



# AUSTRALIAN CENTRE OF ENGLISH

## Student Information Handbook

**Level 2, 38 College Street, Darlinghurst, 2010 NSW**

Phone: +61(0)2 8959 2717 email: [admin@ace.nsw.edu.au](mailto:admin@ace.nsw.edu.au)

Web: [www.ace.nsw.edu.au](http://www.ace.nsw.edu.au)

CRICOS Provider Code: 02871C

# Contents

New Student Orientation Timetable .....	4
Key Staff at Australian Centre of English.....	5
Our Teachers .....	5
Important information for new students.....	6
Orientation and class placement: .....	6
Class Time Tables .....	7
Important Information .....	7
Appeals and Complaints Procedure .....	9
Important Policies for International Students .....	11
Attendance Monitoring Policy .....	11
Holidays and Extended Leave Policies .....	12
Monitoring Course Progress Policy .....	13
Academic Deferral & Suspension of Enrolment Policy .....	14
Academic Policies.....	14
Assessment Policy .....	14
‘Level up’ Transfer policy.....	14
English Only Policy (EOP).....	16
Mobile Phones in Classrooms .....	17
Change of Contact Details Policy.....	17
Student ID card Policy .....	17
Transfer Policy.....	17
Students’ Responsibilities .....	17
Student’s Code of Conduct.....	18
Working while studying.....	19
Cancellation and Refund Policy.....	20
Student Default .....	20
Student Default (Visa refusal) .....	20
Provider Default .....	21
Non-tuition fees .....	21
Conditions of Enrolment .....	22
Student Services .....	24
Academic Support .....	24
Personal Counselling: .....	24
Health insurance .....	24
Emergency, Health & Social Services .....	24

Useful Australian Websites .....	26
Active Lifestyle Information .....	27
Places to Eat near Australian Centre of English .....	27
English Pathways.....	28
Guidelines for placement in English Language course levels.....	28
Placement Test.....	28
Exit testing.....	29
More about our ELICOS Programs .....	29
Course Descriptions .....	29
General English (CRICOS Course Code: 066402C).....	29
IELTS Preparation (CRICOS Course Code: 066401D) .....	30
Student Safety.....	30
What can I do for their own personal safety?.....	30
What is discrimination?.....	31
What is victimization? .....	31
The Academic Year .....	32
Academic Year – Breakdown.....	32

# New Student Orientation Timetable

Orientation session is held on Mondays except for public holidays when testing will occur on Tuesdays. The program on orientation day is as following:

## AM Students

9.00 am – 10.00 am	Placement Test
10.00 am – 10.30 am	Orientation Information Session
10.30 am	Class begins

## PM Students

3.00 PM – 4.00 Pm	Placement Test
4.00 Pm – 4.30 Pm	Orientation Information Session
4.30 pm	Class begins

# Welcome to Australian Centre of English!

## Key Staff at Australian Centre of English

**Dr. Stephen Rainer** Principal Executive Officer

**Hasan Saltik** Academic Manager

## Our Teachers

Philip Crain, Joshua Graham, Raeleen Wong, Alexander Cowell,

# Important information for new students

## Orientation and class placement:

All students are required to attend Orientation Day, the first day of your enrolment. This is usually on a Monday. AM shift students must arrive by 9.00am on the Monday of their first week of study. PM shift students must arrive by 3:00pm on the Monday of their first week of study. Students join their classes following Orientation. Below is an outline of what happens during Orientation of new students:

- The Student Services Officer meets new students in the College foyer and walks them to the Orientation Room.
- New students present their passport and visa to Student Services Officer in the Orientation Room
- The Student Services Officer photocopies passport photo page and visa page for inclusion in student's file if not already received.
- Students complete the New Student Information Form.
- Student photographs are taken ( students studying 8 weeks or more) and student ID cards are prepared (for collection the following week from Student Services).
- Students sit their Placement Test.
- The Academic Manager (and/ or available teacher(s)) carries out oral interview with new students to assess oral interaction proficiency level.
- The Academic Manager (and/ or available teacher(s)) assigns commencement English level to students based on results of all test components.
- Students receive welcome from the Academic Manager.
- Orientation consists of;
  - facility information
  - information about ELICOS course(s)
  - assessment and certification
  - timetable, lunch breaks
  - student code of conduct
  - student visa obligations (course progress, attendance, change of address, work, etc.)
  - Student services available
  - Complaints & Appeals Procedures
  - External services (health, emergency, banking, etc.)
  - Local amenities

- Students complete, sign and date the 'Student Contract of Learning' to acknowledge understanding of code of conduct and visa obligations.
- Students sign Student Code of Conduct.
- Students sign acknowledgement of recognition of Australian Centre of English's policies
- Students are issued with text books.
- Tour of campus.

## Class Time Tables

On your first day of class at Australian Centre of English, you will be allocated a class suited to your English level and based on the results of your placement test and oral interview.

If you arrive after Orientation has finished, you will need to see the Academic Manager to complete the placement test and to complete enrolment procedures.

Morning Shift	
Monday to Thursday	
<b>Session 1</b>	9.00 – 11.30
<b>Break</b>	11.30 – 12.15
<b>Session 2</b>	12.15 – 14.45

**Plan Your Day around Your Classes!**

## Important Information

**Remember why you are here!**

**You have a student visa.** One of your visa obligations is to come to class every day. Coming to class on time means getting more practice which means improving your English skills.

**Plan your time.** If you come back late to class, you will lose attendance and disrupt the class.

**Schedule your life around your class:** Don't get a job that ends after class begins or starts before class ends. If you do, this will cause problems for your attendance.



# Appeals and Complaints Procedure

Australian Centre of English recognises that differences can arise from time to time between students and the College. Australian Centre of English will try to solve all student complaints and appeals as quickly as possible.

**What is a complaint?:** A complaint is when you say (or write) that you are unhappy, frustrated or dissatisfied with the quality of a service you receive, something that another person has done, or the way something is done.

**What is an appeal?** You make an appeal, usually to someone in authority, if you want them to change a decision they have made.

**Step 1:** Speak to someone, for example, if it is about your course, start with your teacher; if it is about your record of attendance, talk to the Student Services Officer.

**Step 2:** If you still have a problem, speak to the Academic Manager. You may bring a support person with you.

If you want to make an **appeal**, or, for example, you have received an attendance warning letter, you should speak to the Academic Manager first. The Academic Manager will respond to your complaint or appeal in writing within 10 working days.

**Step 3:** If you are not happy about the way your complaint (or appeal) has been dealt with, you should complete a **Complaints & Appeals Form** and make an appointment to speak with the **Principal Executive Officer (PEO)**. You may bring a support person with you to this meeting. **The PEO** will respond to your complaint or appeal in writing within 10 working days.

**Step 4:** If you are still not happy about the way your complaint or appeal has been dealt with, you should ask for a meeting with the **Appeals Review Committee**. You may bring a support person with you to this meeting. The Appeals Review Committee will respond to your complaint or appeal in writing within 10 working days.

**The Internal Complaints & Appeals process is now complete.**

**Step 5:** If you are unhappy with the outcome of the Appeal Review Committee, you can ask for the help of an external appeals agent. The **Overseas Students Ombudsman** offers a **free service** to overseas students who wish to lodge a complaint or appeal.

Contact **the Overseas Students Ombudsman** at [www.oso.gov.au](http://www.oso.gov.au) to access their Complaints and Appeals mechanisms.

**The Overseas Students Ombudsman,**

GPO Box 442, Canberra ACT 2601

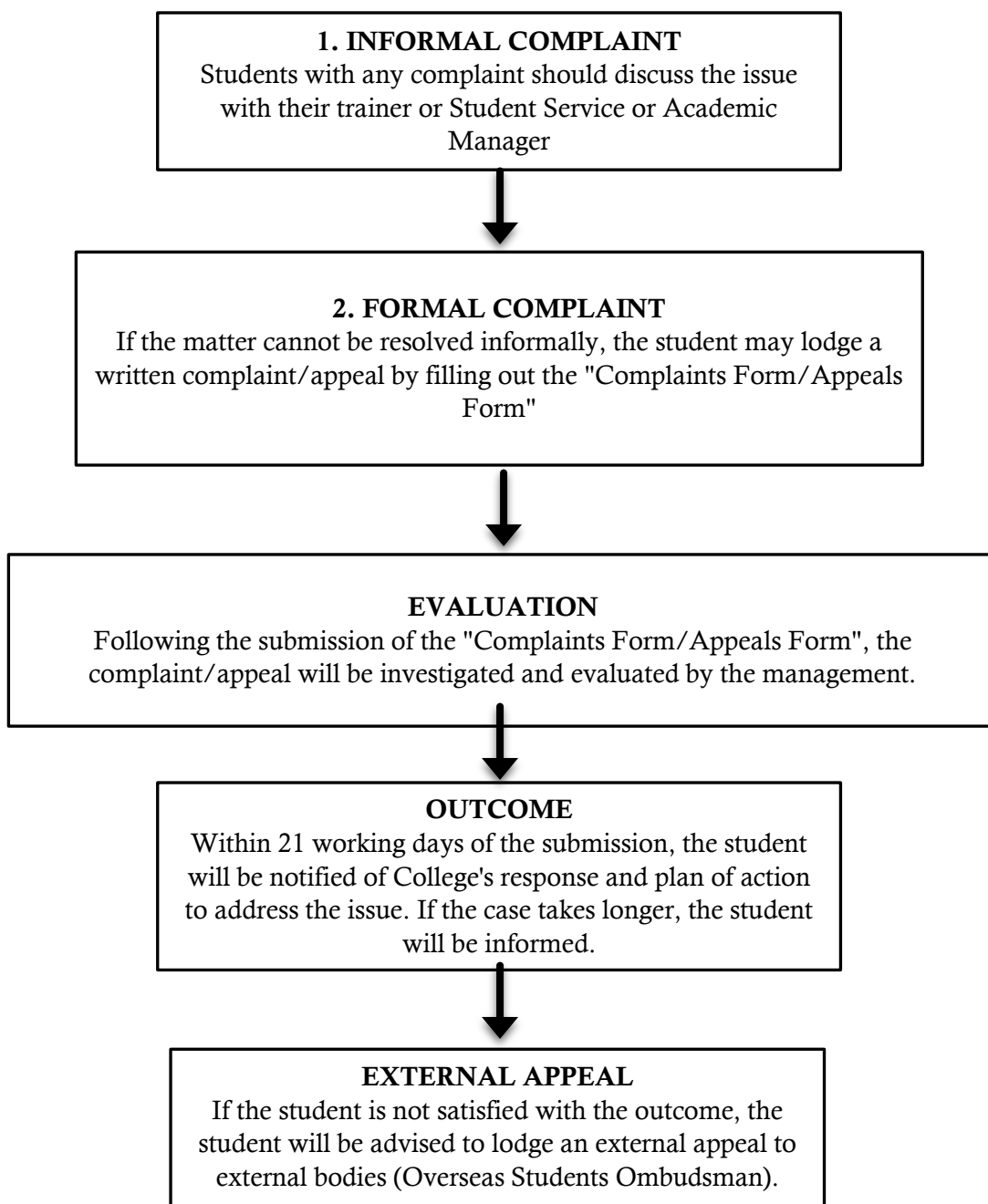
Phone: 1300 362 072

Fax: 02-6276 0123

E-mail [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

You should go to the 'Making a Complaint' link on the overseas Students Ombudsman's website to find information and an online application form if you wish to use Student Complaints process.

You may choose your own external student appeals agent if you wish. You should inquire about current fees when you contact the agent.



# Important Policies for International Students

## Attendance Monitoring Policy

### (Student Visa Holders)

It is the responsibility of the student to remain aware of the conditions of their visa and visa subclass.

According to the the Department of Home Affairs (DHA), “to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application.”

All overseas students on a student visa must:

- **Maintain a minimum of 80% average course attendance**
- **Have satisfactory academic performance at every stage of their course**
- **Notify the College if there is a change to their contact details – phone number, email address and residential address**

Students not maintaining these conditions will be warned and subsequently reported to DHA via the Provider Registration and International Students Management System (PRISMS). Additional information on student visa issues is available on the DHA Internet site at <https://www.homeaffairs.gov.au>

### Unsatisfactory Attendance

As a **Student Visa Holder**, you are required to attend all classes and any other activities for which attendance is compulsory. Teachers will record your attendance at classes on a class roll at the beginning and end of each session. The class rolls will be checked every week by administration personnel.

**If, you are unable to attend a class due to illness or other serious reasons**, you are required to notify the Student Services Officer on 02 89592717 immediately. If you are absent due to illness, you should always get a medical certificate from your doctor and show this to the Student Services Officer.

**If students are late for clas more than 15 minutes for any lesion, they will lose 1 hour of attendance for that lesson.**

### What happens when your attendance is not good?

1. When a student’s attendance falls below 90%

A '**Notification of Attendance Requirements**' will be emailed to you giving information about your attendance and the need to ensure that you maintain 80% attendance level for your course. It will be sent to the email address you have given us. This letter will also tell you the consequences of not achieving an attendance of 80%.

2. If a student's attendance falls below 85%

An '**Attendance Warning Letter**' will be emailed to you telling you that you must come for an appointment with the Academic Manager to discuss your poor attendance record and strategies to ensure they stay above 80% for the remainder of the course.

3. If a student's attendance falls below 80%

You will be emailed a '**Notification of Intention to Report to the DHA**' indicating that you will be reported to the DHA for unsatisfactory attendance for their course of study.

You will also be informed about how you can access Australian Centre of English's appeals and complaints process. You will have **20 Working Days** to access the College's appeals and complaints process.

**If you do not use the appeal or complaint process within 20 working days, a report will be emailed to the DHA via PRISMS. You will also be sent a 'Breach Reported Letter' notifying you of the action taken.**

The main method of giving students attendance warning letters is by e-mail; however, Australian Centre of English also uses different methods to contact students if they do not come to the College. **Therefore, students who change their contact details, such as address, email or phone number MUST inform the college of such changes within 5 days of the change.** Australian Centre of English may also contact your agent, if applicable, if they are unable to contact you.

**Australian Centre of English does not take any responsibility for the consequences of a student's failure to contact Student Services regarding these changes.**

## Holidays and Extended Leave Policies

### Holidays/vacation

Holidays are only available for students whose courses are **more than 12 weeks long**. Only in special circumstances will leave may be granted to students studying at Australian Centre of English for less than 12 weeks. Students should apply for holidays **at least one week in advance**. Holidays will not be granted retrospectively (after you return from a holiday).

- 1) The length of your holiday is automatically added to the end of your course.
- 2) You must go to Student Services to complete your holiday application form
- 3) **Holidays can only start the following Monday.**

- 4) All public holidays are counted as course days and will not be re-credited.
- 5) Holidays for emergencies must be presented to the Academic Manager.
- 6) Holidays can not exceed 4 weeks at one time.

## Monitoring Course Progress Policy

**One of the conditions of your student visa is that you show good academic performance.**

1. If you are not making satisfactory progress, you might be emailed a 'Warning Letter for Unsatisfactory Course Progress'. This letter tells you about an intervention strategy mutually decided between the Academic Manager and you that will help you to improve your academic performance.
2. If the intervention strategy does not result in satisfactory course progress, you might receive '2<sup>nd</sup> Warning Letter for Unsatisfactory Course Progress'.
3. If your progress is still unsatisfactory after the 2<sup>nd</sup> warning letter, you will be emailed 'Notification of intention to report for unsatisfactory course progress', indicating that we are planning to report you to the DHA because of your breach of visa conditions.
4. Before you are reported to DHA for unsatisfactory academic progress, you will have 20 working days from the date of letter to appeal. You are allowed to appeal for the following reasons:
  - If you believe that your marks have not been recorded or calculated correctly.
  - If you believe that you have compassionate or compelling reasons for not making satisfactory progress.
  - If you believe that the College has not implemented its intervention strategy and therefore has not assisted you.

### 5. Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond your control and they have an impact on your capacity and/or your ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes.
- Bereavement of close family members such as parents or grandparents (evidence may be required).
- Major political upheaval or natural disaster in your home country requiring your emergency travel and this has impacted on your studies.
- A traumatic experience which could include but is not limited to involvement in or witnessing of an accident or a crime committed against you or you have been a witness to a crime. These cases should be supported by police or psychologist's reports.

The above examples provided by the Department of Education as to what may be considered as compassionate or compelling circumstances.

6. If the problem is not resolved to your satisfaction, you can access Australian Centre of English's appeals and complaints process. You will have **20 Working Days** from the date of letter to use the College's appeals and complaints process.
7. The Academic Manager will then attempt to resolve the complaint with you and any other parties who may be involved. This attempt at resolution must commence within 10 working days of the complaint being lodged. If you choose to access the Appeals Review Committee process, you are still required to attend classes while the appeals process is being processed.

8. If the appeal is successful, continuing support and counselling will be provided and you will be required to commit to respecting the conditions agreed and the matter will not be referred to DHA.
9. If you choose not to access appeals process within the 20 working days period; or withdraw from the process; or the outcome of the appeal is unsuccessful following the completion of the process, you will be reported to DHA as not achieving satisfactory course progress.
10. You will receive a 'Final Letter to Report Outcome of Internal Review' letter outlining the reasons why your complaint/ appeal has not been upheld..
11. If you are reported for unsatisfactory course progress, you are advised to contact DHA for further information about possible consequences which might affect your student visa.

## Academic Deferral & Suspension of Enrolment Policy

At Australian Centre of English a student can defer or suspend enrolment due to compassionate and compelling circumstances. Compassionate and compelling circumstances are explained in the previous section.

Please complete the “**Course Variation Form**” at Student Services if you need to do so.

## Academic Policies

### Assessment Policy

Assessments are conducted every Thursday to test students’ Listening, Speaking, Reading and Writing skills. Remember: Students are expected to spend a minimum of 10 to 12 weeks at each General English level.

### ‘Level up’ Transfer policy

When you start your English studies at Australian Centre of English, you complete a Placement Test and do an interview with the Academic Manager.

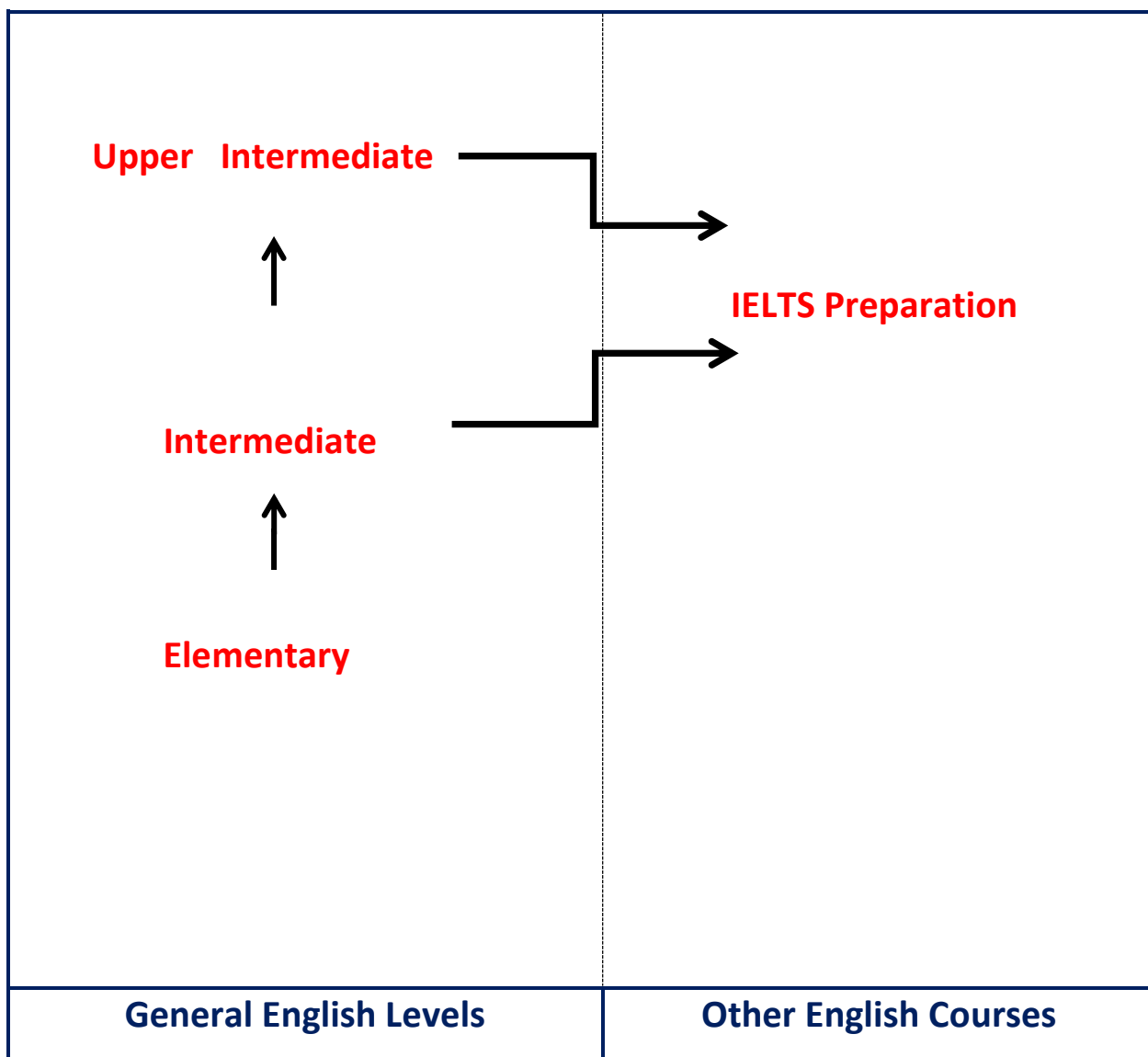
We then put you in a class to match your English language level, e.g. Elementary, Intermediate etc.

How long do I study at each level?

You are expected to complete 12 weeks/ 3 months of study at each General English level:

General English Level	How long?
Elementary	12 weeks
Intermediate	12 weeks
Upper Intermediate	12 weeks
IELTS Preparation	12 weeks

### When can I ‘move up’ class?



Students can 'move up class' if:

1. They have completed 12 weeks of their English level;
2. They have 80% or higher attendance;
3. They have passed most of their assessments;
4. If their teacher says they are ready to 'move up' class.
5. They are up to date with their fees.

A student may not 'move up class' if they do not meet these requirements.

*(Students may move up level based on teacher's and the Academic Manager's discretion.)*

## English Only Policy (EOP)

**Students may not use any other language in class other than English unless they are permitted to do so by their teacher.**

Failure to observe this rule may result in a **warning letter**. Remember that everyone in the class has paid to study and practice English.



Your classmates need you in order to improve. **Use class as an opportunity to practise your English skills all the time.**

## Your Assessments


Your teacher will give you some tests (assessments) every week, usually on the last day of the school week. Your teacher will give you tests to see how well your English is improving. You could have a tests in writing, reading, listening speaking, grammar or vocabulary. Usually you will have minimum 2 and maximum 4 tests each week, for example, writing, listening, grammar and vocabulary. Your weekly tests will be 45 minutes to 90 minutes depending on the class you are in.

Tests can also help your teacher to see where you and your classmates might need extra help with your English studies.

After your test, you teacher will give you a copy of your weekly test results. Your teacher will give you a copy of your 'Assessment Cover Sheet'. This sheet will tell you the results of your weekly test. Your teacher will give you a score for each test you completed on test day. Look at the table below to see what your score means:

Assessment Rubric		
Your Result	Stands for	What does this mean?
<b>A</b>	Achieved	<b>Very well done!</b> You have shown that you have achieved most or all of the learning outcomes for you we ek of study. 
<b>NA</b>	Not Achieved	<b>Help Needed!</b> You did not show that you have achieved the learning outcomes for this week. You need to speak to your teacher. 
<b>NP</b>	Not Present	<b>Problem!</b> You were not in class on the day of your weekly test. This could become a problem for you if you do not do your weekly tests.



		You need to talk to your teacher.	
--	--	-----------------------------------	---

## Mobile Phones in Classrooms

All mobile phones need to be **switched off** when students attend lessons. If a student is expecting a call for employment, family illness or any other call which is considered critically important, the student needs to inform the teacher of the possible call before class. The student is to take the call outside of the classroom.



The teacher must mark students absent for long phone calls taken during class. Students receiving calls during class often will be given a **warning letter**.

## Change of Contact Details Policy

It is a requirement of your student visa that you notify Australian Centre of English if you have changed your contact details (phone number, postal address, e-mail address, etc.). This is essential so that Australian Centre of English can contact you, if necessary.

**Australian Centre of English will not be held responsible for the consequences of students' failure to inform them of changes to their contact details.**

## Student ID card Policy

During the first week of your course, you will receive a student identification (ID) card. You should always carry this card while you are at Australian Centre of English. You can get a Student ID Card from Student Services who will take your photograph when you request an ID card. The Student ID Card offers many discounts to public events, movies, museums, and more; however, it does not provide discounts for public transportation in the city. If you have lost or misplaced your student ID card, please go to Student Services and a replacement card will be issued at a cost of \$20.00.

## Transfer Policy

In accordance with the National Code of Practice 2018, overseas students are restricted from transferring from their current provider prior to completing the first 6 months of their principle course of study. In packaged courses, principal course of study is the final course to be studied.

Australian Centre of English may only grant a release if some specific conditions defined in the Overseas Students Transfer Policy apply.

## Students' Responsibilities

**Students must meet the following responsibilities:**

- 1. Students must abide by all Australian Federal Government and NSW State Government laws, rules and regulations.**
2. Students must arrive on time for class in order not to be marked absent (students are considered absent if more than 15 minutes late).
- 3. Students must not disrupt classes by speaking in their native language.**
- 4. Students must not use their mobile phones or other devices during class time unless the teacher permits their use as part of the lesson.**
5. Students must treat fairly and courteously other students and staff
6. Consuming food and drink in the classroom is not permitted while class is in session. While consuming food during the break, students need to make sure that they keep the premises clean.
7. Students must not damage college property or premises. Australian Centre of English is a drug and alcohol free environment. To ensure the integrity of the college, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the college premises is strictly forbidden at all times. Any student who begins classes affected by or who becomes affected by the use of substances whilst at the college is breaching Australian Centre of English's policy and guidelines and is subject to severe disciplinary action and/or legal action.
8. Firearms and knives: You must not bring firearms, knives or any weapons to the college. If you are found with these on school premises, you will be expelled.
9. Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building. If you are found smoking on the premises you will be issued with a warning.

**Please remember that misbehavior can lead to expulsion from the college and your enrolment will be cancelled if your misbehavior is inappropriate or your conduct seems to endanger people at the college. The Academic Manager may impose the penalty of permanent exclusion from Australian Centre of English in the case of physical or verbal abuse of students or staff of the College, repeated or severe misconduct, or in the case of criminal acts.**

**As a new student, you will be asked to acknowledge and sign the following Student's Code of Conduct.**

## Student's Code of Conduct

- I will strive to complete my studies to the best of my ability through goal setting and careful time management. I agree to take full responsibility for my actions.
- I will dress appropriately in a neat and tidy manner.
- I will make every effort to be on time for class. I will show good behavior and I will notify the college if I am unable to attend any class.
- I will treat other students and the College staff with respect and fairness and obey reasonable directions from teachers and staff.
- I will be honest in my assessments and will not involve myself in any form of plagiarism.

- I understand the college's copyright policies and agree to abide by the *Copyright Act 1968*.
- I will not disrupt classes by speaking in my native language.
- I will not use my mobile phone or other devices during class time unless my teacher permits their use as part of the lesson.
- I will not behave in a way that could threaten, offend or embarrass others.
- I will treat my fellow students and staff with respect, courtesy and consideration.
- I will not be involved in any discrimination or harassment.
- I will look after the college facilities and resources and personally make sure that there is no damage caused to them. I will treat equipment with care.
- I will take all necessary care to ensure that my computer external drives are cleaned of viruses before I commence any course-related work.
- I understand and agree that I will only receive the learning materials if I have paid for my course materials in advance.
- I will be prepared for each lesson with the necessary stationary and textbooks.
- I promise to keep Australian Centre of English up-to-date about my address and contact numbers.
- I understand I must maintain a minimum of 80% attendance in my classes.
- I take full responsibility for my absences and endeavour to catch up outside of class times so that I don't disadvantage other students.
- I understand that the College reserves the right to expel a student for a serious breach of ethics which could include actions such as:
  - petty theft
  - sexual harassment of fellow students or staff
  - refusal to follow a reasonable instruction from a staff member and being disruptive
- If an offence is of a criminal nature, then appropriate action will be taken to inform the relevant authorities.
- I understand that as a student at the College, I have the rights to enjoy a safe and supportive environment without harassment or discrimination.
- I understand that I will be informed of all assessment procedures as well as results from those assessments.
- I have the right to lodge a complaint or appeal without being victimised.

## Working while studying

A focus on study is important but we recognise that some students may want or need to work part-time. Working arrangements need to be fitted in and around your study commitments.

Part-time work must not interfere with your studies. Full time students must be available to attend English classes from 9.00am to 2.15 pm., Monday to Thursday and 4.45 – 9.00pm Monday to Friday for the evening class shift

## Cancellation and Refund Policy

### Student Default

- The student will be deemed to have defaulted if he/she cancels their course, does not commence the course on the commencement date, and/or fails to comply with Terms and Conditions of Enrolment and/or conditions of their visa conditions.
- In cases where the student defaults, Australian Centre of English will refund fees paid by or on behalf of the student in accordance with the Cancellation and Refund Policy within 28 days after receiving written notice.
- \$300 Administration Fee will be applied if the student cancels the course. The administration fee is applicable in any case.
- The amounts of refund depend on the date when the written notification for cancellation is received by Australian Centre of English.
  - If student cancels the course more than 28 days prior to commencement date of the course, Australian Centre of English will refund 70% of tuition fees and material fees paid.
  - If student cancels the course less than 28 days but more than 7 days prior to commencement date of the course, Australian Centre of English will refund 50% of tuition fees and material fees paid.
  - If student cancels the course 7 days prior to the commencement date of the course, Australian Centre of English will issue no refunds.
- Refund amounts are summarized in the table below:

• If cancelled	• Amount to be refunded
More than 28 days	70% of tuition fees and material fees paid
between 28 – 7 days	50% of tuition fees and material fees paid
Less than 7 days	No refund

- If a student breaches his/her visa conditions, does not pay fees on time, or has their enrolment suspended or cancelled, no fees will be refunded to the student.
- In any case of student default, Enrolment Fee, CoE Issue Fee, Credit Card Transaction Fee and Accommodation Placement Fee are not refundable.
- Where 2 or more courses are packaged, the conditions apply to all elements. If enrolment fee is waived due to special conditions/offers, all refunds attract an administration charge of \$300. Please note that for packaged courses, the course start date is taken to be the start date of the first course.

### Student Default (Visa refusal)

- If a visa application is refused by the Department of Home Affairs prior to commencement of the course, Australian Centre of English will refund all tuition fees and material fees paid. The application

for a refund must be made in writing to Australian Centre of English together with a copy of visa rejection notification from the Australian Embassy/ High Commission/ Department of Home Affairs.

- In the case of visa refusal, students will receive refunds in accordance with the Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- In any case of visa refusal, Administration Fee of 300\$ will be applied by Australian Centre of English.
- In any case of visa refusal, Enrolment Fee, CoE Issue Fee, Credit Card Transaction Fee and Accommodation Placement Fee are not refundable.
- Fees of Overseas Student Health Cover will be refunded in accordance with OSHC company's refund policies.

## Provider Default

- Australian Centre of English reserves its right to cancel a course and/or enrolment prior to commencement date. If Australian Centre of English cancels a course prior to commencement date, cannot commence a course on agreed date and/or cannot deliver a course in full, these cases will be classified as Provider Default.
- In the case of visa refusal, students will receive refunds in accordance with the Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- The refund will be paid within 14 working days of the day on which Australian Centre of English College defaults on the commencement or delivery of the course.
- Alternatively, the student may be offered enrolment in an alternative course by Australian Centre of English College at no extra cost to him/her. They have the right to choose between a refund as outlined above, or to accept a place in another course. If they choose placement in another course, they will be asked to sign a document to indicate that you accept the placement in another course without payment of a refund.
- If Australian Centre of English College is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) operated by Australian Government will be responsible for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another college that will accept them into an alternative course.
- In any case, enrolment fee, CoE Issue Fee, Credit Card Transaction Fee and Accommodation Placement Fee are not refundable

## Non-tuition fees

In addition to tuition fees, students might be subject to non-tuition fees before or during their enrolment. Possible fees are presented in the table below:

ADDITIONAL NON-TUITION FEES		
Enrolment Fee	A\$300	Non - refundable
Materials fee	A\$150 per level	Non- refundable
Late payment fee	A\$150	Non - refundable
Withdrawal application fee	A\$500	Non - refundable
Reissue Student Card	A\$20	Non - refundable
Change of installment plan fee	A\$100	Non - refundable
Change of class fee	A\$200	Non - refundable

Other changes to CoE (deferral, advancement suspension etc.)	A\$50	Non - refundable
Printing fee	\$0.20 per page (BW) \$1.00 per page (color)	Non - refundable
CoE Issue Fee	\$50 per CoE	Non - refundable
Credit Card transaction fee	2.5%	Non - refundable
Accommodation placement fee	A\$200	Non - refundable
Airport transfer fee	A\$100	Refundable (Conditions apply)

## Conditions of Enrolment

- *Payment of Fees:* Fees including tuition fees, enrolment fee, overseas student health cover and other optional fees must be received by the college prior to commencement of study. Fees, course dates and times are correct as of the date of student signature. Australian Centre of English reserves the right to vary these conditions at any time without notice.
- Australian Centre of English will only charge the student 50% of the total tuition fees for their whole course before they start, unless their course is 24 weeks or less, in which case Australian Centre of English may request full tuition fees (and all other costs) to be paid prior to commencement of studies.
- If the student's course is 25 weeks or more, the Offer Letter will outline the instalment schedule for payment of your fees and due dates for these instalments to be made. Students may pay the instalments before the due date if they wish.
- If a student requests a change in his/her instalment plan which was already agreed between him/her and Australian Centre of English, change of instalment plan fee of \$100 will be applied.
- Students who do not pay fees on the due date will receive a 1<sup>st</sup> warning letter a week after the due date. If the fees are still not paid, a 2<sup>nd</sup> warning letter will be sent to the student 14 days after the 1<sup>st</sup> warning letter. If student has not paid the fees yet, the student will receive a 'Notification of Intention to Report to the Department of Home Affairs' letter outlining the College's intention to report the student to the Department of Home Affairs for breach of student visa conditions unless payment has been made within 20 days after the letter is sent to the student.
- Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to a change for the normal duration of the course. If a student extends a course length, then any fee increases will be required to be paid for the extended component of the course.
- Any course fees or tuition fees collected by an agent on behalf of Australian Centre of English College are treated as fees collected by Australian Centre of English College for the purposes of calculating any refund entitlements. Fees collected by Agents and commissions paid to Agents are not deducted from any refunds Australian Centre of English College is required to pay to students.
- *Ongoing text book fee:* The initial materials fee paid by new students includes the cost of their first textbook. When students move from one English level to the next (approximately every 10-12 weeks), they are required to purchase a new textbook. This ongoing fee will be \$60.00 per level.
- Australian Centre of English does not accept students under 18 years old.

- Students are enrolled in a full-time ELICOS course. A full-time course consists of a minimum of 20 hours per week. Students are expected to attend 100% of classes and maintain attendance above 80% at all times.
- It is the student's obligation to notify Australian Centre of English of change of address and/ or contact details including email address and telephone number.
- Bank charges are deducted from refunds made by electronic transfer or bank draft.
- In cases where a student wishes to discontinue his/her course, the balance of fees is not refundable.
- If a student cannot attend classes regularly because of compelling circumstances (refer to student handbook), including health or compassionate grounds supported by independent evidence such as medical certificates, Australian Centre of English may temporarily suspend the student's course until the student can recommence their fulltime studies.
- Student Visa holders may only take holidays in accordance with their visa conditions and cannot take holidays before 12 weeks of their course.
- Students attending maximum 12 weeks of study are not allowed to have a holiday. Students with a study plan more than 12 weeks can have holiday at 2 different times with a combined maximum total duration of 4 weeks.
- All students requesting a holiday must complete a 'Holiday Leave Application Form', which is approved by the Academic Manager/the Academic Manager, after verifying student attendance and previous holiday periods taken.
- Holidays must start on Monday or the first day of the working week if Monday is a public holiday.
- Students agree to the use of their name and/or image for possible use in education-related marketing and promotional materials.
- The student agrees to take care of their own belongings at all times and will not hold Australian Centre of English responsible for any loss, accident or damage.
- The student agrees to follow all lawful and reasonable instructions given by Australian Centre of English, its staff or teachers, while on Australian Centre of English's premises or participating in excursions, field trips or extra-curricular activities.
- The student will not hold Australian Centre of English or its staff and teachers responsible for any accident, injury or loss that occurs on any excursion, field trip or extracurricular activity.
- To understand the rights and responsibilities for student visa holders it is recommended that prior to enrolment, students should read the ESOS Framework:  
(<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>)
- A student who does not meet their financial obligations throughout their enrolment, may be suspended from their course until they have paid the fees due. A student's CoE may be cancelled if fees due to the College remain unpaid.
- A student who terminates or completes a course but has not paid all relevant course fees will not be issued with a certificate until such monies have been paid in full.
- A student who has an attendance level below 80% may not be issued with a certificate.
- Student is responsible for keeping a copy of their agreement as supplied by Australian Centre of

English and receipts of any payments of tuition fees or on-tuition fees.

- The agreements, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## Student Services

Australian Centre of English provides academic and personal support to all students. Teachers and administration staff will be there to assist students with their studies and personal problems.

### Academic Support

If you have any problem with your course progression, the Academic Manager will work in conjunction with your class teacher to help you improve your grades. You will be assisted with the following learning skills:

- time management
- completing additional homework assignments
- one to one tuition
- Independent learning focus on a particular area of weakness e.g. computer assisted language learning reading tasks, grammar exercises, trial tests.

### Personal Counselling:

If there is a personal problem troubling you, you should contact the Student Service Department to make an appointment with the Student Welfare Counsellor for assistance.

### Health insurance

All international students studying in Australia must have medical insurance. If you have asked Australian Centre of English to arrange an Overseas Student Health Cover (OSHC) on your behalf, your OSHC card will be ordered during the week of your enrollment. Your OSHC card will be delivered to Australian Centre of English.

If your card has not arrived within 3 weeks, please go to Student Services for advice.

## Emergency, Health & Social Services

Academic Matters	Speak to your teacher. If you need additional assistance, ask the Academic Manager for information.
------------------	---



Accommodation	Contact the Student Services Officer for information.
Access & Equity	Ask the Student Services Officer for information.
Counselling	<p><i>Telephone Counselling:</i></p> <ul style="list-style-type: none"> <li>• Lifeline 13 11 14</li> <li>• Salvo Careline 9331 6000</li> <li>• Salvo Youthline 9360 3000</li> <li>• Salvo Crisisline 9331 2000</li> </ul> <p><i>Professional Counselling Services:</i></p> <ul style="list-style-type: none"> <li>• Wesley Mission 9263 5555</li> <li>• Salvation Army 13 72 58</li> </ul>
Disability Support	<p>Commonwealth Carelink Centre 1800 052 222</p> <p><a href="http://www.commcarelink.health.gov.au">www.commcarelink.health.gov.au</a></p>
Emergency services	<ul style="list-style-type: none"> <li>• Police/ Fire/ Ambulance 000</li> </ul>
Health	<p>Surry Hills Medical Centre</p> <p>569-573 Crown Street</p> <p>Surry Hills NSW 2010</p> <p>Phone: (02) 9699 3311</p> <p>World Square CBD Medical Centre</p> <p>World Square Shopping Centre</p> <p>644 George St, Sydney NSW 2000</p> <p>Phone: (02) 9777 0024</p>
	<p>Department of Immigration and Border protection (DIBP)</p> <p>26 Lee Street, Sydney (next to Central Station)</p> <p>Phone: 131 881</p> <p><a href="http://www.immi.gov.au">http://www.immi.gov.au</a></p> <p>Study in Australia <a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a> 03 9012 5834</p>
Legal	<p>Law Access NSW Legal Help Line 1300 888 529</p> <p>Or ask the Student Services Officer for further information.</p>

Sexual Health	<ul style="list-style-type: none"> <li>• Sydney Sexual Health Centre Sydney Hospital- Nightingale Wing, Macquarie St. (HIV/AIDS &amp; STD testing, sexual health info &amp; clinic services) Mon – Fri 9 a.m.- 8 p.m., Sat 10 a.m.- 6 p.m. Phone: 9382 7440 Fax: 9382 7475 <a href="http://www.sesahs.nsw.gov.au">www.sesahs.nsw.gov.au</a> (follow link to the Sexual Health Centre)</li> <li>• HIV/AIDS Information Line Phone: 9332 9700</li> <li>• Sexual Assault Centre Level 9 East, Queen Mary Building, Grose Street Camperdown NSW 2050 Phone: 9515 3680 Daily 9 a.m.- 5 p.m.</li> <li>• Sydney Rape Crisis Centre Provides 24-hour telephone &amp; counselling support. Phone: 9819 6565</li> </ul>
---------------	---

## Useful Australian Websites

<http://www.whereis.com.au> – Searchable online Sydney maps

<http://www.whitepages.com.au> – Australian White Pages

<http://www.yellowpages.com.au> – Australian Yellow Pages

<http://www.xe.com/ucc/> - Currency Conversion

<http://www.cityrail.nsw.gov.au> – Trains

<http://www.sydneybuses.nsw.gov.au> – Buses and ferries

<http://www.131500.com.au> – Transport Info Line

<http://www.realestate.com.au> – Finding Accommodation

<http://www.domain.com.au> – Finding Accommodation

[www.flatmate.com.au](http://www.flatmate.com.au)- Finding Accommodation

[www.gumtree.com.au](http://www.gumtree.com.au) – Sell and buy used goods of any type

## Active Lifestyle Information

### **Library**

NSW State Library

Macquarie Street, Sydney

Phone: 9273-1414

Hours: Mon to Thurs 9 am ~ 8 pm; Fri 9 am ~ 5 pm; Sat to Sun 10 am ~ 5 pm

### **Sports**

Sydney University Sports & Aquatic Centre, Darlington Road, Darlington, NSW

Phone: 9958 5799; Hours: 5:30 am ~ 10 pm

### **Post office**

General Post office

Shop 10, 48 World Square Shopping Centre, 644 George St Sydney

Opening Hours: Mon to Fri 9 am ~ 5 pm

**Banks**—Get a bank as soon as possible and sign up for a bank card!

Westpac: 242 Castlereagh St Sydney

St George: 11/55 Market St, Sydney

ANZ: 205 Castlereagh St Sydney

National: 134 Liverpool St Sydney

Commonwealth: Cnr Liverpool St & Castlereagh St Sydney

Hours: Mon to Fri 10:00 am ~ 4 pm

## Places to Eat near Australian Centre of English

During class breaktime, you can use our kitchen facilities which include the following:

- Fridges
- Microwaves
- Hot and cold water
- Vending machines for snack food and drinks

It is cheaper to bring your own lunch and to use the school facilities. However, if you wish to buy lunch or food outside the school, here are some local outlets that may provide what you are looking for:

- **MD Thai Restaurant**, Ground Floor. 38 College Street, Darlinghurst
- **Oporto Burgers**, 45 Oxford Street, Darlinghurst
- **Hungary Jack's**, 49 Oxford Street, Darlighthurst
- **IGA**, 23 Oxford Street, Darlinghurst,
- Other Cafés and restaurants nearby on Liverpool Street, Oxford Street and Elizabeth Street.

## English Pathways

Australian Centre of English offers General English and IELTS Preparation courses that meet a broad range of language needs and academic goals. Below is the pathway of our English courses:

General English	IELTS Preparation
Upper Intermediate ↗	IELTS Preparation
Intermediate ↗	IELTS Preparation
Elementary ↗	

## Guidelines for placement in English Language course levels

If you have a current IELTS or TOEFL score (no older than 12 months) when you commence your English course, you can use the table below to see at which level you will need to commence your English studies.

The minimum number of weeks of English study required to progress from one level to the next is 12 weeks for the General English and IELTS Preparation courses.

## Placement Test

If you do not have a current IELTS or TOEFL result, you will need to sit a placement test which is conducted on the morning of the first day of the course (Orientation day). See the confirmation of enrollment form for the exact dates of Orientation Day.

**Australian Centre of English insists that all new students, regardless of presentation of previous English proficiency certificates, sit a placement test an oral interview on their first day.**

## Exit testing

You will be given a test at the end of each week of study. Your result in these tests will be used to determine your progressing to the next level. Weekly testing occurs in the four macro skills, reading, writing, speaking and listening.

The General English and IELTS preparation courses are designed around a twelve week syllabus. To progress to the next English level, students must complete a 12 week cycle and may need receive an average of 75% for all examinations.

## More about our ELICOS Programs

ELICOS programs have multiple start and end dates so that students can join any time and study for their chosen number of weeks. ELICOS courses do not always have a finite duration. All courses are language-focused, with a broad purpose of improving the students' language proficiency. The majority of courses do not have minimum language proficiency entry requirements. Students are tested and placed in the appropriate language level on arrival. The courses do not lead to an award qualification, i.e. a higher education or AQTF qualification. Such courses are called 'non-award' courses.

Australian Centre of English accepts international students with a variety of visa types, e.g. some students may have student visas, which are covered by the regulatory framework of ESOS and National Code 2018, while others may have non-student visas (e.g. tourist, working holiday, etc.) which are not covered by any existing regulation and therefore do not have welfare and consumer protection conditions. Australian Centre of English ensures that even through reporting obligations do not apply to students in non-student visa holders, quality provisions are applied equally to all students regardless of visa type. For students at risk of not making satisfactory progress, Australian Centre of English will take relevant steps or in other words, put in place, an "intervention strategy" to assist or advise students who are at risk of not satisfying course requirements. The intervention strategy may include steps including counselling, withdrawal for small group or one-to-one tuition, setting additional homework or language tasks, assistance with finding materials or resources on the internet, etc.

The table below shows Australian Centre of English English Language programs from which you may choose:

## Course Descriptions

### General English (CRICOS Course Code: 066402C)

This course is designed for students who want to improve their ability to communicate in English for social and work situations. General English also provides students with a solid foundation to progress to IELTS or vocational training courses. It is offered at 3 levels: Elementary, Intermediate and Upper-Intermediate.

The General English course develops all 4 skills – listening, reading, writing, and speaking. This program enables students to use English with greater confidence, develop their ability to understand conversations and television programs, read fiction and non-fiction texts with understanding, speak with increasing fluency, clarity and accuracy, activate their existing grammar, and develop a greater range of accuracy, and understand both of formal and everyday English.

Classes in the General English program are topic based, interactive and use a mixture of teaching and learning materials including course books, television, radio, CDs, DVDs and computer software. Course content focuses on the development of communications skills with a balance of speaking, listening, reading and writing tasks.

## IELTS Preparation (CRICOS Course Code: 066401D)

This course is designed for students who intend to take the IELTS test for further study or work where English is the language of communication. This course will prepare students to undertake either the General Training or Academic IELTS test modules. Course content includes tuition to improve speaking skills (including interview techniques), listening strategies, reading and writing strategies and practice tests to simulate the kinds of tasks included in the IELTS test.

IELTS measures test taker's ability to communicate in English across all 4 language skills – listening, reading, writing and speaking. The Academic version of test is for students wishing to go to university in Australia. The General IELTS test is for students who want to study vocational courses or as proof of your English level for migration purposes.

## Student Safety

Australia is a multicultural country. The Australian Bureau of Statistics reports there are 200 different languages spoken by immigrants which suggests close to that number of nationalities live in Australia.

This multicultural mix means that, in general, Australia is a diverse and tolerant nation, Sydney, of which Parramatta is a suburb, is ranked as the 10th 'most livable cities in the world by the Mercer's Quality of Living Survey. However, because Australia is mostly an urban society, crime does occur.

Australia prides itself on the quality of education it provides to international students, who greatly contribute to it being seen as of a friendly and welcoming society.

Australian Centre of English tries to create a safe environment at its campus in Sydney for all its students and staff. We also try to provide students with relevant and useful information about personal safety. A member of the NSW Police visits our premises to speak to international students about safety.

Australian Centre of English also provides information to international students about safety and security in the Students' Handbook which is provided to every new student during Orientation.

If a student encounters a threatening situation, he/ she may also contact the NSW Police by dialing 000.

Our Student Service can assist students with non-urgent situations, If we cannot assist student directly, we will refer students to the relevant external agency.

## What can I do for their own personal safety?

There are a number of practical, commonsense steps that everyone including international students can take. These steps are particularly important when travelling after dark;

- Do not carry large amounts of cash. Only bring the amount that you need with you for your journey.

- Do not travel through isolated areas particularly at night time.
- When possible, do not travel alone.
- Keep your valuables out of sight or if possible, leave them at home.
- Avoid situations and places where others are behaving in a loud and unruly way.
- Report suspicious people or activities to the police.

The Australian Government is taking steps to ensure international students remain confident that Australia will not tolerate discrimination or the victimization of students who are guests in our country.

## What is discrimination?

Discrimination occurs when someone is treated unfairly because they happen to belong to a particular group of people or have a particular characteristic.

In NSW many types of discrimination are against the law. The laws dealing with discrimination help give everyone in NSW an equal chance.

For more information, go to the Anti-Discrimination Board of NSW's website,  
<http://www.lawlink.nsw.gov.au/ADB>

## What is victimization?

Victimization is against the law in Australia. It is against the law for anyone to hassle or victimize you or treat you unfairly because:

- you have complained to your employer or another person about discrimination or harassment;
- you have complained to the Anti-Discrimination Board; or
- you have supported someone with a discrimination or harassment complaint, or acted as a witness in a discrimination or harassment case.

For more information, go to the Anti-Discrimination Board of NSW's website,  
<http://www.lawlink.nsw.gov.au/ADB>

For more information on student safety and to view a simple video to help you, you can visit the website [www.thinkbefore.com](http://www.thinkbefore.com) **Thinkbefore** is a student campaign produced by the Victoria Police and a number of education partners. It focuses on safety awareness when travelling at night and on public transport routes.

You can also find more information for international students provided by the NSW Government website [http://www.internationalstudents.nsw.gov.au/living\\_in\\_nsw](http://www.internationalstudents.nsw.gov.au/living_in_nsw)

## The Academic Year

The academic year at Australian Centre of English is divided into 4 quarters. Each quarter is approximately 12 weeks in length. Each quarter, therefore, corresponds to the period of time that is required to complete a text book, as most text books contain 12 Units.

### Academic Year – Breakdown

The academic year at Australian Centre of English consists of:

- 4 academic cycles
- 1 excursion per month
- 4 whole-shift events
- 1 whole-school event (Halloween)
- 1 student feedback per cycle