

Academic Progress and Support Procedure – ELICOS

1. Purpose and scope

- 1) This procedure explains:
 - a. what academic progress means at UQ College,
 - b. how we support you if you are having difficulty with your course, and
 - c. what happens if concerns about your academic progress continue.
- 2) Maintaining satisfactory academic progress is a **condition of your Student (subclass 500) visa**, and UQ College is required to monitor progress and provide early support where needed.
- 3) This procedure support UQ College’s compliance with:
 - a. the [Education Services for Overseas Students Act 2000](#) (Cth) (ESOS Act), and
 - b. Standards 8 and 9 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (National Code)

2. What is academic progress

- 4) Your academic progress is based on:
 - a. assessment results,
 - b. class participation and performance, and
 - c. independent study, where required by your course.
- 5) Your progress is checked regularly so that any concerns can be identified early and support can be offered.

3. Progress levels explained

Progress Level	What this level looks like	What will happen
Satisfactory progress: You are meeting required standards and are on track to complete your course.	<ul style="list-style-type: none"> • Assessment results are satisfactory • Attending and participating in classroom activities • Completing homework • Completing expected independent study 	

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		APPROVER	Chief Executive Officer

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Progress Level	What this level looks like	What will happen
At-Risk Stage 1: Some assessment results, class participation, and/or independent study are below expectations.	<ul style="list-style-type: none"> • Assessment results are not satisfactory overall or in one or more macro skills • Inconsistent class participation or language skills • Homework not consistently completed • Independent study not completed 	<ul style="list-style-type: none"> • You will receive an email with advice • You will be asked to book a one-on-one appointment with a Learning Adviser • Study strategies and support
At-Risk Stage 2: There is no improvement after support , and progress remains below expectations over the next 5 or 10 weeks.	<ul style="list-style-type: none"> • Assessment results continue to be not satisfactory overall or in the same macro skill as at Stage 1 • Ongoing lack of participation or progress in class • Independent study still not being completed 	<ul style="list-style-type: none"> • Further written advice from academic staff • Up to three mandatory Learning Adviser appointments • Additional study strategies and support
At-Risk Stage 3: Progress has not improved , and minimum performance targets are not met.	<ul style="list-style-type: none"> • Assessment results continue to be not satisfactory overall or in the same macro skill as at Stage 2 • Continued poor classroom performance and engagement • Independent study requirements not met 	<ul style="list-style-type: none"> • A meeting with an Academic Manager or Senior Teacher • Clear minimum performance targets set for the next 5-week period • Explanation of what may happen if progress does not improve
Unsatisfactory Progress: There is no improvement after At-Risk Stage 3 , and minimum targets are not met. Unsatisfactory academic progress is only determined after At Risk Stage 3 and a formal review.	<ul style="list-style-type: none"> • Your enrolment may be reviewed • You may be reported to the Department of Home Affairs (DHA) 	<ul style="list-style-type: none"> • A meeting with a Senior Manager • Possible enrolment cancellation • Formal notification and right to appeal

4. Support services

- 6) UQ College's goal is to help you succeed wherever possible.
- 7) If you are identified as At-Risk, support may include:
 - a. One-on-one Learning Adviser appointments
 - b. Academic skills workshops

- c. Study strategies and learning support
 - d. Referral to wellbeing, counselling, or equity services
 - e. Advice from Student or Academic Services (including course suitability)
- 8) If you are unsure about your progress or worried about your studies:
- a. Speak with your teacher
 - b. Contact a Learning Adviser
 - c. Contact UQ College Student Services

5. Visa implications and your rights

- 9) If UQ College believes you have made unsatisfactory academic progress, this does not mean you will be reported to the Department of Home Affairs (DHA immediately).
- 10) Before any reporting occurs:
- a. You will receive a Notice of Intention to Report, which explains:
 - i. why UQ College believes you have made unsatisfactory academic progress, and
 - ii. what this may mean for your enrolment and student visa.
 - b. You have 20 working days to lodge an appeal through UQ College's Complaints and Appeals process (see [Complaints and Appeals Policy](#)).
 - c. During this time, you must remain enrolled and continue attending classes, unless UQ College gives you written approval to do otherwise.
- 11) If you lodge an appeal:
- a. Your appeal will be reviewed by a senior decision-maker who was not involved in the original decision.
 - b. You will receive the outcome of your appeal in writing.
 - c. If your internal appeal is unsuccessful, you may be able to lodge an external appeal with the Commonwealth Ombudsman.
- 12) You will only be reported to DHA if:
- a. you do not submit an appeal within the required timeframe, or
 - b. your appeal is unsuccessful and all appeal options are completed.
- 13) UQ College cannot report you to DHA while an appeal is being considered.

6. Re-enrolment

- 14) The Academic Manager is responsible for deciding if you can re-enrol based on your academic progress and participation in your previous course.
- 15) If you are identified as having met the definition of unsatisfactory academic progress during or at the end of your previous UQC course, you will not be able to re-enrol unless there is clear evidence that you can succeed in the course.
- 16) If you are allowed to re-enrol after being At-Risk, your At-Risk status continues.

- 17) If you are a Bridging English (BE) student:
- You may not enrol in BE more than twice
 - BE Advantage + BE Extension counts as one attempt

7. Definitions

Term	Definition
AM	Academic Manager: The manager responsible for overseeing academic study in a course
Bridging English (BE)	An ELICOS course of English study at UQC packaged with an offer from UQ for a place of study in a degree program
Department of Home Affairs (DHA)	The Australian Government interior ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, and multicultural affairs
English Language Intensive Courses for Overseas Students (ELICOS)	Programs designed for students on a student visa such as those who require English language training before commencing formal studies in Australia
Education Services for Overseas Students Act 2000 (Cth) (ESOS Act)	Legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa
Integrated English (IE)	An ELICOS course of English study at UQC including English for Academic Purposes, General English and/or Business English
Learning Adviser (LA)	A UQC staff member with responsibility for assisting students with improving their study habits and providing support as required
Satisfactory Grade	<p>Bridging English</p> <p>In BE30, BE25, BE20 and BE15 a satisfactory grade is defined as Satisfactory Progress or Borderline Satisfactory.</p> <p>In BE10 a satisfactory grade is defined as meeting UQ entry requirements.</p> <p>Integrated English Package Students</p> <p>For package students in IE who have not already met the requirements of their package,</p> <p>At 5 weeks in a level</p> <ul style="list-style-type: none"> - an overall satisfactory grade is '3 - Developing' or above - a satisfactory grade for a macro skill is 'D - Developing' or above <p>At 10 weeks or more in the same level,</p>

Term	Definition
	<ul style="list-style-type: none"> - an overall satisfactory grade is '4 - Competent' or above. - a satisfactory grade for a macro skill is 'C – Competent' or above. <p>Integrated English Non-Package Students</p> <p>For the first 10 weeks in the same level:</p> <ul style="list-style-type: none"> - an overall satisfactory grade is '3 - Developing' or above - a satisfactory grade for a macro skill is 'D – Developing' or above <p>At 15 weeks or more in the same level:</p> <ul style="list-style-type: none"> - an overall satisfactory grade is '4 - Competent' or above. - a satisfactory grade for a macro skill is 'C - Competent' or above.
Session	A 5-week study period within an ELICOS course.
Senior Teacher (ST)	A teacher with additional responsibilities for overseeing a course and assisting the Academic Manager

8. Associated information

Legislation

- [Education Services for Overseas Students \(ESOS\) Act 2000](#)

Policies and procedures

- [Admissions policy and procedure](#)
- [Complaints and appeals policy](#)
- [Student Fees Policy](#)
- [Student Refund Procedure](#)

Websites

- [The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018](#)
 - [Standard 8 Overseas visa requirements](#)
 - [Standard 9 Deferring, suspending or cancelling the overseas student's enrolment](#)
 - [Standard 10 Complaints and appeals](#)

9. Relevant contacts

Commonwealth Ombudsman

Phone	1300 362 072 (within Australia)
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	+61 2 5117 3600 (outside Australia)
Website	https://www.ombudsman.gov.au/complaints/international-student-complaints
Office location	Level 22, 215 Adelaide Street, Brisbane QLD 4000
Postal address	GPO Box 442, Canberra, ACT 2601

10. Document history

Version	Summary of changes	Author	Action date
1.0	New streamlined procedure created	Kellie Brady	21 April 2026