

English Language Program (ELP) Course Progress Policy

1. PURPOSE

This policy sets out the principles and supporting practices that the UTS College adheres to in order to comply with the Standard 8 of the National Code 2018; whereby UTS College must monitor students' academic progress, implement intervention strategies to assist students at risk of failing to meet course progress requirements and report international students who do not achieve satisfactory academic progress to the Department of Home Affairs.

2. SCOPE

This procedure applies to:

- All students on a student visa enrolled in UTS College ELP courses.
- All staff members are responsible for managing and reporting on the academic progress of UTS College students.
- This policy **does not** apply to UTS College domestic students, offshore ELP students or students on other types of visas (e.g., a tourist or working holiday visa).

3. PRINCIPLES

3.1. UTS College is committed to ensuring that:

- 3.1.1. UTS College is committed to its responsibilities in monitoring student course progress to ensure that each student is able to complete their course within the expected duration as specified on the student's Confirmation of Enrolment (CoE).
- 3.1.2. UTS College must identify, notify, and assist students who are at risk of not meeting course progress requirements.
- 3.1.3. UTS College implements academic intervention strategies to help students achieve satisfactory course progress.
- 3.1.4. UTS College provides accurate information regarding the limited and well-defined circumstances under which the standard duration of study may be adjusted.
- 3.1.5. UTS College ensures that students are aware of their responsibilities concerning course progress.

4. POLICY STATEMENTS

4.1. ELP course progress is monitored and recorded

- 4.1.1. UTS College evaluates, tracks, and documents students' progress during each study period, as well as their academic results upon completing each study period.
- 4.1.2. The college monitors students to ensure they are on track to complete their course within the timeframe specified on their Confirmation of Enrolment (CoE).

- 4.1.3. Students are also expected to actively monitor their own progress throughout their studies.
- 4.2. Identify students at risk of unsatisfactory ELP course progress.
 - 4.2.1. Students who fail a level are deemed to be 'at risk' and are sent an ELP Course Progress Policy (International) reminder letter as soon as they are identified as being 'at risk' of not achieving satisfactory academic course progress.
 - 4.2.2. Students who fail the same level for a second time are sent an ELP Course Progress Policy (International) warning letter as they are deemed at 'high risk' of not achieving satisfactory academic progress.
- 4.3. Learning and other support must be made available to students at risk of not achieving satisfactory ELP course progress.
 - 4.3.1. Intervention strategies are implemented once a student is identified as being 'at risk' of not achieving satisfactory academic progress and are tailored to meet each student's individual needs. Intervention strategies may include but are not limited to:
 - a. Regular meetings with teachers / Student Success Advisers for study assistance
 - b. Support with implementing effective study strategies and time management skills
 - c. Granting of Special Consideration in circumstances of serious illness or misadventure, which has affected the student's ability to submit or sit for assessments.
 - d. Adding to the Access Inclusion register and developing of Individual Access and Inclusion Plan if the student's needs comply with the Education Access Inclusion policy
 - e. Accessing learning support (such as, the HELPS Centre, Studiosity) at UTS College
 - f. Accessing counselling support
 - g. Referring to any other support services when required.
 - h. A combination of the above
- 4.4. Early identification of students at risk occurs in the first four weeks of each study period.
- 4.5. Teachers and Student Success Advisers work with 'at risk' students to implement appropriate intervention strategies.
- 4.6. Students who are identified as being 'at high risk' will also be placed on an Academic Success Program for the following study period and will be required to meet the conditions as set out in the Academic Success Agreement to improve their academic performance.

4.7. Extending the duration of the course

4.7.1. UTS College will only extend the duration of enrolment in a course if one of the following conditions is met:

- a. Under Compassionate or Compelling Circumstances, when it is clear the student will not be able to complete by the end date of the CoE.
- b. Where Intervention strategies have been implemented for students at risk of not completing satisfactory ELP Course progress.
- c. Where there is an approved deferment or suspension of study.

4.7.2. UTS College will provide relevant documentation to the student should an extension be granted. Students will be advised to contact the Department of Home Affairs to seek advice on potential impacts on their visa, including the need to obtain a new visa.

4.8. Reporting to the Department of Home Affairs

4.8.1. Students who are identified as having unsatisfactory academic progress will be issued with an Intention to Report Letter outlining that they have 20 working days to access the UTS College's Student Appeals Process. Student enrolment is maintained during the appeal process.

4.8.2. Students who are not accessing the appeal process or who are unsuccessful with the appeal will be reported to the Department of Home Affairs.

4.8.3. Once a student is reported, the student will be excluded from UTS College. Students who are excluded are not permitted to re-enrol in any UTS College course for 2 years.

5. RESPONSIBILITIES

5.1. **UTS College Staff, Students, Third Parties and Affiliates** are responsible for familiarising themselves and complying with the English Language Program Course Progress Policy and Procedure and other UTS College related documents as necessary.

5.2. **All ELP Teachers, Student Success Advisers and Director of Studies ELP** must:

5.2.1. Ensure appropriate academic intervention and support is offered to those students at risk of not achieving satisfactory course progress

5.2.2. Keep a record in relation to intervention strategies put in place, and the outcomes of such strategies.

5.3. **The Complaints and Appeals Office** is responsible for managing the process of complaints and appeals related to this policy, maintaining records accordingly.

5.4. **Academic Board** is responsible for setting and approving the English Language Program Course Progress Policy and Procedure to ensure they are in line with the government legislation requirements.

6. RELATED DOCUMENTS

UTS College Policies and Procedures

- English Language Program Course Progress Procedure
- Access and Equity Policy
- Education Access and Inclusion Reasonable Adjustment Procedure
- Support for Students Policy
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure

UTS College Resources

- ELP Course Progress Policy (International) Reminder letter
- ELP Course Progress Policy (International) Warning Letter
- Intention to Report (ITR) letter

Legislation

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students (National Code) 2018

7. DEFINITIONS

Academic Success Agreement	An Academic Success Agreement is made between an ‘at high risk’ student and their Student Success Adviser and details specific performance improvement conditions and initiatives which a student must meet. See “At High Risk”.
Academic Success Program	An Academic Success Program is an agreed plan of intervention strategies put in place by a Student Success Adviser to help improve an ‘at high risk’ student’s academic performance.
‘At Risk’	Students who fail a level are deemed to be at risk of not meeting UTS College ELP course progression requirements.
‘At High Risk’	Students who fail the same level for a second time are deemed to be at high risk of not meeting UTS College ELP course progression requirements.
Confirmation of enrolment (CoE)	A document we provide electronically to intending overseas students that must accompany their application for a student visa. In this

	policy, the CoE confirms the overseas student’s eligibility to enrol in an ELP course at UTS College.
Course	The term “course” is used throughout this document to refer to the UTS College English Language Teaching program.
Domestic Students	Students who are Australian Citizens, Australian Permanent Residents, New Zealand Citizens or persons who are entitled to stay in Australia, or to enter and stay in Australia, without limitation as to time.
ELP	English Language Program
ESOS	The Education Services for Overseas Students Act 2000 (ESOS Act)
ESOS Framework	The Education Services for Overseas Students Act 2000 (ESOS Act) and associated legislative instruments form the ‘ESOS Framework’.
Intention to Report (ITR)	the notice of UTS College’s Intention to Report an international student to the Department of Home Affairs for not achieving satisfactory academic progress, which is in breach of student visa conditions.
Intervention Strategy	The process of identifying and supporting students who, because of poor performance, are identified as being at risk of failing to make satisfactory academic progress.
Level	A course of study in ELP offered at particular language levels
Medical Certificate	A certificate issued by registered medical providers such as hospitals, doctors, dentists (Emergency appointments only), psychiatrists and psychologists. UTS College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc. The medical certificate must be original and must state the provider’s number. Medical certificates bought online are not acceptable.
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018, a legislative instrument under the ESOS Act.
Offshore students	In this policy this refers to students enrolled in ELP programs offered by UTS College or others at its Transnational Education (TNE) Centres
Program	See “Course”.
Satisfactory Academic Progress / Satisfactory Course Progress	Satisfactory advancement within a course towards its completion, as demonstrated by satisfactory participation in and completion of formal assessment components scheduled throughout the course.
Student	In this policy student refers to overseas students on a current student visa who are enrolled in UTS College ELP programs
Study Period	One term in an ELP course. <ul style="list-style-type: none"> 10 teaching weeks.

Student Success Adviser	Student Success Advisers are responsible for liaising with teaching staff to identify students at risk, offering learning and other relevant support to students.
Teacher	Includes any ELP class teacher or ELP program coordinator
Unsatisfactory Academic Progress / Unsatisfactory Course Progress	Unsatisfactory academic progress is defined by: Failing the same level more than twice
UTS College	UTS College Limited and its controlled entities.

APPROVAL		
Policy Title	English Language Program Course Progress Policy	
Policy ID	PO/EDUC/06/25	
Policy Category	Academic	
Policy Audience	Staff, Students, Affiliates and Third Parties	
Policy Owner	Student Support Manager	
Approval Authority	Academic Board	
Endorsed by	ASC	Date: 24 July 2025
Approved by	Academic Board	Date: 7 August 2025
Next Review Date	6 August 2028	

VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0	Study Success Advisers Team Leader	Changes made to reflect 10 weeks study period	June 2022
2.0	Student Support Manager	<ul style="list-style-type: none"> Updated the title of the policy Updated the policy with the new template and added principles section Listed detailed intervention strategy in policy body Added exclusion period for reported ITR students Changed Study Success Adviser to Student Success Adviser. Added extending duration of the course clause to meet compliance requirement to replace “completion within expected duration policy” 	July 2025
2.1	Student Services and Administration Manager	Renamed Student Complaints Resolution Office (SCRO) to Complaints and Appeals Office Added new mailbox complaints.appeals@utscollege.edu.au	October 2025