

UNSW Global Pty Limited		Monitoring Course Progress Policy	
UNSW Institute of Languages	<input checked="" type="checkbox"/> Internal	<input checked="" type="checkbox"/> External	
Responsible Officer	Director of Studies, English		
Contact Officer	Adele Pitkeathly		
Authorisation	Group Executive, UNSW Institute of Language		
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1. Preamble

1.1 Purpose

This policy is in place to ensure that staff and students are aware of their responsibilities concerning course progress. Monitoring the course progress of students allows UNSW Institute of Languages to identify, intervene and offer appropriate support to those at risk of not progressing. Students who are not making satisfactory course progress despite intervention are reported to DIAC through PRISMS.

1.2 Background

Students holding student visas are required to meet their course progress requirements. Failure to do so may affect the student visa.

1.3 Principles

UNSW Institute of Languages (UNSWIL) is required by the ESOS National Code Standard 10 to systematically monitor students' course progress, to be proactive in notifying and counselling 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 all international students in UNSW Institute of Languages programs. The policy also applies to all staff involved in the promotion, recruitment, admission, academic delivery, management or administration of overseas students on student visas.

3. Definitions

UNSW Institute of Languages is an education group of UNSW Global Pty Limited, a not-for-profit provider of education, training and consulting services and a wholly owned enterprise of the University of New South Wales

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

Course–UNSW Institute of Languages courses vary in length between 5 and 20 weeks, as documented in the program guide and student handbook.

Intervention – UNSWIL intervenes in the case of a student that is at risk of not meeting the academic expectations of UNSW Institute of Languages courses in accordance with its Monitoring Course progress policy

DEEWR – Department of Education, Employment and Workplace Relations

DIAC- Department of Immigration and Citizenship

PRISMS- Provider Registration and International Students Management System

4. Policy Statement

UNSW Institute of Languages is committed to enabling and assisting students to reach their study goals within the expected timeframe. The progress of students is monitored, recorded and reviewed at the end of each 10 week study period or course. Senior Specialist Teachers, teachers, student advisors, Heads of Studies and the Director of Studies English are involved in monitoring students' progress.

Generally students are expected to progress to the next level of English at the end of each 10 week study period or course.

- 4.1 After each end of course assessment, Senior Specialist Teachers (referred to hereafter as SSTs) enter students' grades into the Student and Agent Management system database (SAM). The student's progress through the English levels is checked on the database.
- 4.2 If the student's grade is acceptable, the SST will promote the student to the next course level.
- 4.3 If a student's grade does not meet the required standard to progress as expected, the SST will discuss with the student 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. A written record of the strategies agreed (Course Progress Intervention Record) is kept by the SST and a copy is filed in the student record.

If necessary, the student is referred to a Student Support for consultation or to appropriate independent learning resources.
- 4.4 The student may be required to repeat a level or course in order to achieve the grade required to progress to the next course or level. In this case, the SST monitors the student's progress regularly throughout the following 10 week study

period to check on the effectiveness of the intervention strategies in place. A written record of any consultations with the student is kept by the SST.

- 4.5 If the student's grades fall below the required grade to progress in two consecutive 10 week study periods, the SST informs the Director of Studies, who informs the student in writing of UNSWIL's Intention to Report the student for unsatisfactory course progress. The student is advised that he or she is able to access UNSWIL's Complaints and Appeals process within 20 working days.
- 4.6 UNSWIL notifies DEEWR/DIAC 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)
- 4.7 The student's attendance is maintained throughout the appeal period. If the student's appeal is successful, a new learning plan will be prepared, the student will be advised of it and monitoring of the student's course progress will continue.

5. Legal and Policy Framework

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://www.aei.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

6. Implementation

6.1 Responsibilities

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.

6.2 Staff Roles

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.

6.3 Student Roles

Students are required to maintain satisfactory course progress as a condition of their student visa. Students at risk of not fulfilling this requirement need to respond to action taken by academic staff as described in this policy. Students are encouraged to be

proactive in monitoring their own progress and academic staff will respond to student initiated action in line with the policy described above.

7. 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. Attached Documentation

9. Related Policies and Procedures

IL-009-POL UNSW Institute of Languages Completion within Expected Duration Policy