RTO: 45041 | CRICOS: 03553J

Policy	ELICOS Student Journey Policy and Procedure				
Policy	PP-60	Version	V7 Jan 2025	Status	APPROVED
Owner	ELICOS Department	Approved by	CEO		

Table of Contents

1. POLICY 3
2. PURPOSE 3
3. SCOPE 3
4. LEGISLATIVE BASE 3
5. ENROLMENT POLICY AND PROCEDURE 3
6 COURSE PROGRESSION POLICY AND PROCEDURE 6
7 INTERVENTION POLICY AND PROCEDURE 9
8 VISA CONDITIONS COMPLIANCE 12
9 IMPLEMENTATION AND RESPONSIBILITY 12
10 RELATED DOCUMENTS 12
11 ANNEX 1 13
12 ANNEX 2 14

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 a systematic enrolment procedure for ELICOS students.
- Ensure that the student is placed at an appropriate English Language level.
- Ensure Albright Institute has appropriate systems in place to monitor 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

- 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.
- Privacy Act 1988
- Migration Act 1958

5. ENROLMENT POLICY AND PROCEDURE

5.1 Enrolment in General English Course

- 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 for public holidays and official school breaks.
- The student can enrol for a maximum of 84 weeks (60 study weeks and/or 24 weeks of official and self-managed breaks) Approximately 1.5 years, depending on course progression and chosen breaks, which may include up to 12 weeks of official school breaks and/or 12 weeks of self-managed breaks.
- Within an 84-week enrolment, the student could achieve only 6 levels, depending on the attendance and academic progress.
- Each level consists of 10 study weeks, includes 2 weeks of scheduled breaks, and allows up to 2 additional weeks of self-managed breaks (total 2–4 weeks per level).
- A maximum of 4 consecutive weeks of break is allowed per level.
- CoE cannot end on a break.
- CoE duration for GE cannot exceed 84 weeks.

5.2 Enrolment in IELTS (Foundation, Advanced) Course

- Course intakes are available every Monday, excluding public holidays and official breaks.
- Comprises 24 weeks of study arranged in 6-week blocks with up to 8 weeks of allocated breaks.
- Each IELTS level includes 2 weeks of scheduled break, and students may apply for 2 additional weeks of self-managed break (total of 2–4 weeks per level).
- CoE duration for IELTS cannot exceed 32 weeks.

5.3 Commencement Requirements

- The placement test identifies students' current English proficiency level and determines which class the student should be placed in.
- After the commencement or during the enrolment, if a Teacher/ ELICOS Coordinator/ ELICOS Academic manager 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 of the change to the duration of the student's enrolment.
- The admissions team and the ELICOS academic team will constantly ensure early intervention to assess each student's study goal and revise their enrolment accordingly.

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.
- Total enrolment duration should not exceed 84 weeks for General English and 32 weeks for IELTS (foundation & advanced), inclusive of breaks.
- 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.
- Albright Institute monitors student progress to ensure that students complete their studies within the expected duration specified on their Confirmation of Enrolment.

5.7 Self-Managed Holiday Policy

To promote student wellbeing and provide more flexible learning options, Albright Institute allows students to take self-managed holidays alongside scheduled breaks.

The self-managed holiday policy includes the following conditions:

- Each General English level (10 study weeks) includes a 2-week scheduled break, with up to 2 weeks of additional self-managed breaks, totalling 2–4 weeks per level.
- For each IELTS level (6 study weeks), a student can take up to 2 additional weeks of self-managed breaks. In addition, every 10 study weeks, IELTS students will have a 2-week scheduled break.
- A maximum of 4 consecutive weeks of holiday is allowed (e.g., a 3-week Christmas break + a 1-week self-managed holiday).
- Self-managed holidays are not permitted during skills test weeks unless otherwise approved in advance.
- If a student does not confirm their break in advance, Albright will allocate the break automatically after level completion.

CoE cannot end with a break.

6. COURSE PROGRESSION POLICY AND PROCEDURE

6.1 Course Progress requirements

- Course progress requirements for ELICOS students include completion of the required study weeks, satisfactory completion of assessments, and maintaining satisfactory attendance, as outlined below:

To progress to the next General English level, the student is required to:

- Complete 10 study weeks at the current level.
- Achieve 65% or above in each skill (Listening, Reading, Speaking and Writing) in the summative assessment test(s).
- Meet the minimum attendance requirement of 80%.

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

- Complete at least 6 Study weeks at the current level.
- Achieve 55% or above in each skill (Listening, Reading, Speaking and Writing) in the summative assessment test(s).
- Meet the minimum attendance requirement of 80%.

- Requirements are designed to uphold the academic integrity of the registered course with consideration to the length of the study period, the number of units/subjects and assessment requirements of the course.
- Students are advised of course progress requirements through the course information provided prior to enrolment and during 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 monitors course progress through various methods, including reviews of assessment tasks, participation in training activities, attendance and other measures of academic progress as defined in the procedures.
- Test records of the student's course progress are kept on the Learning Management System (LMS).
- Students must also ensure that they abide by academic conduct requirements to ensure that they can complete their course within the expected duration.

6.2 Assessments

- Students complete multiple formative and summative assessments.
- General English summative assessments (Skills Tests) occur every 5 weeks.
- IELTS (Foundation, Advanced) summative assessments (Skills Tests) occur every 4 weeks.
- Students who have not achieved the required summative test results are identified as students at-risk and require academic intervention.
- Formative assessments are conducted every 2 study weeks and are used to inform teaching and guide individual students' progress.
- Summative Skills Tests occur every 5 study weeks and are formally used to assess language development, determine level progression, and issue end-of-course certificates.

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)
IELTS	**A - Excellent**	90% and above	Minimum 55% course progress in the skills assessment (overall result) for *IELTS Foundation*	6 weeks at the current level	Certificate of Attainment

			Minimum 60% course progress in the skills assessment (overall result) for *IELTS Advanced*		
	B - Good	Between 89% to 80%	Minimum 55% course progress in the skills assessment (overall result) for *IELTS Foundation* Minimum 60% course progress in the skills assessment (overall result) for *IELTS Advanced*	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 *IELTS Foundation* Minimum 55% course progress in the skills assessment (overall result) for *IELTS Advanced*	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 *IELTS Foundation* 54% and lower course progress in the skills assessment (overall result) for *IELTS Advanced*	Less than 6 weeks at the current level	Certificate of Participation (as per the current classroom level)

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 2 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 projected 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/formsand-policies/. If the student chooses to access this process, the student will not be reported until the 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 internal or 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.
- 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.

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

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] 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 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 ELICOS Academic Manager. 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 Academic Manager 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 ELICOS Academic Manager 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 ELICOS Academic Manager 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 ELICOS Academic Manager will notify the Albright Institute's Compliance department, which will then notify Immigration through PRISMS.
- 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: The attendance must never fall below 80%. Falling below this threshold is considered a breach of visa conditions

Daily Attendance Criteria Attendance for a day is only counted if the student attends the full scheduled duration of classes.

Academic Progress: To maintain satisfactory course progress, students must achieve a satisfactory result in the Summative Skills Test, held every five weeks. A minimum of 65% is required in each macro skill: listening, reading, writing, and speaking.

Academic Progress in General English: To maintain satisfactory course progress, students must complete 10 study weeks at each level and achieve a satisfactory result in the Summative Skills Test, held every five weeks. A minimum score of 65% is required in each macro skill: listening, reading, writing, and speaking.

Academic Progress in IELTS: To maintain satisfactory course progress, students must complete 06 study weeks at each level and achieve a satisfactory result in the Summative Skills Test, held every four weeks. A minimum score of 55% is required in each macro skill: listening, reading, writing, and speaking.

Seeking Support: If any student is struggling to maintain satisfactory course progress, they 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 the student's enrollment.

9 IMPLEMENTATION AND RESPONSIBILITY

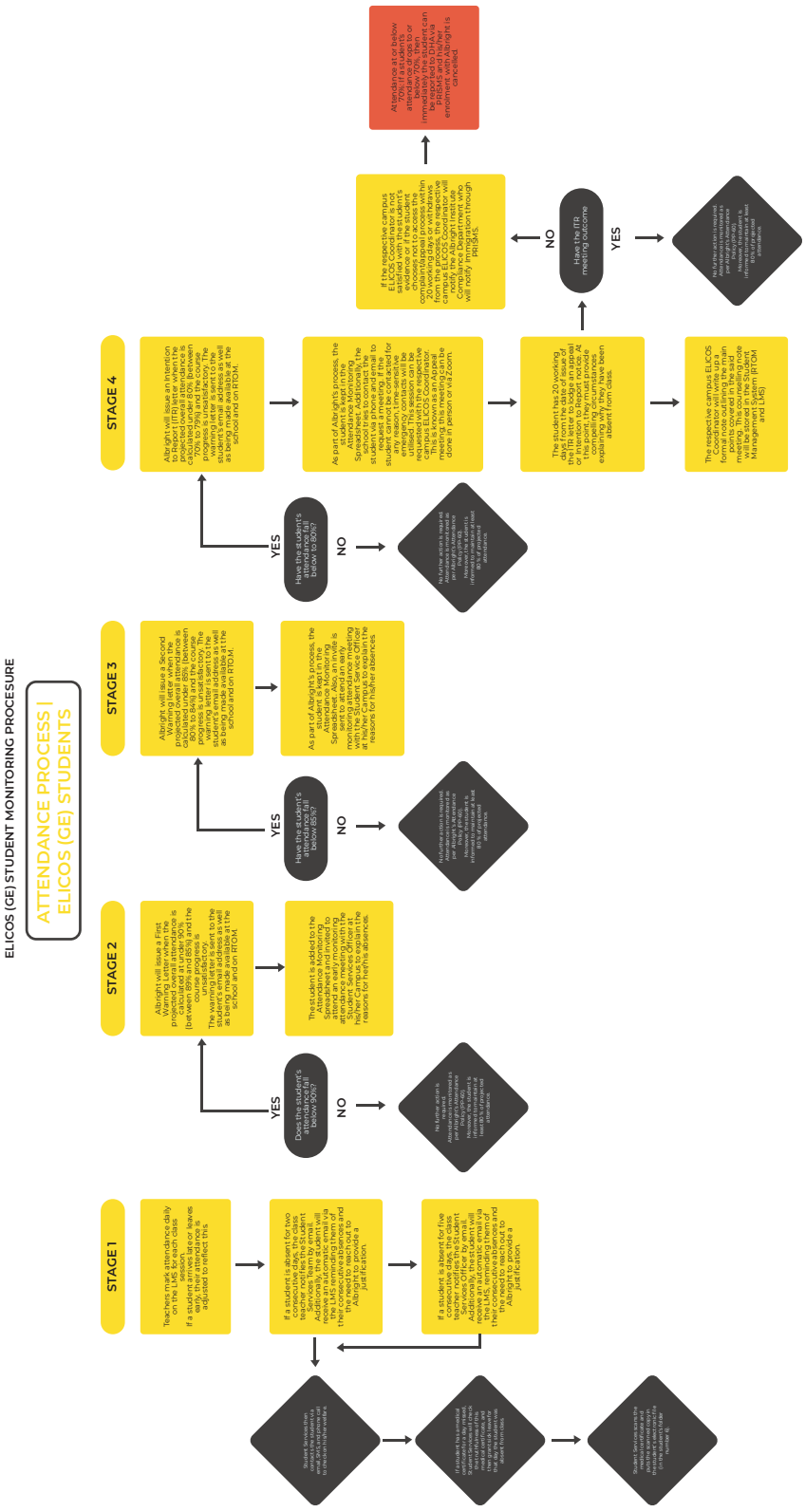
The ELICOS Academic Manager, ELICOS Student Coordinator, Student Journey Manager, Administration teams, and COO are responsible for ensuring that the ELICOS Student Journey is successful as per this policy and procedure.

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

10 RELATED DOCUMENTS

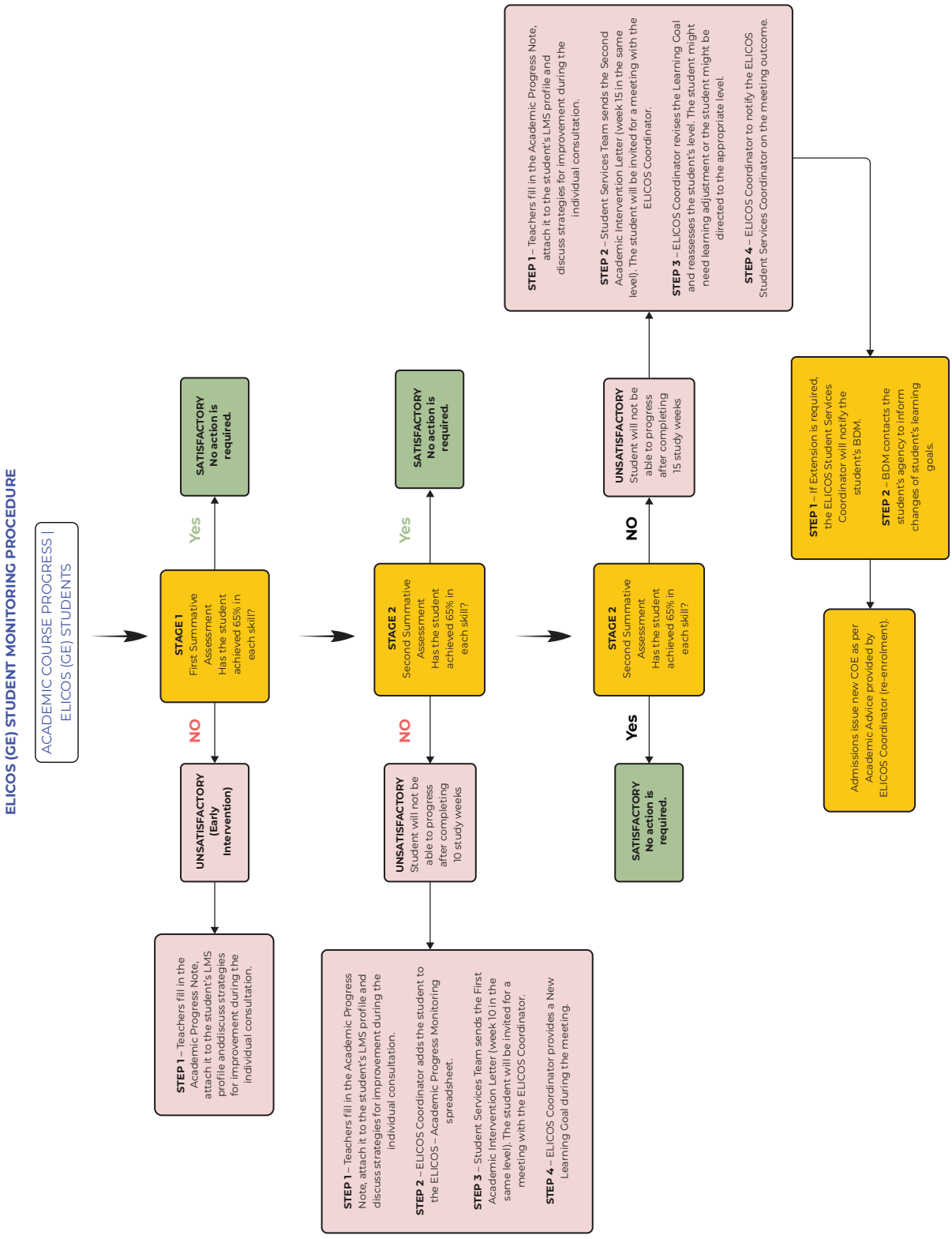
Related Documents
• AIBL Student Handbook • ELICOS Brochure • Warning letter templates on Student Management System – RTO Manager

11 ANNEX 1



Once printed this is an uncontrolled document

12 ANNEX 2


ELICOS (GE) STUDENT MONITORING PROCEDURE
ACADEMIC COURSE PROGRESS | ELICOS (GE) STUDENTS
STAGE 1
First Summative Assessment
Has the student achieved 65% in each skill?
Yes
SATISFACTORY
No action is required.
NO
UNSATISFACTORY
(Early Intervention)
STEP 1 – Teachers fill in the Academic Progress Note, attach it to the student's LMS profile and discuss strategies for improvement during the individual consultation.
STAGE 2
Second Summative Assessment
Has the student achieved 65% in each skill?
Yes
SATISFACTORY
No action is required.
NO
UNSATISFACTORY
Student will not be able to progress after completing 10 study weeks
STEP 1 – Teachers fill in the Academic Progress Note, attach it to the student's LMS profile and discuss strategies for improvement during the individual consultation.
STEP 2 – ELICOS Coordinator adds the student to the ELICOS – Academic Progress Monitoring spreadsheet.
STEP 3 – Student Services Team sends the First Academic Intervention Letter (week 10 in the same level). The student will be invited for a meeting with the ELICOS Coordinator.
STEP 4 – ELICOS Coordinator provides a New Learning Goal during the meeting.
STAGE 2
Second Summative Assessment
Has the student achieved 65% in each skill?
Yes
SATISFACTORY
No action is required.
NO
UNSATISFACTORY
Student will not be able to progress after completing 15 study weeks
STEP 1 – Teachers fill in the Academic Progress Note, attach it to the student's LMS profile and discuss strategies for improvement during the individual consultation.
STEP 2 – Student Services Team sends the Second Academic Intervention Letter (week 15 in the same level). The student will be invited for a meeting with the ELICOS Coordinator.
STEP 3 – ELICOS Coordinator revises the Learning Goal and reassesses the student's level. The student might need learning adjustment or the student might be directed to the appropriate level.
STEP 4 – ELICOS Coordinator to notify the ELICOS Student Services Coordinator on the meeting outcome.
STEP 1 – If Extension is required, the ELICOS Student Services Coordinator will notify the student's BDM.
STEP 2 – BDM contacts the student's agency to inform changes of student's learning goals.
Admissions issue new COE as per Academic Advice provided by ELICOS Coordinator (re-enrolment).