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Policy

ELICOS Student Journey Policy and Procedure

Policy

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1. POLICY

ANIT Australia Pty Ltd T/A Albright Institute of English and Albright Institute of Business and Language is committed to ensure a smooth ELICOS student journey for each and every student who is enrolled with Albright Institute for ELICOS course/s. This policy outlines our approach to compliant practices as per the ELICOS Standards 2018 and NEAS standards requirements.

After reviewing the market demand of ELICOS courses, from April 2024, Albright Institute of English and Albright Institute of Business and Language has stopped the delivery of English for Academic Purposes (CRICOS: 096828F); (CRICOS: 096827G) and Pearson Test of English (PTE) Academic (CRICOS: 096829E). Hence this Policy and Procedure is detailed for General English (Starter, Elementary, Pre-intermediate, Intermediate, Upper intermediate, Advanced) (CRICOS: 096826G) and IELTS (Foundation, Advanced) (CRICOS: 096827G).

2. PURPOSE

This policy document aims to:

- ensure systematic enrolment procedure of a ELICOS student;
- ensure that the student is placed in an appropriate English Language level classroom;
- ensure Albright Institute has appropriate systems in place to attendance and course progress during their ELICOS enrolment;
- ensure early intervention to assess the student's study goal and revise the student's enrolment accordingly.

3. SCOPE

This policy applies to all the students on a student visa studying English language courses at Albright Institute of Business and Language.

4. LEGISLATIVE BASE

This policy complies with the following legislative framework:

- The National Code of Practice 2018.
- The Education Services for Overseas Students Act 2000 [ESOS Act 2000] and ESOS Regulations 2019.
- ELICOS Standards 2018.
- NEAS – Quality Assurance in Education and Training – NEAS Quality Assurance Framework.

5. ENROLMENT POLICY AND PROCEDURE

5.1 Enrolment in General English Course

- Albright Institute's ELICOS General English courses comprise of six levels.
- The levels include Beginner, Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate and Advanced.

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- From July 2024, each level comprises of 10 study weeks and the scheduled school breaks are on top these study weeks for one level of General English course.
- Beginner and Advanced courses are available when there's enough demand.
- On the first day of intake, the student will be advised to take Albright Institute's Placement Test (PT) to ensure that the student is placed in the correct level to achieve the goal of the student to study ELICOS course/s at Albright Institute.
- If in the Placement test it is identified that the student requires more study weeks to achieve the study goal of English course, the Admissions Department will revise the enrolment based on the outcome of the Placement Test which would assess the student's current level.
- After the commencement or during the enrolment if a Teacher/ ELICOS Coordinator/ Head of VET identifies that the student's placement needs a review, and the student is required to be promoted or demoted to another level then the admissions team is notified to change the duration of the student's enrolment.
- At all times the Admissions team and the ELICOS Academic Team will ensure early intervention to assess the student's study goal and revise the student's enrolment accordingly.
- Classes are held face-to-face for 20 hours each week.
- A minimum attendance of 80% is required.
- The student can enrol for a maximum of 72 weeks (published CRICOS duration), approximately 1.5 years, which may include up to 12 weeks of official school breaks per year.
- Within a 72-week enrolment, the student could possibly achieve ONLY five levels, depending on the attendance and academic progress.
- Students are required to share their learning goals and preferred study duration with us. Our enrolment team will then advise on the course and duration needed to achieve the student's goal.

Study Periods

- From **July 2024, Study periods are organized in 10-weeks study blocks.**
- The Course commences on any Monday, except during official school breaks.

Commencement Requirements

- The student is required to attend a face-to-face orientation on the first day of their enrolment.
- The student is required to undertake a placement test in the respective Albright Institute's Campus/es on the day on the Orientation.
- The student is required to complete all the orientation obligations to commence the course at Albright Institute.

5.2 Class Placement in General English course

	Albright GE Course	If Albright Placement Test***				
Class Placement	Placed in Class Level	Result is	PTE Score	IELTS Score	Cambridge Score	Other CRICOS Providers
	Beginner	Beginner	n/a	n/a	n/a	

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	Elementary	Elementary	n/a	n/a	n/a	Beginner
	Pre-Intermediate	Pre-Intermediate	n/a	n/a	n/a	Elementary
	Intermediate	Intermediate	30	4.5	147	Pre-Intermediate
	Upper-Intermediate	Upper-Intermediate	36	5	154	Intermediate
	Advanced	Advanced	50	6	169	Upper-Intermediate

5.3 Enrolment review and Extension of General English course

Review of Enrolment-First Week of Studies

- Following the Orientation and the Placement Test (PT) the student is placed as per the outcome of the Placement Test.
- At this point of time the student is advised to review their enrolment and placement as per their learning goal.
- They are advised to check if the current placement in the class (as per the outcome of the PT) and verify if the enrolment period allows the student to achieve their goal from the level you were placed in during orientation.
- At this stage, the student could apply for a change of enrolment (extension or reduction of study weeks).

Extension of enrolment-During Studies

- Extensions to the student’s initial enrolment are allowed only for two reasons:
 - Compassionate or compelling circumstances that lead to approved leave or suspension.
 - Academic advice or intervention.
- With an extension, the total enrolment duration should never exceed 72 weeks from the commencement of the first week of the student enrolment.
- The student cannot have gaps in in studies during the extension period.

5.4 Completion within expected duration

- ELICOS students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE).
- The duration of the course as specified on the student’s CoE will never exceed that registered on the CRICOS register.
- Albright Institute monitors student progress to ensure that students complete their studies within the expected duration specified on their Confirmation of Enrolment.

6. COURSE PROGRESSION POLICY AND PROCEDURE

6.1 Course Progress requirements

- Satisfactory and unsatisfactory course progress including a process for determining the point at which the student has failed to meet course progress requirements is clearly defined in the ELICOS course curriculum.

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- Course progress requirements are defined in relation to study periods and include:
 - Satisfactory completion of summative and formative assessment tasks.
 - Attendance requirements of at least 80% for ELICOS students.
- Requirements are designed to uphold the academic integrity of the registered course with consideration to the length of the study period and the number of units/subjects and assessment requirements of the course.
- Students are advised of course progress requirements in course information provided prior to enrolment and in their course orientation.
- Students who do not meet course progress and attendance requirements are at risk of having their visas cancelled.
- Where requirements are not met, Albright Institute's course progress and attendance monitoring procedures will be followed.
- Albright Institute uses a range of methods to monitor course progress including review of assessment tasks, participation in training activities, attendance and other measures of academic progress as defined in the procedures.
- All Test records of the student's course progress are kept on file.
- Students must also ensure that they abide by academic conduct requirements to ensure that they can complete their course in the expected duration.
- To progress to the next level, the student is required to:
 - ✓ Complete 10 weeks of study at the current level.
 - ✓ Achieve a 65% or above score in the Skills Test.
 - ✓ Meet the attendance requirement.
- Attendance Requirements for the student:
 - ✓ Maintain attendance of 80% or above at all times.
 - ✓ Attendance will be counted ONLY when the student is present for the entire duration of the scheduled class.
 - ✓ The student does not miss more than two consecutive classes without giving notice.
 - ✓ The student does not miss more than five consecutive classes without obtaining approval.
 - ✓ The student is required to provide reasons for absences or low attendance within 5 days.
 - ✓ Recurring low attendance, despite intervention strategies, will result in enrolment cancellation.
 - ✓ Non-cooperating students will have their enrolment cancelled without any refund of fees.

6.2 Academic Progression

To progress from one level to the next, the student must:

- ✓ Complete a minimum of **10 weeks (about 3 months)** of study at the current level.
- ✓ Maintain an attendance rate of 80%.
- ✓ Score 65% or higher in each skill (listening, reading, speaking, writing) on the skill test conducted at the current level.

6.3 Skills Test

- A skills test occurs **every 5 weeks** during school period, which all students are required to attend.

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- If the student’s overall attendance is below 80% for the studied period prior to this test that occurs **every 5 weeks**, and the projected attendance is anticipated to be below 80% for the remainder of the student’s enrolment period, the intervention becomes critical.
- Failure to pass the skills test (scoring 65% and above in each skill) will also necessitate attending an intervention meeting.

6.4 Academic Achievement

Albright GE Course Completion	is Equivalent to	is Equivalent to	Comments
Achieved Level	PTE Academic Score	IELTS Score	
Beginner	n/a	n/a	
Elementary	n/a	n/a	
Pre-Intermediate	30	4.5	
Intermediate	36	5	
Upper-Intermediate	50	6.5	Entry to Albright VET
Advanced	65	7	

6.5 Issuance of Certificate

- The student is eligible for a **Certificate of Attainment** if the student enrolment is longer than 10 study weeks.
- The Certificate of Attainment will include:
 - ✓ The duration of the enrolment of the student.
 - ✓ The highest level achieved by the student.
 - ✓ The grades received in that level by the student.
- Note: The highest level achieved is determined as the level where the student has:
 - ✓ Completed more than 10 study weeks.
 - ✓ Maintained an 80% attendance rate.
 - ✓ Achieved a minimum overall score of 60% in the skill test for that level.

7. INTERVENTION POLICY AND PROCEDURE

7.1 Intervention strategy

- Albright Institute ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an Individual intervention plan will be developed based on the appropriate intervention strategy identified.
- An intervention plan will include an interview with the ELICOS Coordinator and may include one or more of the following strategies:
 - Advising students on the suitability of the course in which they are enrolled and possible alternatives;
 - Advising students of opportunities for reassessment; and

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- Advising students of assistance that Albright Institute can provide such as receiving English language support;
- Reviewing learning materials with the student and providing information to students in a context that they can understand;
- Providing extra time to complete tasks;
- Providing access to supplementary or modified materials;
- Providing supplementary exercises to assist understanding;
- Attending study clubs;
- Attending counselling;
- Receiving assistance with personal issues which are influencing progress;
- Referral to external organizations where Albright Institute is unable to address the identified learning or academic issues:
 - Being placed in a suitable alternative course; or
 - A combination of the above and a reduction in course load.
- Absences without Notice:
 - More than 2 consecutive days missed without prior notice will require an explanation via email.
 - Missing 5 consecutive days without notice or approval, combined with a failure to cooperate with the student support team, will initiate an enrolment cancellation notice. For international students, this action may result in the cancellation of their CoE (Confirmation of Enrolment).

7.2 Compliance with Intervention Strategies

Students must agree to and comply with intervention strategies proposed during the meeting.

Failure to comply with these strategies will result in enrolment cancellation. For international students, this will also lead to the cancellation of their CoE.

7.3 Reporting students

- Where a student has demonstrated unsatisfactory course progress in a study period and/or has failed to meet attendance requirements despite interventions implemented, Albright Institute will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and/or attendance and the reasons for the intention to report.
- Students have the rights to appeal against this decision as per Albright Institute Complaints and Appeals Policy and Procedures <https://albrightinstitute.edu.au/forms-and-policies/>. If the student chooses to access this process, the student will not be reported until this process is complete.
- Albright Institute will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or

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- the 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 the registered provider in writing.
- All records will be kept on the student's file (RTOM and Student's electronic folder) including warning letters and the notice of intention to report.

7.4 Monitoring and recording attendances and absences

- Teachers mark attendance for each class session.
- If a student arrives late or leaves early, their attendance is adjusted to reflect this.
- The teacher must mark each student's class roll every day.
- The class teacher enters attendance data into the Student Management System on a daily basis.
- If a student is absent for two consecutive days, the class teacher notifies the Student Services Officer by email.
- Student Services then contacts the student to check on his/her welfare.
- If a student has a medical certificate for a day missed, Student Services will check the truthfulness of this medical certificate, and then grant sick leave for that day the student was absent from class.
- Student Services scans the medical certificate and puts the scanned copy in the student's electronic file.
- The student keeps the original.
- All attendance rolls are digitally updated at the end of each day on the student management system – ~~RTOM Manager~~ LMS.
- Attendance rolls are monitored weekly.

7.5 Warning letters

- Albright will issue a First Warning letter when the projected overall attendance is calculated at under 90% (between 89% to 85%) and the course progress is unsatisfactory.
- Albright will issue a Second Warning letter when the projected overall attendance is calculated at under 85% (between 84% to 80%) and the student continues to fail to demonstrate satisfactory course progress.
- Albright will issue an Intention to Report (ITR) [Unsatisfactory Attendance and unsatisfactory course progress Notification] letter when the projected overall attendance is calculated at under 80% (between 79% to 70%).
- All warning letters are sent to the student's email address as well as being made available at the school.
- Once a warning letter is issued, the school tries to contact the student by phone and/or email and/or text message.
- If the student cannot be contacted for any reason, then the student's emergency contacts will be called.
- All copies of warning letters or contact records are put in the student's file on the RTO Manager.
- Following the first and second warnings and the final warning of Intention to Report (ITR); if the Attendance is still below 80% and the student is still not meeting course

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progress requirements despite interventions implemented - Students are required to meet with the respective campus ELICOS Coordinator. This is known as an Appeals meeting; this meeting can be done in person or via Zoom.

- The student has 20 working days [from the date of issue of the ITR warning email] to appeal the Intent to Report notice.
- At this meeting the student must provide documentary evidence of compelling or compassionate circumstances that explains why they have been absent from class.
- An example of this is a medical certificate.
- The respective campus ELICOS Coordinator will write up a formal note outlining the main points covered in the said meeting. This counselling note will be stored in the Student Management System.
- If the respective campus ELICOS Coordinator is satisfied with the evidence, then he/she advises the student of the need to maintain at least 80% overall attendance.
- The student will be notified of the decision in writing.
- If the respective campus ELICOS Coordinator is not satisfied with the student's evidence or if the student chooses not to access the complaints and appeals process within 20 working days or withdraws from the appeals process, the respective campus ELICOS Coordinator will notify the Albright Institute's Compliance department who will then notify Immigration through PRISMS.
- Attendance at or below 70% If a student's attendance drops to 70% or below, then the student can be immediately reported to DET via PRISMS.

8. VISA CONDITIONS COMPLIANCE

Minimum Attendance: Your attendance must never fall below 80%. Falling below this threshold is considered a breach of your visa conditions.

Daily Attendance Criteria: Attendance for a day is only counted if you attend the full scheduled duration of classes.

Academic Progress: To maintain satisfactory course progress, students must complete a Skills Test every six weeks and achieve 65% or above in each macro skill (listening, reading, writing and speaking).

Seeking Support: If you are struggling to maintain satisfactory course progress, you need to contact Albright student support services for assistance.

Consequences of Non-Compliance: Failure to comply with the attendance requirements may result in the implementation of attendance intervention strategies and cancellation of your enrollment.

9. IMPLEMENTATION AND RESPONSIBILITY

The Head of ELICOS, respective campus ELICOS Coordinator(s), ELICOS Student Coordinator, Student Journey Manager, Administration teams, COO and National Quality and Compliance Manager are responsible for ensuring that the ELICOS Student Journey is successful as per this policy and procedure.

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The CEO has overall responsibility for the implementation and review of this policy and procedure.

10. RELATED DOCUMENTS

Related Documents

- AIBL Student Handbook
- ELICOS Brochure
- Warning letter templates on Student Management System – RTO Manager

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