



Learner Course Progress and Attendance Monitoring - ELICOS

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Purpose: To ensure that Learners are achieving the objectives of the English for Academic Purpose (EAP) course.

Responsible Person: Chief Operations Officer

Relevant Standards: ESOS Standard 10; ELICOS Standard C1.1k; P4.1; P4.2

Definitions:

A **study period** is defined as one 10 week block of the EAP course.

Course progress is defined as the measure of progression within a course, towards completion of that course

Unsatisfactory course progress is defined as not achieving a pass mark in at least 50% of the assessment requirements within the study period.

Satisfactory attendance is defined as a minimum of 80% attendance in a study period.

1. POLICY

EQUALS International monitors, records and assesses the course progress and attendance of each Learner in the EAP course.

A study period is defined as one 10-week EAP block. Each block consists of a study program of learning and assessment in the four core skills of listening, reading, writing and speaking. To achieve satisfactory course progress, a Learner must achieve a minimum Grade of C (50%) **in each skill** - Reading, Writing, Listening, Speaking - in the Final Assessment results.

To maintain satisfactory attendance, a minimum of 80% attendance is required.

These requirements are detailed in the *EAP Assessment Overview for Learners* document provided to each Learner prior to commencement.

Each Learner is provided with regular feedback on progressive non-assessable tasks to ensure ample opportunities to proactively address course progress issues prior to assessment. In addition, learner support services and attendance monitoring procedures are intended to highlight and address issues that may prevent learners achieving satisfactory attendance and/or minimum course progress.

Where a Learner is identified as falling below 80% minimum attendance; and/or has been assessed as not meeting satisfactory course progress upon final assessment outcomes; and/or is evaluated as being at risk of not meeting satisfactory course progress requirements through progressive reviews; EQUALS will action our intervention strategy (please refer to below) as soon as possible and no later than 2 weeks after the completion of a study period.

Where a Learner continues to not make satisfactory course progress and/or remains below 80% minimum attendance across 2 consecutive study periods, EQUALS will inform the Learner in writing of its intention to report the Learner to DIBP activating cancellation of his or her visa depending on the outcome of any appeals process. The Learner is given 20 working days to access EQUALS complaints and appeals process.*

EQUALS will notify Secretary of DIBP via PRISMS of the Learner not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds EQUALS decision to report.

*EQUALS may choose not to report a student whose attendance is less than 80 per cent if:

- the learner is maintaining satisfactory course progress and
- the learner is attending at least 70 per cent of the scheduled course contact hours

This decision will be documented on the Learner's file and the Learner will be informed of EQUALS' decision not to report in this instance.

2. PROCEDURE

2.1 MONITORING COURSE PROGRESS PROCEDURE

2.1.1 The monitoring of a Learner's course progress is based on the aggregate result of assessments completed within the study period. A Learner must achieve a minimum Grade of C (50%) **in each skill** - Reading, Writing, Listening, and Speaking - in the Final Assessment results. The Educator responsible for assessment will assess the Learner in accordance with the criteria set out in the curriculum document.

2.1.2 These assessments are assessed qualitatively and quantitatively, the results of which are recorded electronically in the Learner's file via our Learning Management System (Moodle). Evidence of completed assessments and results are maintained electronically or in the Learner's hard copy file and/or scanned (where required) into the server and saved electronically. Record-keeping requirements are detailed on each assessment task.

2.1.3 Completed assessment items will be retained for a period of six months (ASQA General Direction: Retention requirements for completed student assessment items, 20 Feb 2013) and retained for 10 years where there has been a grievance or appeal (General Records Authority 33 – Accredited Training, Feb 2013) from the date on which the judgment of competence for the Learner was made.

2.1.4 The overall outcome for each EAP block will be updated electronically in the EQUALS Learner management system.

2.1.5 Learners who have not recorded satisfactory course progress will be placed on an intervention strategy (see below).

2.2 MONITORING ATTENDANCE PROCEDURE

2.2.1 Learner attendance is electronically recorded by session Educators for each session of each day.

2.2.2 Attendance is monitored periodically via subscribed attendance reports generated automatically from WiseNET and forwarded to Learner Liaison and Learner Services staff:

- Weekly**, identifying Learners who have been absent for 2 or more sessions. All learners are contacted to ensure their welfare and to provide an opportunity to discuss study and program engagement issues, and to remind Learners of their obligation to notify absences and provide medical certificates or other documentary evidence. Contact records are made on the Learner's electronic Client Logbook (WiseNET).
- Monthly**, identifying Learners who are at risk of failing to meet 80% attendance. All learners are contacted to discuss minimum attendance requirements. Learners identified as being unable to meet the minimum 80% requirement even through full attendance for the remainder of the study period are placed on an intervention strategy (see below). Contact records are made on the Learner's electronic Client Logbook (WiseNET)

3. INTERVENTION STRATEGY

In the event that a Learner is identified as requiring an intervention strategy:

- 3.1 Learner Liaison will commence the Intervention Strategy Checklist in the Learner's electronic file.
- 3.2 Learner Liaison will contact the Learner to discuss course progress/attendance issues; where possible, Learner Liaison will organise a counseling meeting with the Learner. This meeting may be requested by face to face, telephone, email or letter. It is expected that the Learner will make every effort to attend this meeting.
- 3.3 During this meeting (or via telephone), Learner Liaison Services assists the Learner in identifying possible reasons for low course progress and/or attendance, and to determine a plan to remedy progress. This remedial action will be designed to achieve satisfactory course progress and assist with minimum attendance requirements, and may include one or more of the following strategies:
 - i. Attendance at an additional tutorial or study group
 - ii. Attendance at counselling sessions
 - iii. Individual case management (including one to one meeting with Educator/s)
 - iv. Assistance with personal issues which may be impacting progress
 - v. Providing a mentor / buddy
 - vi. Increased monitoring of the Learner
 - vii. Re-sitting the unit/subject/s
 - viii. Another mutually agreeable strategy as discussed with the Learner and Learner Liaison
 - ix. Advising Learners on the suitability of the course in which they are enrolled (where appropriate)
- 3.4 The meeting notes (including details of any strategies) will be recorded on the Intervention Strategy Form (F 199) and/or in the electronic client journal.
- 3.5 The intervention strategy action items and agreed due dates will be recorded on the Learner's electronic file and will be managed by Learner Liaison Services.
- 3.6 Learner Liaison and/or Learner Services staff will make contact with the Learner each fortnight (minimum) to discuss progress and/or attendance and to close out intervention strategy action items once met.
- 3.7 Learner Liaison will regularly report to EAP Academic Manager and/or EQUALS COO on Learner progress.

4. REPORTING AND APPEALS

- 4.1 Where a Learner is assessed as still not making satisfactory course progress and/or meeting minimum attendance requirements after two study periods, Learner Liaison will notify the Learner in writing of their intention to report letter (F 860).
- 4.2 In this letter, EQUALS indicates that the Learner has 20 working days in which to access the Institute's complaints and appeals process. While the complaint and appeal process is being considered, the Learner must continue to attend classes. A Learner may appeal on the following grounds:
 - i. EQUALS failure to record or calculate a Learner's marks accurately
 - ii. Compassionate or compelling circumstances or
 - iii. EQUALS has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the Learner.
- 4.3 Where a Learner has not accessed the complaints and appeals process within the 20 day period or their appeal has not been upheld, the Learner is deemed to have failed to meet satisfactory course progress.
- 4.4 EQUALS will report the Learner to the Secretary of DIBP via PRISMS within 5 business days. The Learner Liaison officer will notify the nominated PRISMS officer of the expiration of the appeals period.
- 4.5 The Learner's file will be closed according to cancellation procedures.

5. EXTENSIONS OF ELECTRONIC CONFIRMATION OF ENROLMENTS

EQUALS will only extend the duration of the Learner's course where it is clear that the Learner will not complete the course within the expected duration, as specified on the COE, as a result of:

- i) compassionate or compelling circumstances;
- ii) EQUALS' implementing its intervention strategy for Learners who were at risk of not meeting satisfactory course progress; or
- iii) Where an approved deferment or suspension of study has been granted in accordance with EQUALS' policy and procedure.

EQUALS will retain evidence, where applicable, to support the extension of the COE. This will be recorded in the Learner Management System (Wise.Net) and/or the Learner hard copy file. The Learner COE course duration variation is updated on PRISMS. Learners will be notified of the extension to their CoE via email.

Documents:

F 199 – Intervention Strategy Form
F 860 – Notice of Intention to Report
F 858 – Notice of Intention to Cancel
F 112 – Notice of Cancellation of Enrolment
Client File in Wise.Net – Client Journal
Learning Management System - Moodle