



Student Handbook

ENGLISH ACADEMY

**A division of Inter-Continental Colleges Pty Ltd
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WELCOME

Congratulations on selecting English Academy for your studies. We at English Academy extend to you a very warm welcome and wish our new students a rewarding and enjoyable experience.

The benefits of studying with English Academy include:

- ✓ Excellent facilities;
- ✓ Experienced teachers;
- ✓ Industry recognised courses;
- ✓ High success rate;
- ✓ University admission; and
- ✓ Geographical heart of the city.

Importantly, our students enjoy a friendly and caring atmosphere which will ensure a satisfying learning experience.

English Academy requests that students take the time to read the Student Induction Booklet. The purpose of this booklet is to help students to settle quickly into the new Academic environment. Please contact one of our friendly staff if you have some questions about anything that is listed. English Academy is also interested to hear from you if you believe that any important information has been omitted. A great source of information for international students coming to study in Australia can be found at the NSW Government's website: <https://www.study.nsw.gov.au>.

Over the years, successful students have demonstrated three important characteristics:

- ✓ Strong attendance
- ✓ Consistent effort; and
- ✓ Seeking help when required.

English Academy looks forward to working with all of our students in their study and wishes them every success.

CONTACT DETAILS

Phone number	61 2 9791 6555
Fax number	61 2 9791 6544
Website	www.intercontinental.edu.au
Email	sydney@intercontinental.edu.au
Campus address	44 Raymond Street, BANKSTOWN NSW 2200 AUSTRALIA

STAFF DIRECTORY

Position

Principal Executive Officer (PEO)
Acting Director of Studies (ELICOS)
National Manager
Marketing Manager
Teachers
Counselling/Student Services
Student Services/Reception
First-Aid Officer
Fire Warden

Emergency/Critical Incident Phone 0423 428 467
available 24/7 for students to ring in an emergency.

1. ACCOMMODATION

On request English Academy can arrange accommodation for students from overseas by recommending appropriate agencies.

Students may choose from:

- 1.1. Homestay: living in a family home. This includes bedroom (single or share), breakfast and evening meal on Monday to Friday. Breakfast, lunch and evening meal Saturday and Sunday.
- 1.2. Student Lodge: a large residence where a number of students live in a single, twin share or dormitory style rooms. The type of accommodation includes daily breakfasts and evening meals and offers study and TV rooms with coffee and tea making facilities, a coin laundry and ironing room.
- 1.3. Self-contained Flats or Studio Apartments: furnished or unfurnished. These are usually advertised in newspapers or on the Internet.
- 1.4. Shared accommodation: normally advertised on English Academy notice board.

2. PUBLIC TRANSPORT

- 2.1. International Students are able to purchase discounted MyMulti tickets which would enable international students unlimited travel on buses, Sydney Ferries, the Stockton Ferry and CityRail and lightrail services in Greater Sydney, the Hunter, and the Illawarra. MyMulti tickets offer International Students great value for money and allow them to use a single ticket for all travel on public transport in Sydney.
- 2.2. MyMulti tickets can be purchased from English Academy on request. International Students can purchase a 90-day ticket or a 365-day ticket.
- 2.3. For further information about MyMulti tickets, please refer to the NSW Transport Website: www.131500.com.au.

3. ATTENDANCE

- 3.1. Students are responsible for their own attendance level.
- 3.2. The attendance requirement for all English-language courses is a minimum of 20 scheduled contact hours per week of face-to-face classes. A minimum of 80% attendance is required.
- 3.3. There are no other scheduled contact hours for any of the English-language courses. However students are required to do a minimum of 2 – 6 hours of homework per week, depending on the level of course.
- 3.4. All absences need to be supported by documentation, for example, medical certificates, airline tickets etc.
- 3.5. Please take any copies of Medical Certificates to Student Services (the original is to be kept by you) as English Academy would need to keep a record of your absence on file.
- 3.6. Please inform English Academy as soon as possible, even if you are absent for medical reasons. At some time students may need to explain their absences to the Department of Home Affairs (DHA) and produce the originals of the Medical Certificates. [Note: certificates from acupuncturists and herbalists are no longer acceptable.]
- 3.7. If the attendance falls between 80-85% this will result in formal ‘counselling’ given by the DoS or other members of staff; first verbally, then you will receive a written warning letter. If students are unable to attend class due to illness, please contact English Academy on (02) 9791 6555 before 9:30am.
- 3.8. Attendance for students holding a student visa is calculated over the average of 80% attendance requirement for the term, semester or course (whichever is applicable) and if attendance in a term falls below 80% you are at risk and English Academy must report to DHA via PRISMS.

4. LATENESS

- 4.1. For the convenience of other students and the teacher, students must ensure they arrive at their class on time.

- 4.2. Students who are late for any reason must justify their lateness to their class teacher.
- 4.3. If students are repeatedly late for class they will be asked to attend an interview with the Director of Studies.

5. INDUCTION/ORIENTATION

- 5.1. Welcome and Placement Verification assessing takes place on the first day of attendance between the hours of 10:00 am to 4:00pm.
- 5.2. Orientations, college tours, etc., take place during the remainder of the first week of lessons from 10:00 am to 4:00 pm over three days.

6. STUDENT SERVICES/ADMINISTRATION

- 6.1. The Student Services/Administration can assist with:

- | | |
|---------------------------------|------------------------|
| ✓ Enrolment and Re-enrolment | ✓ Course Information |
| ✓ eCoE letters | ✓ Accommodation |
| ✓ Overseas Student Health Cover | ✓ Tuition Fee Payments |
| ✓ Issuing of Certificates | ✓ Attendance letters |
| ✓ DHA matters | ✓ Student ID Cards |
| ✓ Leave Applications | ✓ Social Activities |

- 6.2. All students who have been granted Student Visas must abide by the terms and conditions of their Student Visa as set out by DHA, as well as other legal requirements as outlined in the relevant Legislations i.e. ESOS Act 2000, the National Code 2017 or its successors, etc.

7. STUDENT ID CARDS

- 7.1. Students will be issued with a Student ID Card containing their name, date of birth, Student ID number and photo, which will be taken by college staff, on Induction Day.
- 7.2. Students must have their ID cards with them at all times while attending the College. Staff will request Student ID Cards for identification purposes when a request for academic, attendance and tuition information has been made by the student, e.g. account balance, transcripts. Students may be refused some services without this card.

8. TEXTBOOKS

- 8.1. Textbook fees are listed on your Letter of Offer and form part of your tuition fees. As a course requirement, students must purchase these textbooks prior to commencing their first class.

9. CHANGE OF ADDRESS

- 9.1. Students are required to notify English Academy (Student Services/Administration) in writing, within seven (7) days of any change in their personal details i.e. residential address, telephone number, as per their student visa conditions set out by DHA. International Students will receive regular correspondence from DHA to the address provided to the college and kept on the student's file.
- 9.2. If a student fails to notify the college of any changes in their personal details, i.e. residential address, telephone number, within seven (7) days of the change, it may result in a breach of your visa conditions and subsequent cancellation of your student visa.

10. FACILITIES

- 10.1. Kitchen including fridges, microwaves, toasters, ZIP hot water unit, hot and cold water, cutlery and crockery.
- 10.2. Four lots of toilet facilities with a total of 18 toilets, toilet for disabled persons, shower facilities and baby change table.
- 10.3. Student lounge including lounges, tables and chairs, pool table, student lockers and television.
- 10.4. Classrooms equipped with televisions, videos, whiteboards and data projectors.

- 10.5. A College library equipped with laptops, CD player, lounge plus a variety of books and audio-visual resources for self-study and research as well as general reading and relaxation books and resources.
- 10.6. One fully equipped computer laboratory with the latest software packages and Internet access.
- 10.7. WiFi access for students for Internet and emails.
- 10.8. Regular social activities/excursions for staff and students.
- 10.9. Easy access to the local community library – refer to Student Noticeboards and Student Services staff for full details.

11. COMPUTERS

- 11.1. Internet and email facilities are available for student use.
- 11.2. These computers can be used before and after class and during scheduled class breaks, i.e. morning and afternoon tea and lunch. Please note there is 30-minute time limit per student.
- 11.3. No installation of unauthorised software applications or games is permitted on English Academy computers.
- 11.4. All entries, files or related areas must not contain extracts or material of a discriminatory, sexist or racist nature.

12. BANKING

- 12.1. Banks are generally open from 9:30am and close at 4:00pm. On Friday banks close at 5:00pm.
- 12.2. Most banks are closed on the weekends, although some branches do open on Saturday mornings.
- 12.3. Most banks provide Automatic Teller Machines (ATMs). ATM's can be found at various locations throughout the area, i.e. clubs, petrol stations, main streets and shopping centres.
- 12.4. To open a bank account, Australian banks require at least 100 points for identification purposes. This can be provided by supplying a passport plus a bank certificate or Medicare card, etc. Further information can be obtained from the relevant banks directly.
- 12.5. Some Australian banks allow International Students to set up a bank account prior to their arrival in Australia. For example, the Commonwealth Bank of Australia offers International Students a Migration Financial Service Centre to assist them with opening an Australian Bank Account.
- 12.6. The Centre also provides information such as Bank Account Details and advise which branch International Students should visit upon their arrival in order to supply relevant identification to access their accounts.

Location of Five Major Banks nearest to the College in Bankstown

Commonwealth Bank of Australia

Old Town Plaza Bankstown and/or Centro Shopping Centre, Bankstown

National Australia Bank

Bankstown Central

Westpac Bank

Old Town Plaza Bankstown and/or Centro Shopping Centre, Bankstown

ANZ Bank

Centro Shopping Centre

Arab Bank

Restwell Street, Bankstown

13. TUITION FEES/PAYMENT

- 13.1. It is a condition of continuous study that fees are paid as per the College's Fees Policy. If a student has any outstanding fees due, they may be refused entry into class until such time as all outstanding fees are paid in full. Awards/Certificates will not be issued if a student has any outstanding fees due.
- 13.2. If a student enrolls in a course with a duration of 24 weeks or less, all tuition fees must be paid upfront in full. For courses with a duration of more than 24 weeks, students are required to pay up to 50% of their tuition fees upfront.
- 13.3. Students will be issued with an official College receipt each time a payment is made.
- 13.4. It is strongly advised that students keep all their payment receipts in a safe place as you may be asked by College staff to produce them at a later stage to verify fees paid. Account queries should be made through the Student Services Department.
- 13.5. Payment methods accepted by the College are cash, credit card (Visa or Mastercard), bank cheque (made payable to Inter-Continental Colleges Pty Ltd) or direct deposit into Inter-Continental Colleges Pty Ltd's bank account.

14. EMERGENCY PROCEDURES

In the event of fire students must leave the building immediately. The Fire Wardens become responsible for the safety of all staff and students. They will be instructed to:

- 14.1. English Academy has fire exits at the front and rear of the premises.
- 14.2. Exit the building by using the fire exits near Reception or the rear stairwell.
- 14.3. Teachers are to take their class rolls with them and remain with their class at all times.
- 14.4. Students are to go across the road to the small laneway (Lopez Lane) directly across from the college premises.
- 14.5. Teachers will be required to check class names from their rolls.
- 14.6. The Fire Warden will advise when it is safe to return to the College premises.
- 14.7. Staff or students are not allowed to return to College premises without authorisation from the Fire Warden.
- 14.8. Details of Emergency Procedures are available in a number of areas throughout the College which require students and staff to leave the building. If you have any questions please ask staff.

15. FIRST AID

- 15.1. If any student is ill and needs help, please contact any member of staff. First Aid cabinets are available near the reception and at Student Services.
- 15.2. English Academy is not permitted to provide or administer medication to any student.
- 15.3. Students who suffer from a serious illness or allergies or who are required to take medication daily should advise Student Services.

16. SOCIAL ACTIVITIES

- 16.1. English Academy encourages and promotes interaction between students, teaching and non-teaching staff. Activities are organised on a regular basis with trips often planned to places such as the Blue Mountains, South Coast, and Darling Harbour. These trips assist students with assimilating into college life and the Australian environment and Culture. Please check the notice board for more information or speak to the Student Services.

17. GENERAL RULES

- 17.1. Students are not allowed to smoke within the building or within 4 metres of the building entrances. Drinking alcohol or taking drugs are not allowed.

- 17.2. Students are only permitted to use computer disks issued by English Academy in English Academy computers.
- 17.3. Students must not gather and block the entrance to the building.
- 17.4. The College reserves the right to release students from their current course of study if any breaches have been identified, i.e. Student Code of Conduct, unsatisfactory attendance, unsatisfactory academic performance, and all avenues of resolution have been exhausted. Refer to Student Default section of College Refund Policy.
- 17.5. Students are not permitted to use College telephones to make or receive calls.
- 17.6. Students are solely responsible for any personal belongings they bring to the College. Students are strongly advised NOT to leave their personal items unattended. The College will not be held accountable for the loss or theft of personal property. Lost Property is located at the Reception.
- 17.7. Appearance is to be neat and tidy at all times and personal hygiene is to be considered.
- 17.8. The College reserves the right to review and amend Code of Conduct, fees and curriculum without notice. Every effort will be made to provide appropriate advice about changes.
- 17.9. Any appointment not related to the course of study must be made outside scheduled class times.
- 17.10. Students are strongly advised to abide by the Student Code of Conduct at all times. The College does not tolerate harassment or discrimination of any shape or form toward fellow students, staff and College visitors alike. The College encourages all students to act with politeness and respect to others. Please do not shout, run or make any other noise at the College which may disturb or disrupt other scheduled classes, staff or visitors.
- 17.11. Please leave the toilets/restrooms clean and tidy for other students, staff and visitors.
- 17.12. All food, drink and refreshments must be consumed only in the student lounge or outside the building.
- 17.13. Mobile phones must be switched off during scheduled class times.
- 17.14. All students must follow the teacher's directions and co-operate fully in class activities. Students must remain in their classrooms during scheduled class times unless the teacher gives permission to leave.
- 17.15. Wandering around the corridors, using mobile phones or the Internet is not permitted during scheduled class times.
- 17.16. All student movement around must not disturb other classes or services. Students must not gather outside classrooms while classes are in progress.
- 17.17. Students who smoke outside the College building must place butts in the bins provided by the local council (or face fines for littering).

18. EXAMINATION POLICY AND RULES

- 18.1. No unauthorised electronic devices are permitted in examination rooms – only basic materials are permitted and all bags should be left outside the room. Mobile phones must be switched off.
- 18.2. Students should arrive at the examination room at least 15 minutes before the exam starts.
- 18.3. Students should raise their hands if they require assistance from the examiner/supervisor.
- 18.4. No talking, looking around, passing notes or other form of communication between students is permitted during an examination.
- 18.5. No eating, drinking or smoking is permitted during examination periods.

19. ASSESSMENT AND EXAMINATION PROCESS

19.1. Assessment Procedure

- In addition to an assessment on Speaking, Reading and Writing upon commencement of studies, further assessments will take place during the course.
- Formal assessment of student achievement in ESOL classes will occur in class tests conducted in accordance with the relevant Curriculum and the College's Assessment Policy and Procedure.

- Students will be advised in advance of the dates and times of these assessments and are expected to attend. Students will be tested on Reading, Listening, Writing, Speaking and Grammar.
- Students will be given feedback on their progress with written reports, which will include information on their test results and the class teacher's analysis of their learning needs. As well as providing students with feedback on their progress, this information will assist English Academy to advise students on the progression to higher levels of study within the English program.

19.2. Assessment Appeal

Should a student request a review of the results of an assessment it is important to follow the guidelines below:

- A student is to discuss the matter with the teacher in the first instance and the teacher is to record brief details of the issue/s. The teacher will endeavour to resolve the issue with the student.
- If the issue is unable to be resolved between the teacher and the student, the student should follow the procedure set out in the Academic Appeals Policy and Procedure.
- It is important that the re-assessment be carried out as soon as possible following the student's request in order to avoid any possible difficulties.
- International students can also appeal to the OSO for a review of the assessment process or, alternatively, contact the Student Mediation Scheme at Resolution Institute for assistance. Details of both organisations are listed below

19.3. Student Responsibilities (subject to individual teacher approval)

- It is the student's responsibility to understand the dates and time of assessments and where assessments are held.
- Students who cannot attend an assessment may not do the assessment at a later date unless they can provide satisfactory reasons and documentary evidence, such as doctor's certificate.
- Students who have finished the exam may leave the room in a quiet and orderly manner, or they may remain seated quietly until it is over.
- Students who arrive late may not be permitted into the classroom.
- Students who do not attend an exam or who do not complete any assignment work will fail to receive a pass mark. This will be recorded in the student's file. This may prevent a student from graduating and receiving a certificate.

Students who are not progressing satisfactorily academically are at risk and must be reported to DHA via PRISMS. This may result in the students' visa being cancelled.

20. STUDENT WELFARE

21.1 If students have a concern while studying at ENGLISH ACADEMY, the College must recommend students to take the following steps;

- If the concern is related to the Class or Study, students should speak or write to the class teacher. If the issue cannot be resolved, students may be referred to the Director of Studies.
- If the concern relates to English Academy Administration, the teacher or student records, students should make an appointment to see the Director of Studies.
- If the concern is related to DHA request, Attendance, Holidays, Accounts, students should make an appointment to see Student Services/Administration.
- If the concern relates to Personal Welfare/Family issues, students should speak to English Academy Counsellor or another trusted member of staff. Appointments are made through Student Services/Administration.
- If the concern relates to Accommodation/Homestay, students should make an appointment to speak to Student Services/Administration staff who will contact the Homestay family or accommodation agency.

- Any other concerns can be directed to the Student Services/Administration staff who will advise students of the appropriate steps for any other concerns students may have.
- The College's Student Counsellor can arrange appointments with an appropriate clinical psychologist, if required.
- Consultations must involve issues directly relating to English Academy or that has already been considered through the above process and is deemed by the Academy as relating to studies or the students' well-being while enrolled with the College.

21. PRIVACY/STUDENT RECORDS

- 21.1. Information is collected on your Student Enrolment form and during your enrolment in order to meet our obligations under the ESOS Act 2000 and the National Code 2017 or its successors; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.
- 21.2. Information collected on this form and otherwise includes, but is not limited to, personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by you of student visa conditions.
- 21.3. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000 (as amended), the Education Services for Overseas Students Regulations (as amended) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017 or its successors.
- 21.4. Information collected about you on your Student Enrolment form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and/or relevant government agencies.
- 21.5. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.
- 21.6. Students have the right to view the contents of their personal files in the presence of an authorised staff member and request corrections to any errors found.
- 21.7. Students are required to fill out a form which can be obtained from administrative staff.

22. COMPLAINTS AND APPEAL PROCEDURE

- 22.1. Note that at any or all stages of complaints resolution, students may be represented, accompanied and/or assisted by a support person of their choice at any relevant meetings.
- 22.2. All complaints (whether written or verbal) are recorded in a 'Complaints Register'.
- 22.3. All students should note that student enrolment is maintained whilst the appeal is ongoing.
- 22.4. The Complaints Register is completed when a complaint is lodged together with any supporting documentation and a record of the details and reasons for the resolution reached.
- 22.5. Any complaints and/or appeal decision will be made available to the student and will also be placed on the student's file.
- 22.6. If students have a problem with any aspect of their enrolment procedures, studies or living arrangements that affects their performance or any aspect of their life, they should:

Speak with and/or write to the person about the problem

IF UNRESOLVED

Speak with and/or write to the teacher

IF UNRESOLVED

Speak with and/or write to the Director of Studies (DoS)

IF UNRESOLVED

The Director of Studies (DoS) will refer the complaints and/or appeal to the Student Appeal Committee.

IF UNRESOLVED

The Student Appeal Committee will refer the complaint and/or appeal to the Principal Executive Officer (PEO)

IF UNRESOLVED

The Principal Executive Officer (PEO) will endeavour to resolve the issue, if unresolved mediation will apply. You may choose any of the following options.

22.7. Mediation

Students may choose to use the services of an external mediator to resolve any complaints or problems they may have. Please refer to the College's Complaints and Appeals Policy and Procedure.

Students will be advised within 10 working days of their internal complaint being unresolved by the College of their options to seek external mediation. Please Note: a service fee maybe charged by the mediator. You should enquire about current fees when you contact the mediator.

Overseas Student Ombudsman (OSO) - (free service) – N.B. not for domestic students

Postal Address: GPO Box 442 Canberra ACT 2601 Australia

Phone: 1300 362 072

Fax: (02) 6276 0123

Email: ombudsman@ombudsman.gov.au

Web: <http://www.ombudsman.gov.au>

Please note: the OSO will only review the Assessment Process, they do not undertake re-assessments.

Or

For your additional information, the following organisations may also be able to help:

Student Mediation Scheme

Resolution Institute

Level 1 and 2

13-15 Bridge Street

Sydney NSW 2000

Tel: 61 2 9251 3366

Freecall: 1800 651 650

Web: <http://www.resolution.institute>

Please note: a small fee may apply.

Please note: Resolution Institute do not undertake re-assessments.

Or

Department of Fair Trading (free service)

McKell Building

2-24 Rawson Place

Sydney NSW 2000

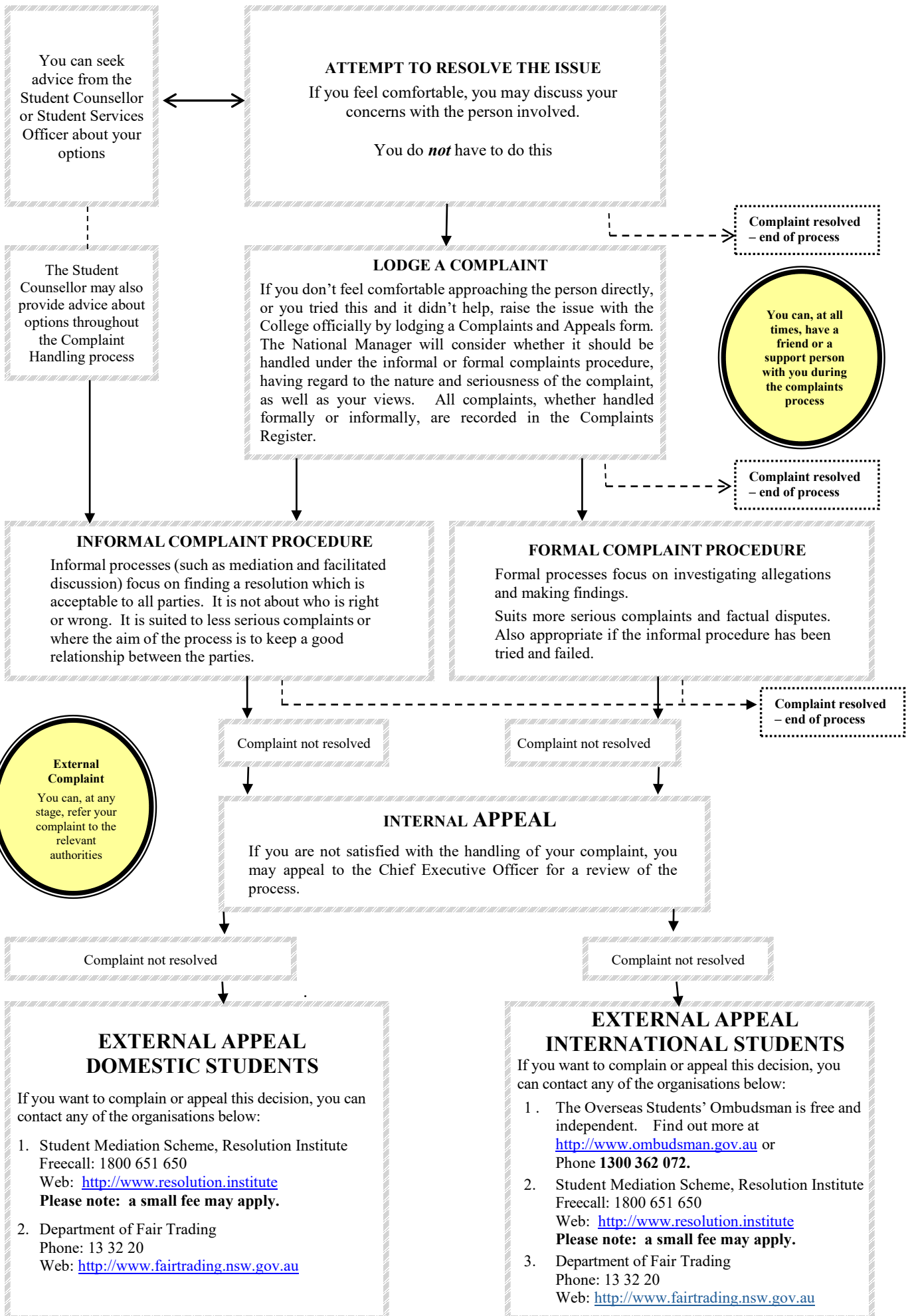
Fax: (02) 9619 8699

Phone: 13 32 20

Web: <http://www.fairtrading.nsw.gov.au>

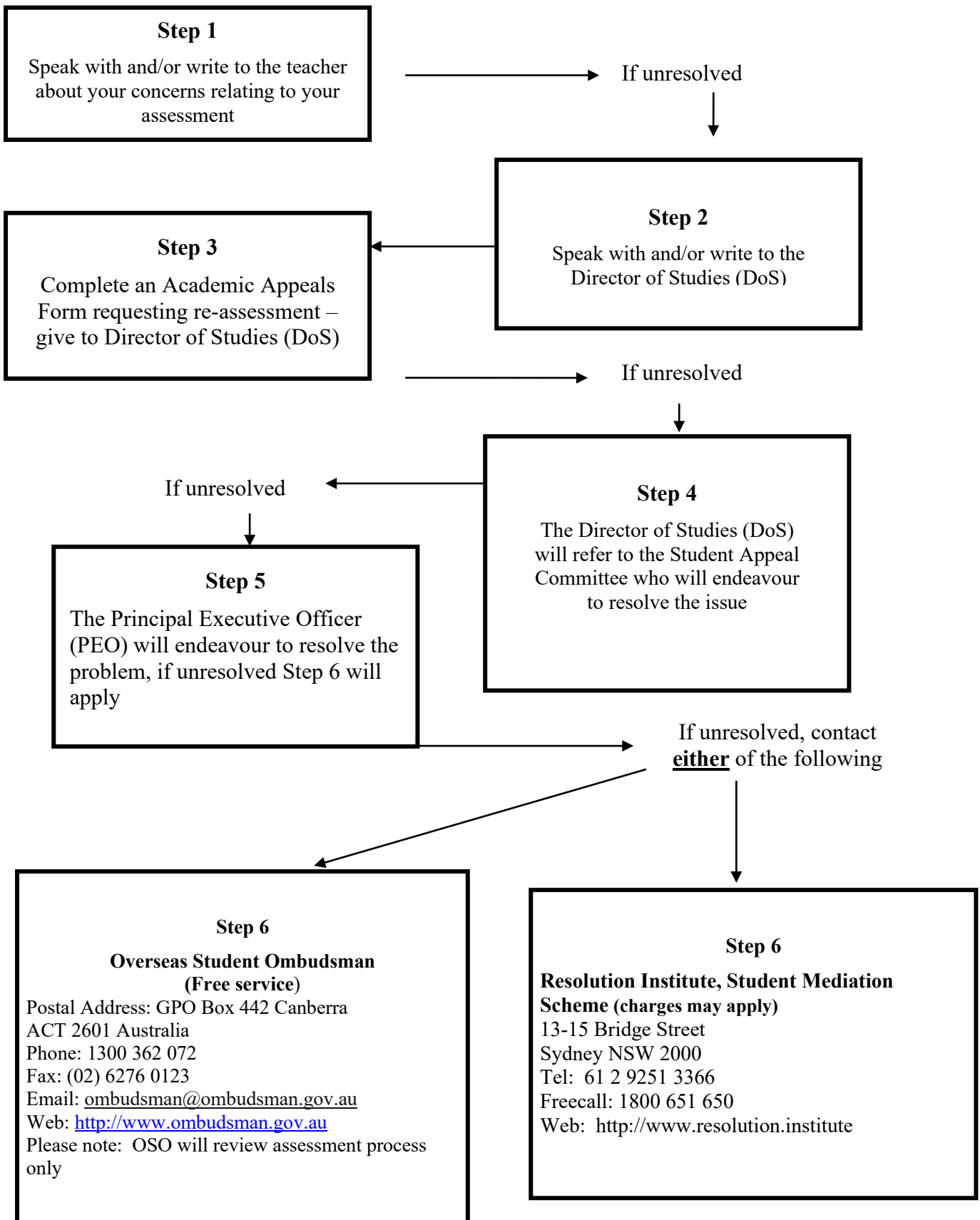
Please note: the Department of Fair Trading does not undertake re-assessments. They can, however, investigate other forms of complaints.

OVERVIEW – COMPLAINTS APPEALS PROCEDURE



FLOW CHART - ACADEMIC APPEALS PROCEDURE

Note: At any or all stages of the assessment appeals process, students may be represented, accompanied and/or assisted by a support person of their choice at any relevant meetings.



COPYRIGHT

Student must obey the Australian Copyright laws. These state (inter alia):

- 22.8. Students may copy up to 10% of a chapter of work for research or study.
 - 22.9. Students may copy one or more articles in each issue of a newspaper or magazine (unless strictly prohibited) relating to the same subject matter.
 - 22.10. Students must not install authorised software licensed to English Academy or to our affiliate colleges.
 - 22.11. Students must not install unauthorised software applications or games on English Academy computers.
- Students who do not obey copyright laws may be fined up to \$50,000.00 together with terms of imprisonment and possible suspension from English Academy.

23. MOBILE PHONES

- 23.1. Mobile phones **MUST** be switched off during class.
- 23.2. If a student receives a telephone call during a break, then the call must be taken in an area that is not close to a classroom.
- 23.3. Failure to observe these considerations will result in the phone being confiscated by the teacher on duty until after the class.

24. EQUAL OPPORTUNITY AND SEXUAL HARASSMENT

- 24.1. English Academy will not tolerate discrimination based on the grounds of sex, race, marital status, disability, sexual preference, age and religious beliefs.
- 24.2. Sexual harassment (verbal or physical) including offensive language and unwanted or unacceptable advances is not permitted.
- 24.3. English Academy encourages a positive learning environment in which every individual is offered equal opportunities to succeed. Please show tolerance and understanding towards others and acceptance of an individual's worth and difference.
- 24.4. If students have any concerns or questions relating to equal opportunity or harassment issues, please see a senior staff member.

25. REFUND POLICY

25.1. Definitions

- a) 'Tuition Fees' means fees a provider receives, directly or indirectly, from:
 - i. an overseas student or intending overseas student; or
 - ii. another person who pays the fees on behalf of an overseas student or intending overseas student;that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student.

25.2. Application

All applications for refund must be made by submitting a signed Application for Refund Form together with all relevant, certified documentary evidence supporting the reasons for the refund application.

25.3. Student transfer

- a) In the case of a refund application where a student is transferring provider before the expiry of their initial 6 months of studying their principal course, refund applications will not be considered unless the transfer is approved.
- b) This means that students should only lodge their Application for Refund Form if they have been granted a letter of release from the College.

25.4. Amounts not refundable

- a) The registration application fee (\$200.00) is not refundable under any circumstances.
- b) Except in the unlikely event of Provider Default occurring, moneys paid for Direct Expenses are not refundable where the College has, at the date that the refund application is lodged with the College, incurred costs in obtaining the goods or services for which the Direct Expenses relate. For example, if a student has paid an amount for overseas student health cover and this cover has been arranged by the College, no refund will be issued.
- c) For refunds in the case of Provider Default, see paragraphs below.

25.5. Processing timeframe

- a) All approved refunds will be provided within 28 days of the College receiving an Application for Refund Form in satisfactory form, accompanied by the relevant supplementary documentation.
- b) The date of the notification for Application for Refund is the date on which the completed form is received by the College. If the Application for Refund is filed without the necessary supporting documentation (i.e. Withdrawal Form etc) then the date of filing will be when the final supporting documentation is received.

25.6. Student Default

- a) If a student who has not yet commenced a course informs the college in writing of a cancellation not later than 28 days prior to the commencement of the course the registration application fee plus 20% of the total tuition fees will not be refunded.
- b) If a student cancels their course in writing within or less than 28 days before the commencement date the registration application plus 40% of the total tuition fees will not be refunded.
- c) All applicable fees will be due and payable and no refunds will be issued if the course starts on the agreed starting day, and:
 - (i) a student has commenced their course; or
 - (ii) a student has commenced their course but the College cancels their enrolment because the student fails to pay an amount due to the provider in order to undertake the course; or
 - (iii) a student does not start the course on the agreed starting day and has not previously advised the College in writing of their intention to withdraw.
- d) In the circumstances listed at (a) and (c) above, the College may in its discretion issue a refund if the student:
 - (i) proves to the College's satisfaction that exceptional circumstances existed (such as severe medical illness requiring hospitalisation, death or natural disaster) which prevented the student from commencing the course on the agreed starting day; and
 - (ii) provides documentary evidence in support of the exceptional circumstances, e.g. a medical certificate, death certificate, newspaper article confirming the natural disaster.
- e) Refunds will not be approved or provided in the following circumstances:
 - (i) where the student concerned has provided fraudulent, forged or misleading information.
 - (ii) if the request is submitted after the student has had their enrolment terminated due to non-payment of tuition fees.
 - (iii) if the student fails to submit their Application for Refund within 30 days of the end of the study period in which the tuition fee was applicable.
 - (iv) where the student's visa status changes to Permanent Resident following commencement of their studies.
 - (v) where the student has breached visa conditions.
 - (vi) if the student fails to comply with the conditions of enrolment and the College's student-related policies.

- (vii) If a student “fast tracks” and completes their course in a shorter time than what is specified in the Letter of Offer.
- f) DHA will be notified of any student default and/or early completion of studies.

25.7. Visa Application Rejection – Non-commencement of study

For international students, in accordance with S47E of the ESOS Act, the total amount of pre-paid tuition fees will be refunded in full if the visa application is rejected by the relevant embassy.

The amount of unspent pre-paid fees that the College will refund the student is the total amount of the pre-paid fees the College has received for the course in respect of the student less the following amount worked out by Ministerial legislative instrument:

the lesser of:

- (i) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the defaults day; or
- (ii) the sum of \$500.

The College will require a signed Application for Refund Form in satisfactory form, together with a notarised copy of the Australian Government's rejection letter to be supplied to the College to confirm the visa rejection and validate the refund application.

25.8. Disciplinary Reasons

No refund will be issued if a student’s enrolment is cancelled because of student academic or behavioural breaches or if a student visa is cancelled due to breaches of visa conditions.

25.9. Provider Default

- a) In the unlikely event that the College is unable to deliver your course in full, you will be offered a full refund of all the tuition fees you have paid to date.
- b) The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost to you. You have the right to choose whether you would prefer a full refund of tuition fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
- c) If the College is unable to provide a refund or place you in an alternative course our membership of the Tuition Protection Service (TPS) for international students or ACPET for domestic students will place you in a suitable alternative course with another provider at no extra cost to you.
- d) Finally, if this is not possible, you will be eligible for a refund as calculated by the relevant authorities.

25.10. Issue of refund

- a) Refund applications will not be processed where the signature on the Application for Refund Form does not match the student’s signature as shown on other documents provided by the student for admission to the College.
- b) Refunds will be paid only to the student unless the student has nominated another person, e.g. an education agent, on their relevant Student Enrolment Application Form or on the Application for Refund Form in which case the College may in its discretion pay the refund to the nominated party.
- c) The date of the notification for Application for Refund is the date which the completed form is received by the College. If the Application for Refund is filed without the necessary supporting documentation (i.e. Withdrawal Form etc) then the date of filing will be when the final supporting documentation is received.

25.11. Appeal

Students may appeal a decision by the College to refuse a refund or appeal against the amount of refund given by accessing the College's complaints and appeals procedure. The student agreement and the availability of a complaints and appeals process does not remove the student's right to take further action under Australia's consumer protection laws.

26. STUDENT NOTICEBOARD

- 26.1. No notices are to be placed on the Student Noticeboard unless they have been approved by Administration who will sign, stamp and date the notice.
- 26.2. Any notice posted contrary to this will be removed.

27. VISA AND IMMIGRATION MATTERS

If students require any information about Visas they must contact DHA. Typically for students to extend their visa, they will need the following items (please confirm with DHA for all visa issues):

- 27.1. Passport
- 27.2. Attendance Certificate
- 27.3. Proof of Overseas Student Health Covers (OSHC), for example, health cover card.
- 27.4. Application fee.
- 27.5. eCoE Form if required for new course
- 27.6. Bank Statements proving students have enough funds to support their studies and life
- 27.7. Official Immigration forms
- 27.8. Any medical records.
- 27.9. Any pay slips, if working

The Department of Home Affairs(DHA)is located at:

26 Lee Street, SYDNEY NSW 2000. Phone 131 881

This is located in the city very close to Central Station. A map is available from Student Services/Administration.

28. VOCATIONAL COURSES

- 28.1. If a finishing English student wishes to study Information Technology, Business, Hospitality, Tourism, Management, Children's Services, Aged Care Work or other courses with our affiliated Colleges, information is available from Student Services.

29. WITHDRAWAL FROM STUDIES

- 29.1. Students wishing to withdraw from their current course of study should make an appointment to see the Director of Studies or the National Manager.
- 29.2. A transcript of modules successfully completed prior to withdrawal will be sent to the student. This document will not be made available until all relevant tuition fees for the course have been paid.
- 29.3. Any withdrawal from studies must follow the visa requirements.

30. CRITICAL INCIDENT POLICY

- 30.1. In the event of a critical incident, English Academy has all necessary support services.

Critical incidents are not limited to, but could include:

- ✓ missing students;
- ✓ serious psychological problems;
- ✓ death, serious injury or any threat of these;

- ✓ natural disaster;
- ✓ violence, sexual assault, drug or alcohol abuse

30.2. Critical Incident Team

When a critical incident happens the Critical Incident Team will:

- a) assess risks and response actions
- b) talk with emergency and other services
- c) contact with students' relatives and/or friends
- d) communicate with other outside bodies, such as homestays, carers or foreign embassies
- e) counsel and manage other students and staff

30.3. Action Plan

The Critical Incident Team will assist the PEO in implementing the critical incident plan if a critical incident arises.

30.4. Reporting and recording of incident and action taken.

The Critical Incident Team will report the incident to DHA as soon as possible in the case of a student's death or other absence affecting the student's attendance. All aspects of the incident and its management will be recorded on the student files.

30.5. Follow-up and evaluation

The college staff will be made aware of the critical incident policy and procedures and be given proper training to make sure that the duty of care for international students is in their minds.

30.6. Personal Safety Tips

If you are **going out at night** remember:

- Always let someone else (e.g., friend, landlord, relative) know where you are going
- Be careful with the people around you, especially if you are alone or it is dark
- If possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble about to start - move away if you can. The best thing you can do is to call the police and keep away.
- Make eye contact with people when walking - let them know that you have noticed them.
- Do not talk to strangers on the street or driving by in a car - continue walking
- If you use a taxi, make a note (e.g. in your mobile phone) of the taxi driver details as soon as you enter the taxi
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

31. PLACEMENT VERIFICATION TEST

31.1. All new students are required to:

- Undertake a placement verification test to confirm your English language skills as at the start of your course, and
- Attend a meeting with the Director of Studies

31.2. The Director of Studies will then discuss the results with you and provide advice on what support measures will be given to you if required and make any recommendations about your chosen course of study.

32. SCHOOL AGED DEPENDANTS

- 32.1. Students are advised that any school aged dependants accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

33. WORK

- 33.1. All international students may work up to 40 hours per fortnight provided they fulfil their Student Visa obligations

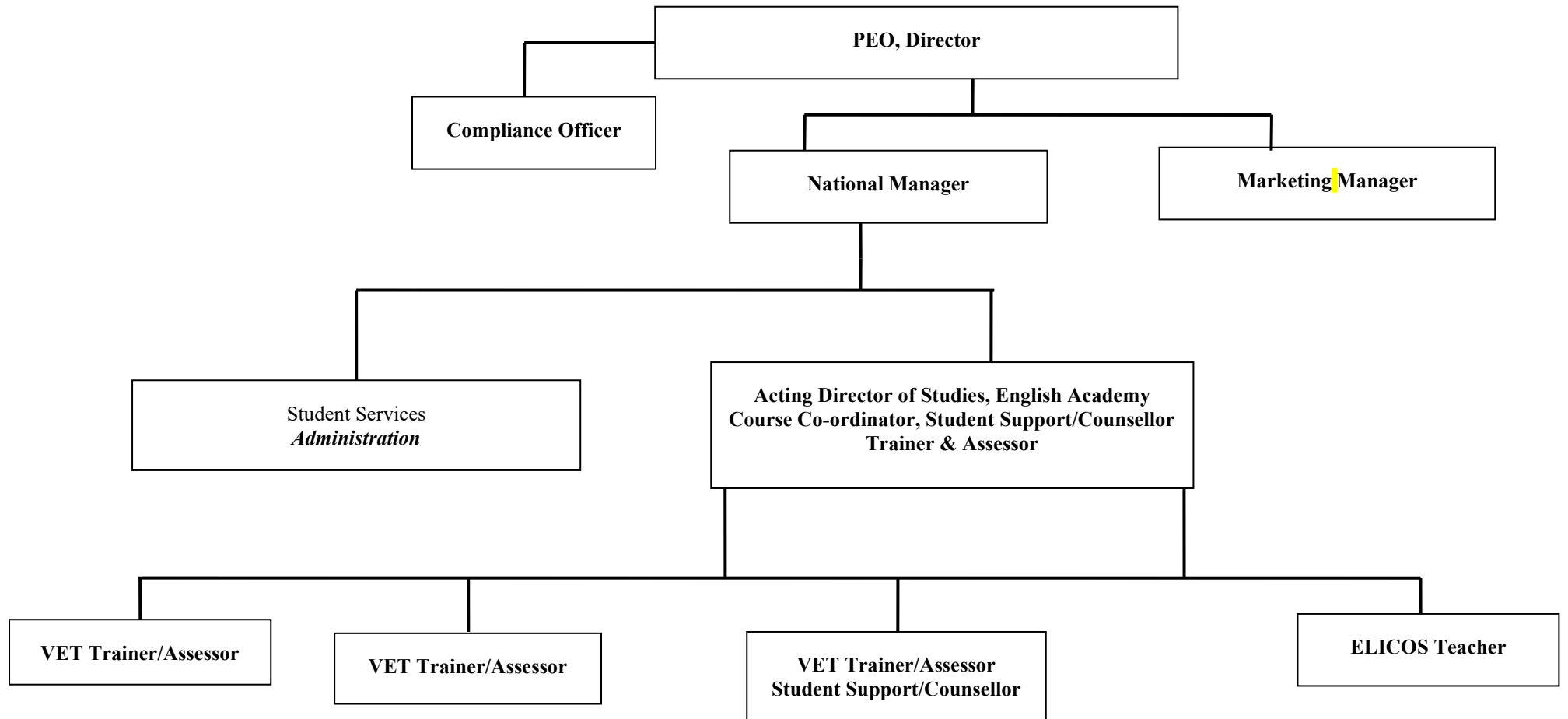
34. OVERSEAS STUDENT HEALTH COVER (OSHC)

- 34.1. Australia has a system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs(DHA) or its successors requires you to maintain OSHC for the duration of your time on a student visa in Australia.
- 34.2. International students are required to hold medical cover at all times.

35. ACADEMIC PERFORMANCE

- 35.1. Students' academic performance is monitored informally throughout the course and with a formative assessment conducted during Week 5 of a 10 Week course for ESOL courses.
- 35.2. English for Academic Purposes and Preparation for IELTS courses are monitored informally throughout the course with formative assessments being carried out between approximately weeks 4, 5 and 7. Students should refer to the ELICOS Assessment Policy and Procedure for details of when formative assessments are carried out for EAP and IELTS courses.
- 35.3. Course performance will be discussed with the students and if deemed necessary due to concerns for the students being 'at risk', a mutually-agreed intervention strategy will be introduced.
- 35.4. If students do not make satisfactory academic progress they may be at risk to continue their studies or to re-enrol.
- 35.5. Summative (end-of-course) assessments are carried out at the beginning of Week 10 of a course or each level, and all assessments undertaken during the course are considered when making the final Summative Assessment.

Appendix 1: Organisational Chart



F = Employee of Focal Holdings Pty Ltd. Provides services to Inter-Continental Colleges Pty Ltd pursuant to Service Agreement

Appendix 2: Sample Timetable

(English for Speakers of Other Languages) for Beginner Level (Sample Weekly Timetable--- Week 2)

Scheduled times	Monday	Tuesday	Wednesday	Thursday
10.00 am - 11.00am	Oral Skills	Vocabulary Extension	Pronunciation	Study Skills & Approach to Learning
11.00am - 11.20am	BREAK			
11.20am - 12.30pm	Pronunciation	Reading Skills and Picture Stories	Study Skills & Approach to Learning	Written Skills and Grammar
12.30pm - 1.00pm	LUNCH			
1.00pm - 2.50pm	Listening Skills	Oral Skills	Oral Skills: Australian Culture	Vocabulary extension
2.50pm - 3.00pm	BREAK			
3.00pm - 4.00pm	Grammar exercises	Listening Skills	Reading Skills	Written skills

Appendix 3 Policy and procedures for the orientation provided to students

The purpose of this procedure is to detail the policy and process for the induction of new students, and the provision of general advice to students.

1. Induction to the college and local community

- A tour of the college - showing facilities, common room, washrooms and areas of general and restricted access.
- General background information about English Academy.
- The college's organisational chart
- Rules and regulations of the college including inquiries, complaints, appeals and grievances, student services within the organisation
- Policy on smoking, alcohol, misconduct, holidays etc.

2. Induction to Health and Safety Issues.

- Evacuation plan, fire drills, and location of extinguishers;
- Security systems.

3. Induction to Course

- Student ID cards required
- Hours of attendance and visa conditions
- Course program, timetable and college calendar
- Course progress policy, intervention strategy and assessment tools.
- Study techniques and study assistance available.
- Independent study area including access to computers, photocopiers and other office machines.
- Resource centre/library
- General supplies to be provided by the college.

4. Student Handbook

All students will be issued with a Student Handbook which provides them with relevant information including pre-arrival, settling-in, studying at and social and cultural information for students. Students are required to sign-off that they have received the Handbook.

Appendix 4 Student Details Form

Please complete and return this page to Reception

I, _____ declare I have received a copy of *ENGLISH ACADEMY's* Student Handbook

Signature

Dated

CONTACT DETAILS IN AUSTRALIA

Address: _____

Home Telephone: _____ Mobile No.: _____ Fax: _____

Email Address: _____

PERSONAL INFORMATION

Do you have any form of disability that you would like us to be aware of? Yes No

If 'Yes' please describe: _____

IN CASE OF EMERGENCY

CONTACT 1 – Contact in Australia

Name: _____ Phone (work): _____

Phone (home) _____ Mobile: _____

CONTACT 2 – Contact in Home Country

Name: _____ Phone (work): _____ Phone (home)

Mobile: _____

STUDENT CARD DETAILS

Please complete this form to ensure correct details are shown on your student card.

Family Name: _____

Given Name: _____

Date of Birth: _____ (Day) _____ (Month) _____ (Year)

Note: Giving your date of birth is mandatory.

We require two (2) passport size photographs (one for your Student Card and one for your Student File). If you have attached these to your application form please disregard this request.

Office Use Only

Student No.:

The information provided by this Handbook is subject to change without notice and does not constitute a contract between ENGLISH ACADEMY and a student or an applicant for admission.

Receipt of Student Card

Student Signature