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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 (Beginner, 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 an 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

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- General English course comprises of six levels: Beginner, Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate and Advanced.
- From July 2024, each level comprises of 10 study weeks excluding the scheduled school breaks.
- Beginner and Advanced classes availability depends on demand.
- General English classes commence on any Monday, except official school breaks.
- 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 SIX levels**, depending on the attendance and academic progress.
- Students are required to share their learning goals and preferred study duration at the time of enrolment. The enrolment team will then advise on the course and duration needed to achieve the student's goal.
- Classes are held face-to-face for 20 hours each week from Monday to Thursday.
- A minimum attendance of 80% is required.

5.2 Enrolment in IELTS (Foundation, Advanced) Course

- IELTS (Foundation, Advanced) course intakes are every six weeks. The current intake dates can be found on the website.
- IELTS (Foundation, Advanced) course comprises of 12 study weeks with no study breaks.
- A minimum enrolment of 6 weeks is required.
- Students must meet English language entry requirements (see 5.4) to commence the course.
- Classes are held face-to-face for 20 hours each week from Monday to Thursday.
- A minimum attendance of 80% is required.

5.3 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 complete a placement test during the orientation.
- The placement test identifies student's current English proficiency level and determines which class the student should be placed.
- If the placement test results indicate that the student requires more study weeks to achieve his/her study goal, the admissions team will revise the enrolment accordingly.
- After the commencement or during the enrolment if a Teacher/ ELICOS Coordinator/ Head of ELICOS 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.

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5.4 Class Placement in ELICOS courses

Certificate of Attainment from Albright or external providers (min 10 study weeks)	IELTS bands	PTE score	Cambridge Assessment Results	TOEFL iBT	Student to be placed in AIBL ELICOS class
Beginner (pre-A1)	-	-	-	-	GE Elementary
Elementary (A1)	-	-	-	-	GE Pre-Intermediate
Pre-Intermediate (A2)	4.5	30	147	32	GE Intermediate
Intermediate (B1)	5.0	36	154	36	GE Upper-Intermediate / IELTS Foundation
Upper-Intermediate (B2)	5.5	42	162	46	Advanced / IELTS Advanced
Advanced (C1)	6.5	58	176	79	Advanced / IELTS Advanced

5.5 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 Placement Test result.
- The student is advised to review their enrolment and placement to ensure they can achieve their study goal.
- 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 for General English course and 12 weeks for IELTS (Advanced) course.
- The student cannot have gaps in studies during the extension period.

5.6 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.

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- 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

- 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 enrolment 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 Learning Management System (LMS).
- 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 General English level, the student is required to:
 - Complete 10 weeks of study at the current level.
 - Achieve 65% or above in each skill (Listening, Reading, Speaking and Writing) in the summative assessment test.
 - Meet the attendance requirement.

To progress from IELTS Foundation to IELTS Advanced, the student is required to:

- Complete at least 6 weeks at the current level.
- Achieve 55% or above in each skill (Listening, Reading, Speaking and Writing) in the summative assessment test.
- Meet the attendance requirements.

6.2 Assessments

- Students complete a range of formative and summative assessments.
- Formative assessments are completed in class. They are not graded.
- General English summative assessments (Skills Tests) occur every 5 weeks. Their results are used for student progression and issuing end-of-course certificates.
- IELTS (Foundation, Advanced) summative assessments (Skills Tests) occur every 4 weeks. Their results are used for issuing end-of-course certificates.

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- Students who have not achieved the required summative test results are identified as students at-risk and require academic intervention.

6.3 Attendance Requirements

- 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.
- The reason for absence and low attendance can ONLY be approved if the student has a compassionate/compelling circumstance.
- Non-cooperating students will have their enrolment cancelled without any refund of fees.

6.4 Issuance of Certificate

The student is eligible for a Certificate of Attainment or a Certificate of Participation at the end of the enrolment.

COURSE	FINAL GRADING	ATTENDANCE	COURSE PROGRESS	REQUIRED ENROLMENT	FINAL CERTIFICATE TO BE AWARDED
General English	A - Excellent	90% and above	Minimum 65% course progress in the skills assessment (overall result)	10 weeks at the current level	Certificate of Attainment
	B - Good	Between 89% to 80%	Minimum 65% course progress in the skills assessment (overall result)	10 weeks at the current level	Certificate of Attainment
	C - Satisfactory	Between 89% to 80%	Minimum 60% course progress in the skills assessment (overall result)	10 weeks at the current level	Certificate of Attainment
	N/A	79% and below	59% and lower course progress in the skills assessment (overall result)	Less than 10 weeks at the current level	Certificate of Participation (as per the current classroom level)

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IELTS	A - Excellent	90% and above	Minimum 55% course progress in the skills assessment (overall result) for <i>IELTS Foundation</i> Minimum 60% course progress in the skills assessment (overall result) for <i>IELTS Advanced</i>	6 weeks at the current level	Certificate of Attainment
	B - Good	Between 89% to 80%	Minimum 55% course progress in the skills assessment (overall result) for <i>IELTS Foundation</i> Minimum 60% course progress in the skills assessment (overall result) for <i>IELTS Advanced</i>	6 weeks at the current level	Certificate of Attainment
	C - Satisfactory	Between 89% to 80%	Minimum 50% course progress in the skills assessment (overall result) for <i>IELTS Foundation</i> Minimum 55% course progress in the skills assessment (overall result) for <i>IELTS Advanced</i>	6 weeks at the current level	Certificate of Attainment
	N/A	79% and below	49% and lower course progress in the skills assessment (overall result) for <i>IELTS Foundation</i> 54% and lower course progress in the skills assessment (overall result) for <i>IELTS Advanced</i>	Less than 6 weeks at the current level	Certificate of Participation (as per the current classroom level)

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7 INTERVENTION POLICY AND PROCEDURE

7.1 Academic Progress Intervention Strategy

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.

Please refer to the Flow chart in Annex 1 of this policy.

7.2 Attendance Monitoring Strategy

- Where a student has demonstrated unsatisfactory course progress in a study period and/or has failed to meet attendance (minimum of 80% of project attendance) requirements despite interventions implemented, Albright Institute will be required to report the student to DHA 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 right 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
 - 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, LMS and in the Student's electronic folder) including warning letters and the notice of intention to report.

7.3 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 Learning Management System (LMS) on a daily basis.
- If a student is absent for two consecutive days, the class teacher notifies the Student Services Officer by email.

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- Student Services then contacts the student via e-mail, SMS and phone call 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 (in the student's folder number 6).
- The student keeps the original.
- All attendance rolls are digitally updated at the end of each day on the Learning management system – LMS.
- Attendance rolls are monitored weekly.

7.4 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 an Intention to Report (ITR) 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 and on LMS.
- 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 progress requirements despite interventions implemented - Students are required to meet with the respective campus ELICOS Coordinator. This is known as an Appeal 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 (RTOM and LMS).
- 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.

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- 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 DHA 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.

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

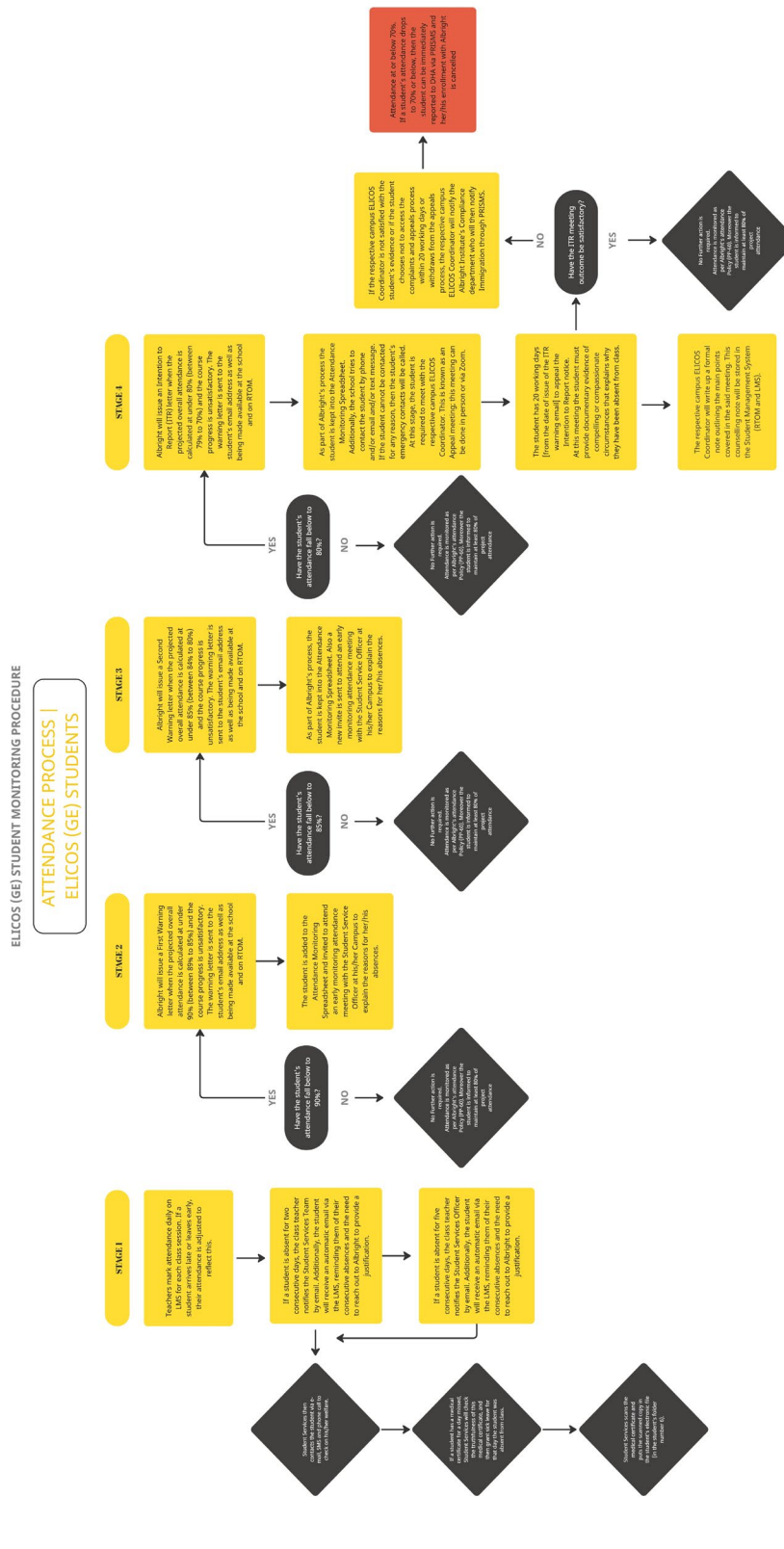
10 RELATED DOCUMENTS

Related Documents

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

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11 ANNEX 1



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