) The student's progress is checked every term (5 weeks) through an in-house proficiency level examination.

iii) At the end of each course, the Senior Specialist Teachers (referred to hereafter as SSTs) enter students' grades into a Result spreadsheet kept in the Coordinators share folder and into SIMS.

iv) If the student's grade is acceptable, the Coordinator in conjunction with the Head of Studies (EAP) promotes the student to the next level.

v) If the grade is not acceptable, the Coordinator consults with other teachers on the class about the reason for the poor grade and appropriate action is taken.

The action decided is communicated to the student in an interview with the SST and issues such as the reason for the student's course progress problem, study habits, a study plan, extra tuition or other strategies to improve the student's performance are discussed. A written record of the strategies agreed is kept by the Coordinator.

If necessary, the student is referred to the Student Advisor for consultation re the above.

vi) The student may be required to repeat a level of English class in order to reach the required level to proceed to the next level. The student consults the Coordinator regularly throughout the term re the effectiveness of the students' study plan. A written record of the consultations is kept by the Coordinator.

vi) If the student's grades continue to fall below the required grade to progress, the Senior Specialist teacher informs the Head or Director of Studies, who informs the student in writing of UNSWIL's intention to report the student and that he or she is able to access UNSWIL's complaints and appeals process within 20 working days.

vii) Similarly, if an EAP student fails to progress onto their academic course because their level of English is unsatisfactory for tertiary study, the student is counselled by the Academic advisor and Head of Studies on the options they can access.

viii) If the student wishes to contest the final grading of their course, then the student can access the appeals process.

ix) UNSWIL notifies DEEWR through PRISMS that the student is not achieving satisfactory progress after the internal and external appeals process (if actioned) is finalised and if UNSWIL's decision to report is upheld. (Refer to UNSWIL Complaints and Appeals Policy and Procedure for detail)

x) The student's attendance will be maintained throughout the appeal period. If the student's appeal is successful, a new action plan will be prepared, the student will be advised of it and monitoring of the student's course progress will continue.