English Language (ELICOS Programs) Regulatory Requirements Policy and Procedure

V3.0 April 2023

1. Policy Objectives

LTCA's obligations with meeting compliance requirements with each of its regulators and ESOS agencies is paramount for ongoing registration requirements. This policy additionally establishes the framework for English Language Programs, also known as ELICOS programs, delivered at La Trobe College Australia's (LTCA) Melbourne delivery site. This policy document also provides a description of admissions requirements for prospective students, English language support offered to students during their studies and English language exit requirements.

The English Language Standards Policy and Procedure is designed to ensure that students meet appropriate English language requirements before commencing their selected course of study, are supported and assisted in their English language development throughout their courses and meet appropriate English language standards at the conclusion of their course, including meeting the English language requirements for entry to a La Trobe University degree program.

LTCA will at all times comply with all statutory requirements in all of its operations as an education provider. Members of the Senior Management Team, Student Services Personnel, Teachers and relevant Marketing personnel are familiar with the legislative and regulatory environment within which LTCA functions. The Compliance team in consultation with the College Director and Principal (CDP) and the Director of Studies (ELICOS) are responsible for ensuring that LTCA operates diligently within the statutory environment in which it functions including the Higher Education Standards Framework, ESOS Framework (ELICOS Standards 2018 and the National Code 2018).

2. Distribution of this Policy

This policy and procedure is circulated to all college staff annually, so that they are aware of language entry requirements, the standard of English language support to be provided and the English language competency required at graduation. The Policy and Procedure will be reviewed by the Compliance team annually.

3. Scope

This policy and procedure applies to all ELICOS courses at La Trobe College Australia's Melbourne campus.

4. Definitions

ELICOS	English Language Intensive Courses for Overseas Students
Delegated staff	Delegated staff who may interpret this policy and make judgments on English language levels include: Director of Studies (ELICOS); Director Marketing and Admissions, College Director and Principal; Academic Director; Academic Coordinators
FSDP	Foundation Studies and Diploma Programs
SLA	Student Learning Advisor
LTU	La Trobe University
TEQSA	Tertiary Education Quality Standards Agency also known as an ESOS Agency
Senior Management Team (SMT)	Delegated staff that comprise of the College Director and Principal, Centre Director (LTUSC), Director of Studies (ELICOS), Quality and Compliance Manager, Director- Marketing and Admissions, Admissions Manager and the Academic Director

5.   The ESOS Legislative Framework

LTCA is bound by the ESOS framework and strives to maintain ongoing compliance with the relevant standards of the framework since it provides education to overseas students.

The ESOS framework comprises the:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2019 (ESOS Regulations 2019)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- These are supplemented by the following legislation which prescribes charges and contributions:
- Education Services for Overseas Students (Registration Charges) Act 1997 (as amended)
- English Language Intensive Courses for Overseas Students Standards 2018 (ELICOS Standards 2018)

The ESOS legislation interacts with the Migration Act 1958 and its regulations which impose visa-related reporting requirements on students and providers.

6.   Responsibilities of Staff at LTCA

6.1   The College Director and Principal in consultation with the Senior Management Team is responsible for ensuring that LTCA complies with all relevant legislative requirements and the smooth operations of the campus on a day-to-day basis.

6.2   LTCA's organisational structure is designed to ensure that matters which relate to compliance with the relevant Frameworks are always brought to the attention of the Quality and Compliance Manager and the CDP. The Director of Studies (ELICOS) along with the Director of Marketing and Admissions and all Academic Coordinators for ELICOS programs report to the CDP who has complete oversight of the ELICOS operations at LTCA. The Director of Studies (ELICOS) meets with the ELICOS Academic Coordinators on a weekly basis where the standing agenda item at every meeting relates to discussing matters in relation to meeting compliance obligations with the relevant Frameworks specific to ELICOS Standards and the ESOS Act. The Academic Coordinators meet weekly with their respective ELICOS teachers. All such matters are raised by the relevant Managers during the meeting. The Director of Studies (ELICOS) in consultation with the Quality and Compliance Manager will ensure all matters raised relating to Compliance are rectified and Continuous Improvement is maintained.

7.   Broader legislative environment

7.1   LTCA operates in an environment subject to various Commonwealth and State acts, regulations and guidelines.

- ESOS (Education Services for Overseas Students) Act 2000
- ESOS Regulations 2019
- National Code 2018
- AQF Implementation Handbook
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986

- Education Services for Overseas Students (Registration Charges) Act 1997 (as amended in 2007)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Information Privacy Act 2000 (Vic)
- Migration Act 1958
- Copyright Act 1968
- Corporations Act 2001
- Equal Opportunity Act 1995 (Vic)
- Privacy Act 1988 and Australian Privacy Principles
- Child Protection (Working with Children) Act 2012 (NSW)
- Children's Protection Act 1993 (SA)
- Working with Children Act 2005 (Vic)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Working with Children (Criminal Record Checking) Act 2004 (WA)
  Working with Vulnerable People (Background Checking) Act 2011 (ACT).

8. Providing information about compliance with legislation

8.1 Staff and students are informed of the commonwealth and state regulatory requirements that are relevant to LTCA's courses and which are relevant to their enrolment with LTCA.

8.2 The CDP and the Campus Director (LTUSC) are responsible for ensuring that all staff are fully informed of the legislative and regulatory requirements that affect their duties and that students are fully informed of the legislative and regulatory requirements that affect their participation at LTCA courses.

9. Informing staff at induction of legislative and regulatory requirements

9.1 Staff are informed as part of the induction process of the legislative and regulatory requirements within which LTCA needs to operate. All staff receive access to the Sharepoint site referred to "The Policy Hub" which houses all policies, procedures, processes and forms. Staff are urged to view, read and understand each of these documents to better assist them with their ongoing duties and tasks.

10. Informing students at orientation of legislative and regulatory requirements

10.1 Students are informed as part of the orientation process of the legislative and regulatory requirements which affect their enrolment. Information about the ESOS Act, and the various commonwealth and state legislation and regulations which impact upon them, are discussed during the orientation presentation.

10.2 Students are also be provided with password protected access to the "Moodle" portal where details of the legislative and regulatory environment in the student handbook are made available to all.

11. Moodle (Learning Management System/ LMS) and Navigate (Student Management System/ SMS)

11.1 Moodle is the proprietary learning management system that LTCA uses as its database to record student details, progression and attendance. The use of Moodle is accessible by all teaching staff at LTCA. Different access levels based on specific areas of expertise and use

of the system are approved for staff. Teachers at LTCA use their access to Moodle for the purposes of viewing class lists, updating and amending student notes, marking attendance and entering results.

Google Classroom is an additional Learning Management System used by the college for its ELICOS operations, specifically for in-class activities, summative assessments and peer and teacher feedback. All staff and students are inducted in the use of Google Classroom at orientation.

11.2 Navigate is the proprietary student management system used at LTCA. Relevant staff including the student services team and senior management have access to more private information relating to the students enrolment on Navigate. This information includes CoE's issued to the students, financial information, all enrolment documents including the offer acceptance agreements and student file notes. Course progression and attendance details are recorded in Navigate as well. All staff are required to make "file notes" of all relevant verbal communication with the student and save these on Navigate.

11.3 LTCA ensures that staff using Navigate are provided with induction and training on an ongoing basis. Maintaining privacy and ensuring integrity while using the system are focussed in all training sessions.

12.   Fit and Proper Person Requirements

12.1 All senior management at LTCA will ensure that they meet the fit and proper person requirement as and if required by law. Declarations relating to the fit and proper person requirement may be required at the time of employment subject to the designation as these declarations may be provided to relevant departmental authorities and ESOS agencies as a notification of a material change.

13.   Working with Children Checks

13.1 The Working with Children Check (WWCC) is a requirement for anyone who works or volunteers in child-related work in Australia. The law defines children as anyone under the age of 18. LTCA enrolls students under the age of 18 years.

13.2 Complying with the relevant legislation, all staff at LTCA will ensure that they have a valid WWCC at all times. It is the responsibility of the CDP in consultation with LTCA's HR Business Partner to ensure that all LTCA staff who will be dealing with students under the age of 18 have a valid WWCC

14.   Provision of information about fees

14.1 Information about fees is provided to each prospective student via the LTCA website and all marketing collateral. The enrolment offer and acceptance agreement has detailed information and a breakdown of all tuition and non-tuition fees applicable to students for their respective enrolment at LTCA.

14.2 Each of these documents provides students with complete details of the total amount of all fees, including course fees, administration fees, materials fees, and all other charges, including charges for additional services, such as the issuing of replacement certificates of attainment or external counselling services.

15.   Explanation of refund policy

15.1 LTCA's refund policy is explained in its terms and conditions. The policy is also explained on the Enrolment Offer and Acceptance Agreement, which is signed by each student leading to their enrolment being processed. For details of LTCA's refund policy, please refer to the

Terms and Conditions accordingly. The refund policy is also available on LTCA's website at https://www.latrobecollegeaustralia.edu.au/policies-and-procedures

15.2 The CDP in consultation with the Quality and Compliance Manager is responsible for ensuring that the refund policy is accurate and detailed as stated above.

16. Student Portal

16.1 Students at LTCA are provided with password protected login details to the Student portal during orientation. The Student portal is used as an information platform by all students to access specific and updated information on their course, the campus, relevant LTCA policies and links to important websites.

16.2 The student portal is used by all students to check their progress in the respective course. This portal acts like an interactive handbook for all students which includes information about their enrolment with LTCA, relevant policies, processes, emergency contact information. The student portal is used by teachers to rate student effort. Teachers are also able to provide feedback to the students through the portal. Teachers and the Academic Coordinators use the student portal to monitor progress of individual students and identify any student that is at a risk of breaching their enrolment conditions with LTCA.
Student completion rates, student academic progress and identifying students who are at a risk of not meeting their academic requirements is monitored on a regular basis and relevant intervention processes are then followed.

16.3 Ongoing feedback on the use of the student portal is gathered on a regular basis and appropriate updates are released to enhance the user-friendliness of the system.

17. Course material and curriculum

17.1 LTCA maintains academic integrity by ensuring all of its course materials and resources are recognised in accordance with the Common European Framework of Reference (CEFR). A state of the art campus (Melbourne) is used to deliver these resources to learners where it is equipped with up to date business technology.

17.2 All course material and weekly curriculum is developed and monitored by the combined effort of all Academic Coordinators and the Director of Studies (ELICOS). This process is ongoing and ensures that the material provided to students is relevant and appropriate for each level. Course books and material are used in accordance with the Common European Framework of Reference (CEFR).

18. Staff Monitoring

18.1 LTCA has robust processes of hiring staff that have recognised qualifications for the role they apply for. The Director of Studies (ELICOS) in consultation with LTCA's HR Business Partner has the responsibility to ensure that all current and prospective staff, including teacher's employment records, are maintained securely and confidentially.

18.2 Detailed staff induction programs and training in the relevant systems is provided to all staff hired by LTCA. A Professional Development calendar is maintained by the Director of Studies (ELICOS) and is updated in consultation with the Academic Coordinators to ensure that all teachers are keeping up-to-date in their knowledge and skills relevant to the industry

19. English Language Entry Requirements Procedure

This document is current at 21/04/2023

Once printed this document is no longer a controlled document

V3.0

19.1   LTCA has an approved entry criteria, also known as the English level chart, that clearly stipulates the relevant entry requirement for each level of the ELICOS course. The English level chart is referred to by the Admissions team before making an offer to the student.

19.2   Where a new test or course emerges for which recognition is sought. The Admissions and Selection Committee in consultation with the Director of Studies (ELICOS) will consider and approve additions to the accepted tests with immediate effect and a summary of updates will be provided to the next meeting of the Academic Board for ratification. The Admissions Committee comprises of the Director – Marketing and Admissions, Director of Studies (ELICOS), Admissions Manager, Quality and Compliance Manager and the Academic Director.

19.3   From time to time, students may present evidence of English language proficiency for which there is no current recognition. In this case,
   i. Students may be required to submit results for an approved test or course, or
   ii. Director of Studies (ELICOS) may seek to ascertain the acceptability of the submitted evidence, based on a case by case basis.

19.4   Where an international student disputes the College's decision to reject the evidence submitted in support of their English language proficiency, and where the evidence is not based on a measure publicly accepted by the College, the matter will be referred and responded to in accordance with the Student Grievance Policy and Procedure.

19.5   Where a student presents fraudulent English language proficiency documents, the College has the right to refuse or cancel enrolment (see Enrolment Policy).

19.6   Generally, measures of attainment of English language proficiency have a currency of 2 years prior to the anticipated date of first enrolment. Where an LTCA student returns after a study break of six months or more, they will be required to re-sit the placement test to confirm their currency and level.

20.   Admissions Procedure

20.1   When an ELICOS application is received with an international English language test result, Admissions staff determine which level of English is appropriate and how many weeks of English are required for the student's intended study plan, based on the approved English level chart available with the Admissions team and accessible on the LTCA website.

20.2   If no international English language test result is received, admissions staff inform the student that he/she will need to undertake a Placement Test.

20.3   Where an Admissions staff is in doubt about whether an English language test result meets the published English language requirements, they must seek confirmation from an Academic Coordinator in consultation with the Director of Studies (ELICOS), who will determine if the English language level is sufficient to undertake a particular course or ELICOS level.

21.   One-to-one Consultations

21.1   All teaching staff provide one-to-one counselling for their students, including feedback on their English language progress and development needs. Teachers provide high levels of support to students at risk of not progressing and provide additional feedback on their progression requirements. Additional academic counselling is provided by Student Learning Advisors and from Academic Coordinators.

21.2   Students are also provided with additional counselling sessions by LTCA's in-house Counsellor. All of the conversations are deemed private and confidential.

22.   Professional Development

22.1   Teaching staff who undertake professional development on the integration of English language competency into content-related subjects are expected to share their expertise with other teachers at the college. ELICOS Academic and teaching staff undergo regular professional development in all aspects of English Language teaching including moderation of assessments.

23.   Achievement of student course outcomes

22.1   All English for Further Studies ELICOS programs offered at LTCA are a direct pathway into further studies resulting in enrolment at La Trobe University. All students are provided with confirmations of enrolment for each of their courses by the university after LTCA provides them with the confirmation of achievement of English requirements.

22.2   Students will need to meet the relevant course outcomes related to their ELICOS course to gain entry in further study. All students are provided with details around their conditions of progression.

22.3   Student course progress and attendance is monitored by LTCA and where it is deemed necessary, intervention processes are engaged.

Policy Title	English Language Standards Policy and Procedure	
Policy Owners	College Director and Principal	
Contact Persons		
Key Stakeholders	College Director Director of Studies (ELICOS) Director, Marketing and Admissions Admissions Staff Marketing Staff Quality and Compliance Manager	
Approval Body	LTM Executive Committee	**Approved on** August 9 2013
	La Trobe Melbourne Academic Board	December 1 2017
	LTCA Senior Management Team	October 31 2018
	LTCA Academic Board	November 20 2018
	LTCA Academic Board	August 2020
	LTCA Academic Board	April 2023
Relevant Legislation	Education Services for Overseas Students Act 2000 (ESOS Act) Education Services for Overseas Students Regulations 2001 (ESOS Regulations 2001) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) These are supplemented by the following legislation which prescribes charges and contributions: Education Services for Overseas Students (Registration Charges) Act 1997 (as amended) English Language Intensive Courses for Overseas Students Standards 2018 (ELICOS Standards 2018)	
Related Policies	Enrolment Policy and Procedure Student Grievance Policy Refund Policy Attendance Policy Course Progress Policy	
Related Guidelines		
File information	**TBC**	**Version number** V3.0
Date Effective	21 April 2023	**Next Review Date** April 2025
AMENDMENT HISTORY		
DATE	VERSION	SUMMARY OF CHANGES
28/9/18	1.1	College name change to La Trobe College Australia (LTCA)

July 2020	2,0	Additional details added in the policy document to identify and incorporate best practice processes defined in the English Australia direct entry programs document.
		Additional Compliance related sections added
		Updates made to legislative instruments and regulations
April 2023	3.0	Updates made to nomenclature throughout the document
		Updated the title for DOS-ELICOS
		Addition of Google Classroom as an LMS
		Updated Footer