

English Language Program (ELP) Course Progress Procedure (International)

1. PURPOSE

This procedure explains the process and steps for managing ELP students' course progress (including monitoring progress and reporting students to the Department of Home Affairs for unsatisfactory course progress) at UTS College and should be read in conjunction with the ELP Course Progress Policy (International).

2. SCOPE

This procedure applies to:

- All students on student visas, enrolled in UTS College ELP courses.
- All staff involved in the management and reporting of UTS College students' academic progress.
- This procedure **does not** apply to UTS College domestic students, offshore ELP students or students on other types of visas (i.e. a tourist or working holiday visa).

3. PROCEDURES

3.1. Monitoring Academic Progress

- 3.1.1. Student academic progress must be monitored and assessed throughout each study period or, at the minimum, at the end of each study period.
- 3.1.2. Students are expected to monitor their own academic progress online throughout each study period.

3.2. Early Intervention

- 3.2.1. At any time during the study period, when a teacher becomes aware of issues or has concerns regarding a student's academic progress, they should first speak to the student and then advise the Student Success Adviser and the program coordinator of these concerns including through electronic means such as the DOD 'Alert Adviser', LMS Inbox and/or by speaking directly with the adviser.
- 3.2.2. At any time during the study period, when a student is identified by their teacher as at 'possible risk of failing', the teacher should verbally remind the student of the ELP course progress requirements and offer counselling and assistance.
- 3.2.3. If needed, the teacher should refer the student to a Student Success Adviser via Drop Out Detective Advisers Alert function for following up support.
- 3.2.4. Records of early intervention are to be kept on students' file.

3.3. Formal Intervention

- 3.3.1. Students who fail a level are sent an **ELP Course Progress Policy (International) reminder** letter as they are identified as being 'at risk' of not achieving satisfactory academic course progress and advised that they are required to meet with the Student Success Adviser to discuss/action intervention strategies. Students may take a support person to this meeting.
 - 3.3.2. 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. This letter advises that unsatisfactory academic progress may lead to them being reported to the Department of Home Affairs. Students are required to meet with the Student Success Adviser to discuss further action/intervention strategies. Students may take a support person to this meeting.
 - 3.3.3. Students identified as 'at high risk' will be placed on an **Academic Success Program** and will be required to meet the conditions as set out in the **Academic Success Agreement** to improve their academic performance.
 - 3.3.4. Copies of this agreement and related correspondence are to be kept on the student's file. A signed Academic Success Agreement is a condition for an extension of study with a new Confirmation of Enrolment (CoE).
 - 3.3.5. UTS College will only extend the duration of study, which might require an additional CoE, where students are permitted to re-enrol:
 - 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 making satisfactory course progress
 - c. as approved deferment or suspension of study.
 - 3.3.6. Where UTS College decides to extend the duration of a student's study due to any of the conditions above, UTS College will issue a new CoE through PRISMS when required. This action must be done within fourteen days of the student's re-enrolment. A record of all CoEs is kept in the student's file.
- 3.4. Intention to Report to the Department of Home Affairs
- 3.4.1. Students who fail the same level more than twice will be deemed as having unsatisfactory academic progress.
 - 3.4.2. Students who are deemed as having unsatisfactory academic progress must be sent the Intention to Report (ITR) letter, informing them that they are able to access the UTS College Student Complaints and Appeals process, and that they have 20 working days in which to do so.

3.4.3. Copies of ITR letters and related correspondence are to be kept on the student's file.

3.5. Appeals

3.5.1. A student may appeal a decision to report their failure to meet academic course progress requirements on the following grounds:

- a. UTS College's failure to record or calculate the student's marks accurately
- b. compassionate or compelling circumstances
- c. UTS College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

3.5.2. To make an appeal, the student must:

- a. write a letter to the Complaints and Appeals Office stating that they are appealing the intention to report, and setting out the grounds for their appeal
- b. if these grounds include compassionate or compelling circumstances, provide supporting documentary evidence
- c. submit this letter to Complaints and Appeals Office no more than 20 working days after being sent the Intention to Report letter
- d. During the appeal process, the student must continue to attend all scheduled classes. Failure to do so may result in the appeal being rejected.

3.5.3. Internal appeals will be reviewed by the following procedures.

- a. The Compliance and Reporting Officer will prepare students' Appeal Resolutions, including their internal appeal letters and any supporting documents if provided
- b. Once reviewed, Compliance and Reporting Officer submits Appeal Resolutions to the Dean or his/her delegate for final decisions
- c. Once reviewed, the Compliance and Reporting Officer submits Appeal Resolutions to the Dean or his/her delegate for final decisions

- d. The Compliance and Reporting Officer will notify students of the outcome via emails and will inform the students of access to the external appeal process if internal appeal application is rejected
- e. Copies of appeals and related correspondence are to be kept on the student's file.

3.5.4. UTS College must maintain the student's enrolment while the complaints and appeals process is ongoing as per the Student Complaints and Appeals Policy.

3.6. Reporting to the Department of Home Affairs

3.6.1. If the student:

- a. chooses not to access the complaints or appeals processes within the 20-working day period
- b. withdraws from the complaints or appeals process
- c. on completion of the complaints and appeals process, unsatisfactory ELP course progress is confirmed, and no external appeals have been accessed
- d. accesses external appeal and the appeal outcome is in favour of UTS College.

The Compliance and Reporting Officer will prepare the student's academic file for review by the Dean or his/her delegate.

3.6.2. The UTS College Dean or his/her delegate will review the student academic file and decide on whether the student should be reported via PRISMS.

3.6.3. Compliance and Reporting Officer will report the student to the Department of Education and the Department of Home Affairs via PRISMS as soon as practical.

3.6.4. Once a student is reported on PRISMS, 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.

4. RESPONSIBILITIES

4.1. **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.

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

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

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

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

4.4. **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.

5. 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

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 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 (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		
Procedure Title	English Language Program Course Progress Procedure	
Procedure ID	PROC/EDUC/05/25	
Procedure Category	Academic	
Procedure Audience	Staff, Students, Affiliates and Third Parties	
Procedure 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 2025	

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