



External Review of English Language Intensive Courses for Overseas Students (ELICOS) at UON

Terms of reference

The review of ELICOS will:

- Examine our current approach to ELICOS including locations, entry standards, student support, student destinations, student attrition and success etc.
- Undertake a rapid environmental scan of state and national approaches to ELICOS within the HE sector, to identify how other institutions are designing and using ELICOS and whether institutions are choosing alternative models of English Language provision for international students.
- Make recommendations to inform development of an agreed, integrated strategy for English Language provision, which includes ELICOS as appropriate. These should consider strategy innovative approaches that focus on enabling recruitment in different student cohorts across different modes of study and in our different locations.
- Areas to consider include, but are not limited to:

Market Scope and Share

- Current and predicted size of ELICOS recruitment to UON including market share
- Australian ELICOS sector growth/decline
- Non-ELICOS approaches and pathways

Viability

- ELICOS fees (including ELICOS student source of funding and sector benchmarks)
- ELICOS costs and revenue
- Adequacy of resourcing/facilities at all locations

Student performance

- Entry levels of students
- ELICOS attrition, retention and success rates (including comparison with competitors)
- ELICOS student course participation duration (hours per week, number of weeks to complete etc.)
- Performance data of ELICOS students

Student/graduate experience

- ELICOS student learning experience – course satisfaction
- Support mechanisms (Homestay/Billeting, Orientation, Academic, etc.)

Matriculation into UON degrees and success levels

- Effectiveness of pipeline into UON/NIC
- Post-ELICOS outcomes, destination and performance at all program levels

Administrative effectiveness

- Role of marketing, ELFS, UON Global, Faculties
- Integration within UON structures/systems
- Adequacy of administrative support

Quality Assurance

- Systems and processes in place to monitor quality (student experience, learning and teaching, outcomes, systems and processes etc.)
- External quality assessments (ISB, National ELT Assessment Scheme, etc.)