English Language Support Procedure

Section 1 - Purpose and Scope

(1) This procedure supports the English Language Support Policy and applies to the post-admission English language support offered to students enrolled in UQ coursework and Higher Degree by Research (HDR) studies.

(2) This Procedure should be read in conjunction with:

a. Graduate Statement and Graduate Attributes Policy; and
b. Academic Progression Procedure.

(3) The following are not within the scope of this procedure:

a. secondary school enrichment studies;
b. professional and continuing education programs; and
c. other short courses offered by UQ, UQ College or other partner affiliates.

(4) The setting and management of English Language Proficiency requirements for the University's undergraduate, postgraduate coursework, research programs and non-award studies are set out in the English Language Proficiency Admission Policy and Procedure.

Section 2 - Process and Key Controls

(5) The University offers a range of resources and training for students to develop their English language proficiency (ELP), concurrently while undertaking their studies.

(6) English language support is optional but may assist students maintain appropriate academic progression.

Section 3 - Key Requirements

English language support programs

(7) Current English language support resources and training offered at UQ are listed on the my.UQ website. Students may seek advice on which English language support is suitable for them by contacting Student Support and Wellbeing Services (SSWS) or their School or Faculty.

(8) Concurrent English language support offered at UQ includes:

a. English for Academic Communication (EAC) delivered by UQ College. For more information see Academic English classes for UQ Students
b. Customised discipline-specific courses developed in collaboration with UQ's academic programs coordinators: Academic English support.
c. UQ Graduate Research School academic writing courses for HDR candidates.

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d. Student Services Learning workshops.
e. Credit-bearing elective courses such as: Writing for International Students (WRIT1001), and Academic English & Thesis Writing for International Students (WRIT6001).

(9) Academic or administrative units seeking to offer English language development support will consult with the Office of the Pro-Vice-Chancellor (Education and Student Experience) for alignment with the principles of the English Language Support Policy.

Embedded Language Support Program

(10) The Embedded Language Support Program provides targeted support with embedded interventions at course, program and faculty level. The Strategic Lead, Academic Language Development is responsible for implementation of this program.

(11) Under the Program, Embedded Language Support Officers (ELSOs) within the faculty will collaborate with course convenors and teaching staff to support students directly in their lectures/workshops/tutorials.

Academic Progression

(12) Where a student receives a Progression Alert or Progression Intervention Notice they may be advised to utilise English language support to assist in maintaining appropriate academic progression. Students may also be encouraged to utilise English language support when seeking advice on their academic standing from their school or faculty, or by Student Support and Wellbeing Services (e.g. when meeting with an Academic Skills Adviser).

(13) Information on progression alerts and interventions is available on the my.UQ website and the Academic Progression Procedure.

Section 4 - Roles, Responsibilities and Accountabilities

Term	Responsibilities
Pro-Vice-Chancellor (Education and Student Experience)	♦ As owner of this procedure oversee its implementation and review ♦ Coordinate the University-wide approach to English language proficiency support
Strategic Lead, Academic Language Development	♦Support the Pro-Vice-Chancellor (Education and Student Experience) to maintain and implement this procedure ♦ Catalogue the list of English language support ♦ Advise on initiatives that enhance English language support ♦ Liaise with key stakeholders and provide advice as required ♦ Report annually on English language support initiatives to Teaching, Learning and Student Experience Committee
Planning and Business Intelligence	♦ Capture and report on data to support the tracking of student performance
Faculties and schools	♦ Monitor student performance in engaging with academic content of their programs and courses. ♦ Provide advice to students on available English language support programs
Embedded Language Support Officers	♦ Work with course convenors and teaching staff to support students directly in their lectures/workshops/tutorials
Student Support and Wellbeing Services	♦ Engagement, early intervention and timely supports to students so they have what they need to thrive academically and personally
Students	♦ Access ELP support offered by the University as required to aid in their studies or to comply with a condition of enrolment (for example, through the academic progression process)

Section 5 - Monitoring, Review and Assurance

(14) English language supports and tools will be reviewed periodically or as determined by the Pro-Vice-Chancellor (Education and Student Experience). For-credit language training is subject to standard quality assurance and approval processes.

(15) Compliance with, and review of, this procedure is overseen by the Pro-Vice-Chancellor (Education and Student Experience) and the Academic Board's Teaching, Learning and Student Experience Committee.

Section 6 - Recording and Reporting

(16) The Strategic Lead, Academic Language Development maintains a catalogue of all English language support offered at UQ.

(17) Planning and Business Intelligence oversees capture and reporting of data to support the tracking of student performance linked to English language proficiency.

(18) The Strategic Lead, Academic Language Development will report annually on English language support initiatives to the Teaching, Learning and Student Experience Committee.

Section 7 - Appendix

Definitions, Terms, Acronyms

Term	Definition
Award Program	An approved sequence of study leading to the award of a qualification such as an undergraduate degree or diploma, postgraduate coursework qualification or Higher Degree by Research (HDR).
English Language Proficiency (ELP)	The ability of an individual to communicate competently in English. ELP at the University is further categorised into general proficiency (general communicative competence), academic proficiency (skills in the specialised vocabularies, concepts, and knowledge associated with particular disciplines) and professional proficiency (intercultural competence and interpersonal skills in the discourses and behaviours associated with particular professional domains).

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