

# International Student Info Handbook

## School Overview

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### Mission Statement

Melbourne English (ME) was developed on the foundation of Melbourne Training Associates (MTA), an expanding and successful teacher training company established in 2010. The students and teachers at Melbourne English are in the unique position of having the support of highly experienced CELTA/DELTA tutors, who prioritise the professional development of teachers and language learning goals of students. It is our philosophy to create a positive and collaborative learning environment, where current approaches and innovation are facilitated and teachers' and learners' contributions and feedback are valued.

## College Overview

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### The School Staff

Director of Studies – Niki Walker

Academic Manager – Barbara Munro

Assistant Academic Manager – Scott Clare

Student Support – Gareth Eldridge

Marketing & Recruitment – Oscar Roa & Sol Saul – Diaz

Admissions and Business Development – Oscar Roa

Administrative and Student Services Officer – Sol Saul - Diaz

## Important Contact Information

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### Melbourne English

245 Cardigan St, Carlton, 3053, VIC, Melbourne, Australia

Police, Fire, Ambulance

Ph: 000 (from any Australian mobile, landline or public phone)

Department of Immigration and Border Protection (DIBP)

Ground Floor Casselden Place - 2 Lonsdale Street Melbourne VIC 3000 Ph: 131 881

### Medical Clinic

Myhealth Medical Centre

Level 1 Lygon Court Shopping Centre

380 Lygon Street, Carlton

(03) 9347 7711

Public Emergency Department @ The Royal Melbourne Hospital

Ph: 9342 7666 / 9342 7006

## Studying in Melbourne Checklist

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### Upon Arrival in Australia

- Call/email home to let family know you've arrived safely
- Commence at school
- Attend international student orientation
- Collect textbook(s) and class timetable
- Get student ID card
- Fees

## Airports to the City

Melbourne Airport, Tullamarine (<http://www.melbourneairport.com.au>) is located 20km northwest of the city centre and is Melbourne's main international and domestic airport.

Avalon Airport <http://www.avalonairport.com.au> is located about 60km southwest from the city and mainly services domestic low fare flights.

Hire cars and taxis are available at both airports and shuttle bus services operate regularly between the airports and the city centre. Transfer time from Melbourne airport to the city is around 30 minutes. Melbourne English can arrange an airport pickup service upon request to transfer you from the airport to your chosen destination. Please contact Oscar Roa ([Oscar@melbtraining.com.au](mailto:Oscar@melbtraining.com.au)) for more information. The driver from TOGOTO AUSTRALIA will greet you at the airport and take you to your homestay or other accommodation that has been arranged for you. For current fees in relation to this service, please refer to our Enrolment Form.

## Accommodation

Melbourne English can make accommodation arrangements upon request for both Homestay Placements and the Student Lodge. For current fees in relation to this service, please refer to the fees and dates section. Other accommodation options are available for students in and around Melbourne, including rental properties, serviced apartments, share accommodation, hotels and backpacker hostels. We are more than happy to help with this too.

### Homestay

Melbourne English recommends students contact, ask their agent or Oscar Rao to contact Australian Homestay Network to organize their homestay accommodation. (AHN) [www.homestaynetwork.org](http://www.homestaynetwork.org) Ph: +61 3 9435 6621.

The homestay experience is a rewarding learning experience, developing cross-cultural understanding and enhancing the student's English language acquisition.

Australia is a multicultural society and as such the lifestyle of your homestay family may be different from the culture and lifestyle you are used to at home. Living in a homestay should be a rewarding learning experience and your homestay family will help you to adjust to life in Melbourne. An effort should be made to fit in with your family's routine. It may seem strange to you at times but you can share your own culture and way of doing things with your family so they can gain an understanding of where you come from, your cuisine, hobbies and lifestyle back home.

Top tips to make your stay a success:

- Help with the household chores – maids do not exist in Australian households so you must keep your own room tidy & clean, help your homestay family with meal preparations and dishwashing and in some cases cleaning the bathroom or doing your own laundry. Ask your homestay family how they would like to be helped and offer your support – do not treat the homestay placement like a hotel.
- Talk to your host family as much as you can so that you can all get to know each other well and develop a better understanding of each other's cultures and backgrounds.
- Keep showers as short as possible – 3 to 5 minutes – and do not leave the water running unnecessarily as Australia often has periods of drought.
- If your host family allows you to use the phone, please keep phone calls short in case the other people need to use the phone. If calling interstate or internationally, always offer to pay for the cost of the call.
- If there are certain foods that you cannot eat or times when you will be fasting, tell your hosts at the beginning of your stay so they can cater for your dietary needs. Let your host family know 3 hours in advance if you will not be home for a meal.
- If there is a problem with your homestay, talk to the student welfare officer at the school immediately so that the problem can be resolved.
- If you want to make changes to the length of your homestay placement, you must speak to the student welfare officer as soon as possible and we will try to arrange this for you. This may not always be possible depending on the host family and homestay company but we will do our best to arrange this.

- If you have not prepaid for the entire length of your homestay, please consult with your homestay company regarding payment arrangements.

### Student Lodge

Student Housing Accommodation (SHA) has a student lounge next door to Melbourne English;  
255 Cardigan Street, Carlton, Melbourne Ph: 1300 742000

SHA provides quality campus-style accommodation with everything you could want during your stay in Melbourne. This includes table tennis, billiards, a student bar and restaurant, a swimming pool and barbecue area.

The rooms are equipped with microwave ovens and there are also fully equipped kitchens where you can cook with other students. The lodge also offers mix of free and cheap social activities like film nights and barbecues at a very low cost.

### Shared accommodation

Renting a flat or house with other students can help you to reduce costs and is a great way to make new friends. You can find more information about shared accommodation from:

- Real Estate websites:  
<http://www.domain.com.au/>  
<http://www.realestate.com.au/>
- Online student accommodation website  
<http://www.find-studentaccommodation.com/>
- Melbourne English Student Support Services  
[reception@melbourneenglish.com.au](mailto:reception@melbourneenglish.com.au)

### Accommodation Legal Advice

If you require any legal advice in relation to your accommodation whilst in Melbourne, contact Estate Agents Resolution Service (EARS) – [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au) – Helpline: 1300 73 70 30

## Banking

### Opening an Australian Bank Account

The staff at Melbourne English can help students open a bank account in Australia. The Commonwealth Bank offers Melbourne English students an account with no fees.

### Branch opening hours

Australian banking hours are Monday to Friday from 9.30am to 4.30pm. However, some banks also open on Saturday mornings. A number of international banks have branches in the Melbourne CBD.

### Currency Exchange

Foreign currency can be exchanged at many larger bank branches, larger suburban shopping centers or at foreign currency exchanges such as Thomas Cook and Western Union.

### ATMs

Automatic Teller Machines (ATMs) are located across the CBD, in shopping centers and most high streets. Most enable withdrawals using international cards such as Visa but you may be charged (usually \$2-\$3 for using the ATM not associated with your own bank).

### EFTPOS

EFTPOS (Electronic Funds Transfer at Point of Sale), is widely accepted at most supermarkets, cafes, restaurants and shops. EFTPOS can be used to pay for goods and services and to withdraw small amounts of cash. Check with your bank if a fee applies to the use of this service.

### Credit Cards

Visa and MasterCard are widely accepted throughout Australia. Diners Club and American Express (Amex) are accepted at many places but you may have to pay extra fees. If your card is lost or stolen, call your bank or credit card provider immediately to cancel it. Most banks have a 24-hour number you can call if you need to. You should record your credit card numbers and keep them in a safe place so it is easier to cancel your account if your card is lost.

VISA Hotline Ph: 1800 224 004

Mastercard Hotline Ph: 1800 120 113

## Post Offices

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Post offices are open between 9:00am – 5:00pm from Monday to Friday. Some also open on weekends but check with your local office for their operating hours. Post office boxes are located both outside post office and throughout Melbourne; items posted before 6pm are generally delivered within Australia by the next business day. The nearest post office to the college is located on Lygon Street. For general enquiries ph: 131318 or visit the website: <http://www.auspost.com.au/>

## Mobile Phones

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Both prepaid and contracted mobile phones can be purchased in Australia. A prepaid mobile phone is an inexpensive way to purchase a mobile if you are staying in the country for a short time. You can also purchase prepaid SIM cards to use in your own mobile phone if it is compatible and is unlocked.

If you are staying for 12 months or longer in Australia you can take out a contract with a mobile phone provider and pay for the phone over the course of the contract rather than upfront. Make sure that you understand what deal you are accepting before signing a contract with a provider.

For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phone-plans/>

## Public Transport

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Melbourne's public transport includes trains, trams and buses providing access around the CBD and suburbs. The electronic Myki system is the only ticket option in Melbourne. It allows you to use any of Melbourne's buses, trains or trams within your ticket zone. Myki cards must be pre-purchased and topped up online or at Myki outlets.

For more detailed information in relation to fares visit:

<http://ptv.vic.gov.au/assets/PDFs/Brochures/PTFaresGuideUpdate-2012.pdf>

International students are not entitled to student discount fares. When using public transport, you should always have a valid ticket and ensure you follow the rules displayed as you might be fined.

For more information in relation to Melbourne's public transport:

Public transport information line: 131 638

<http://www.metlinkmelbourne.com.au/> or <http://www.street-directory.com.au/>

For a free tour of the Melbourne CBD, anyone can travel free of charge on the historic City Circle Trams. These leave from stops around the city every 20 minutes and have a tour guide commentary.

## Shopping

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Most shops in the CBD and suburban shopping streets and malls are generally open on Monday to Friday 9:00am to 5:30pm. Many larger stores have extended trading hours on Thursday and/or Friday evenings until 9:00pm. Most shops open 10:00am to 5:00pm on Saturdays and 10:00am to 4:00pm on Sundays. It is best to check with individual stores as to their specific opening hours.

Melbourne is a great place for shopping; some great places to shop include: Chapel Street South Yarra, Brunswick Street Fitzroy, Sydney Road Brunswick and Bridge Road Richmond. Local markets are great for buying fresh produce, second hand clothing, arts and crafts. Regular markets include the Queen Victoria, South Melbourne, Prahran and Camberwell Markets.

For more information about shopping in Melbourne visit:

[http://www.studymelbourne.vic.gov.au/living\\_in\\_melbourne/shopping](http://www.studymelbourne.vic.gov.au/living_in_melbourne/shopping)

## Smoking

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In Australia it is illegal to smoke in public buildings, this includes the college, restaurants, bars and hotels. If you smoke outside the school, please stay away from the entrance and use the bins. If you are caught throwing your cigarettes on the ground, you may be fined. At Melbourne English you are not permitted to smoke in the entrance of the building.

## Bicycle

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Melbourne is a bicycle friendly city with many bicycle paths and lanes to get about on. Cycling is a cheap and efficient alternative form of transport and a great way to keep fit. Bicycles can be bought second hand for as little as \$100.

For more information about buying a bike, maps and caring for your bicycle visit:  
<http://www.bicyclenetwork.com.au/general/bikesand-riding/>

Please be aware that in Victoria, helmets are compulsory when riding a bike. If caught riding without a helmet, fines do apply.

## Driving

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### Driving Licences

If you have a driving licence from your country, you can only use it for the first 3 months you are in Victoria. International driving licences can generally be used for up to 12 months, but make sure you are aware of Victorian road rules as they may be different from your country. A copy of The Victorian Traffic Handbook is available from most newsagents. While driving with either a licence from your country or an international drivers' licence, you must also carry your passport with you at all times.

If you are planning to stay for more than a few months and plan to drive regularly, we suggest you get a Victorian driving licence as soon as possible after your arrival.

For more information about obtaining a Victorian driving licence, please visit:  
<http://www.vicroads.vic.gov.au/>

### Car Insurance

If you want to buy a car, you must at minimum purchase third party property car insurance. For higher cover you can purchase comprehensive car insurance. Without insurance, if you hit another car, you must pay to have the other car fixed as well as your own. Third party property car insurance cover will cover you for damages to someone else's vehicle or property if you have an accident, but not the repair costs of your own car. Comprehensive insurance will cover you for both damages to your own and someone else's vehicle.

### Checking a car before purchase

If you do plan to buy a car, particularly second hand, you should have it checked to ensure it is road worthy and safe. For a nominal fee, the RACV (Royal Automobile Company of Victoria) can check a car for you before you buy it, please refer to: <http://www.racv.com.au/> .

### Second hand cars

If you are looking to buy a second hand car you can get an idea of prices and research different makes and models on:  
<http://www.carsales.com.au/>

Make sure you check the location of the car is in or close to Melbourne.

## Eating and Drinking

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Melbourne has a wide range of cafes, bistros, bars and restaurants offering all types of cuisine including Modern Australian, Chinese, Japanese, Indian, Italian, Greek, Vietnamese and Thai, just to name a few. There are also many markets and specialty grocery stores where ingredients from your home country can be purchased.

Melbourne English is also right next to the famous Lygon St, which has a beautiful array of Italian cafes and restaurants. Near the school there are Japanese, Indonesian, Malaysian and Chinese restaurants where you can buy a meal for less than \$10.

For more information in relation to eating in Melbourne and regional Victoria, visit:  
[http://www.studymelbourne.vic.gov.au/living\\_in\\_melbourne/eating](http://www.studymelbourne.vic.gov.au/living_in_melbourne/eating)

In Australia the legal age for drinking alcohol is 18 years. If you order alcohol at a restaurant, bar, pub or bottle shop you will likely be asked to show proof of age identification before being allowed to complete the purchase.

## Overseas Student Health Cover (OSHC)

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Australia's Medicare system does not cover international visitors, except where a reciprocal agreement exists. You will need private health insurance to cover you for any medical expenses whilst in Australia or you will have to pay all costs up-front yourself.

If you are coming to Australia on a Student Visa you are required to buy OSHC to cover you for the full duration of your stay. Unless you show proof of having purchased OSHC prior, you will be invoiced for OSHC along with your enrolment and tuition and Melbourne English will arrange your OSHC for you.

If you need help arranging OSHC cover, please contact Melbourne English student support services.

## Legal Services

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For free legal advice contact Legal Aid:  
350 Queen Street, Melbourne (03)  
9269 0120  
<http://www.legalaid.vic.gov.au/>

## Facilities

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The student lounge is located in the 1st level of the school and is equipped with couches, Wi-Fi, fridge, microwave, hot water, coffee machine and toastie maker.

The student library can be found on the ground floor, and is equipped with a wide range of books and resources for students to access both during and in addition to scheduled classes. We also provide English language DVDs and TV shows – a great way to practice listening skills and pick up colloquial expressions, intonation and pronunciation.

Each classroom has laptops for students to use at their own leisure.

## Courses

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### Entry Requirement:

Students must be 18 or over and literate in their first language. Their level of English must be at least A2/Elementary. Students must have completed this level.

### General English

The General English program develops students' English language communication skills with a focus on building confidence and fluency. Through a communicative approach, students practice listening, speaking, reading and writing skills in a variety of 'real life' situations whilst integrating grammar, vocabulary and pronunciation. The program has been designed around the latest course books with supplementary materials provided by the classroom teacher.

The General English program is available at three levels: Pre-Intermediate, Intermediate and Upper Intermediate. Students undertake placement testing to determine their entry point and undertake weekly unit assessments based on the material covered and at the end of each six-week block. Students can go up a level based on the results of the six-weekly block test or if their teacher thinks they are ready, based on class performance, at other times.

### IELTS Preparation

The International English Language Testing System (IELTS) Preparation program focuses on developing exam techniques and preparing students for the listening, speaking, reading and writing tasks they will undertake in the IELTS exam. The program is intensive and is designed for students who wish to maximise their scoring potential on the IELTS exam within a short time frame.

The course provides practice and guidance in both general and academic test modes and aims to improve the student's test taking techniques and their knowledge about the IELTS test format. Students undertake weekly tests based on IELTS past papers.

Minimum entry level requirement for IELTS Preparation is IELTS Band 5.0 or PTE Academic Score 36.

Part-time IELTS courses are not available to students on student visas as their principal course of study.

### OET

Our specialised OET Preparation programme aims to improve candidates' exam taking techniques and their knowledge of the OET exam format, by undertaking weekly practice exams. At MTA we provide a wide range of authentic material within a stimulating classroom context, with an emphasis on communication in medical and health professional settings. We specialise in speaking development, especially diagnosing and fixing pronunciation problems.



## Pre Entry and Placement Testing

If you wish to enroll in a Specialist English course (OET or IELTS Preparation) you must undertake a Pre-Entry Test prior to being enrolled unless you have certified proof of the pre-requisite English language proficiency for your intended course (eg: IELTS certificate or similar). Pre-Entry Testing can be undertaken off-shore at a Melbourne English approved education agent office or on site at the school.

Even if you have taken a Pre-Entry Test, you will be required to sit a Placement Test on site at the school on your first day. The results of your placement test will determine the class level into which you will be placed.

## Fees

Fees are subject to change. Please refer to our website [www.melbourneenglish.com.au](http://www.melbourneenglish.com.au) or contact [students@melbtraining.com.au](mailto:students@melbtraining.com.au).

IELTS	\$350/week
General English	\$300/week
OET	\$400/week
Enrolment (including materials)	\$200/one payment

When you apply for a course of study, details of your fees will be included in the invoices sent with your Letter of Offer and also within your Acceptance Agreement. Your fees will include an Enrolment Fee, Tuition Fees, Overseas Student Health Cover (OSHC) Fees. (If you submit proof that you have arranged your OSHC prior to enrolment or if you are not entering Australia on a student visa you will not be charged for OSHC by Melbourne English) Airport transfer, accommodation and accommodation placement fees are charged if you request the use of these services.

## Classes

Melbourne English runs classes across two separate timetables – morning and afternoon. Please refer to the table below for specific class times:

General English

Morning timetable:

Monday	Tuesday	Wednesday	Thursday	Friday
9:00-11:00	9:00-11:00	9:00-11:00	9:00-11:00	9:00-11:00
11:15-13:15	11:15-13:15	11:15-13:15	11:15-13:15	11:15-13:15

Evening timetable:

Monday	Tuesday	Wednesday	Thursday	Friday
13:30-15:30	13:30-15:30	13:30-15:30	13:30-15:30	13:30-15:30
15:45-17:45	15:45-17:45	15:45-17:45	15:45-17:45	15:45-17:45

## OET

### Timetable:

Monday	Tuesday	Wednesday	Thursday	Friday
9:00-11:00	9:00-11:00	9:00-11:00	9:00-11:00	9:00-11:00
11:15-13:15	11:15-13:15	11:15-13:15	11:15-13:15	11:15-13:15

### Evening timetable:

Monday	Tuesday	Wednesday	Thursday	Friday
16:30-19:30	16:30-19:30	16:30-19:30	16:30-19:30	16:30-19:30

## IELTS

### Morning timetable:

Monday	Tuesday	Wednesday	Thursday	Friday
9:00-11:00	9:00-11:00	9:00-11:00	9:00-11:00	9:00-11:00
11:15-13:15	11:15-13:15	11:15-13:15	11:15-13:15	11:15-13:15

### Evening timetable:

Monday	Tuesday	Wednesday	Thursday	Friday
16:30-19:30	16:30-19:30	16:30-19:30	16:30-19:30	16:30-19:30

Your timetable preferences will be considered; however, you will be allocated to a class depending on the course and level at which you study. Requests to change course/timetable will be dependent upon your level and availability in the requested class.

## Commencement and Orientation

Commencement and Orientation will take place every Monday (Tuesday in cases where Monday is a public holiday). Please refer to your Letter of Offer for your specific commencement time.

### What to Bring

- Your passport
- Visa (printed copy if electronic visa)
- CoE (if you hold a student visa)
- A passport photo for your International Student Identity Card (if your course is longer than 5 weeks)
- Your current Melbourne address, telephone number and email contact details
- A black or blue ink pen

### First Day

On your first day you must attend registration, placement testing and orientation. Please refer to the tables below for details of the first day schedule:

#### Morning and Afternoon Students First Day Schedule

	Group One (have not completed placement test)	Group Two (Have completed placement test prior to first day)
9:00am - 9:30am	Registration	
9:30am - 10:30am	Placement Testing	
10:30am - 11:00am	Break	Registration
10:00am - 11:00am	Orientation	Orientation
11:00am - 12:00pm	Carlton Tour (Optional)	Tour (Optional)

## Assessment

Assessment processes are used to enable our academic staff to assess your language skills development throughout the duration of your studies and to ensure you are always in a class best suited to your level.

There will be a placement test before you are placed in a class suitable to your demonstrated proficiency. You then undertake weekly assessments and mid course assessments based on the course content you have studied. These assessments, along with class work, homework, presentations and participation help the teachers check your level and help with your development.

You may be eligible to go up a level in any given week, but the level change will be dependent on a written recommendation by your teacher. Teachers make recommendations about a change in level depending on; taking into consideration:

- Your ability across all language skill areas
- Overall attendance of 80% or above
- At least 75% in three progress/review tests

## Graduation Certificates

Upon completion of your course, you will receive a Graduation Certificate showing the duration of your course, start and end date and the level of proficiency attained. If you require a duplicate or replacement certificate it can be attained for \$10 per additional copy. If you require your certificate to be posted to you, you will need to supply a stamped, self-addressed envelope or pay \$5 (local) / \$10 (international) for this service.

## Further Studies / Pathways

If you need advice on TAFE, university or vocational courses, Melbourne English can help. Feel free to make an appointment with the Academic Manager for information on courses available, pre-requisites and how to apply.

## Teaching and Administration Staff

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All our teachers are fully qualified and have been selected based on their level of experience teaching in the ESL industry. Our teachers have a breadth of experience teaching in Australia and overseas and offer a range of teaching styles and methodologies.

Our academic team is involved in regular professional development workshops to ensure we use the most up-to-date teaching methodology, techniques and practices in the classrooms. The team of staff at Melbourne English is available to help you with any questions you may have about accommodation, visas, further studies, travel in Australia or personal matters. Our staff members are aware of the challenges that international students may face with many having lived, worked and studied abroad. Whilst the school is an English Only environment, support in your own language can be arranged if necessary.

## Student Support Services

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Melbourne English provides an enriching and supportive environment. Our Student Support Services will help you adjust to study life and provide you with the continuing support to enhance your learning experience. Our Reception on the Ground Floor is your first point of contact for advice regarding courses, accommodation, and activities; our student services staff can assist you with queries.

For academic counselling including meeting course requirements, course progress, attendance issues please make an appointment to talk with the Academic Manager. For welfare counselling, accommodation and employment assistance, support adjusting to life in Australia or other non-academic matters, please make an appointment with Student Support Services.

## Education Resources

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Melbourne English ensures that resourcing for the course of study is adequate to meet projected enrolments for the course of study and for students to achieve the expected learning outcomes.

The resources:

- Have sufficient equipment and support resources available for each enrolled student
- Are sufficient to provide for each student at every stage of their course, as appropriate
- Are appropriate for the type and level of the course offered
- Are developed for classroom and individual student use and address specific student needs and course outcomes

Melbourne English has adequate IT infrastructure and software to support student learning in its courses of study, including a website with current content ensuring that students and personnel have ready access to online information and resources.

Melbourne English ensures that all students readily have access, directly through Melbourne English, or arranged by Melbourne English, to electronic and/or physical library and information resources required to achieve the learning outcomes of the course of study.

## Policies

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### Monitoring Attendance

- Melbourne English records the attendance and absences of each student for all scheduled course hours in which they are enrolled.
- Attendance is recorded by the teacher for every class session.
- The minimum satisfactory attendance requirement is 80%.
- If you are more than 15 minutes late for the commencement of a class or if you leave early, this will be recorded and the time deducted from your total attendance percentage (please refer to our Monitoring Attendance policy for more details).
- If you are sick, please notify the school. If you are sick, it is important you get a doctor's certificate to support your absence. Please note that medical certificates do not increase your attendance percentage, they are only used as supporting documentation in the decision to report students to immigration for breach of attendance while on a student visa. Melbourne English will keep the copy of the certificate on your file, you should keep the original as evidence.
- All absences, regardless of the reason, will affect your attendance percentage.
- If you are studying on a student visa and are absent for more than 5 consecutive days without prior approval, you will be contacted in relation to your absence to discuss the reasons preventing you from attending.
- If you are studying on a student visa and your overall attendance falls below 88%, we will send you an Attendance Warning Letter reminding you of your attendance requirements and you will have to attend a counseling session with the Student Support Services.
- If you are studying on a student visa and your attendance falls below 80%, we will send you a letter advising of intention to report you to the Department of Immigration and Border Protection (DIBP). You must continue to attend classes but have the opportunity to provide evidence to appeal against the school reporting you. If you choose to appeal, you will have 20 working days to appeal from the date you received the intent to report letter (please refer to Melbourne English's Complaints and Appeals procedure at [www.melbourneenglish.com.au](http://www.melbourneenglish.com.au))
- If your appeal is successful, you must continue to attend all your remaining classes.
- If your appeal is not successful after following all the steps in the Complaints and Appeals Procedure, you will be reported to DIBP.
- Melbourne English can only decide not to report a student for breach of the 80% requirement where:  
The student produces documentary evidence clearly demonstrating compassionate or compelling circumstances preventing them from attending (e.g. a medical certificate) AND the student has attended at least 70% of the scheduled course contact hours for the course in which they are enrolled.
- If your attendance is below 80% at the end of your course, you may not be eligible to extend your course at Melbourne English.

### Monitoring Course Progress

- Your progress will be monitored informally by your class teacher on a daily basis and assessed formally on a weekly basis.
- Informal assessment includes class participation, in class tasks and homework activities
- Formal assessments include weekly progress assessments, weekly oral presentations and review assessments.
- Your progress and test results are recorded in your Student Progress Report throughout the duration of your course and feedback is provided by your teacher on a regular basis.
- Each week you may have the opportunity for feedback through one-to-one teacher-student consultations.
- In addition, you may make an appointment to meet with the Academic Manager to discuss your progress at any time.

- If your teacher has concerns about your progress or if you achieve a result of 50% or less on two consecutive assessments, you will be referred to meet with the Academic Manager to implement a strategy to assist you in progressing.

Some examples of strategies that might be used to help you to progress include:

- Additional homework
- Supervised individual study sessions before or after class in student library
- Follow up counselling sessions with the Academic Manager
- Pairing with a class buddy for peer support

Deferring, Suspending or Cancelling Enrolment

A student's enrolment may only be deferred or temporarily suspended on the grounds of:

- Compassionate or compelling circumstances
- Student misbehaviour

Compassionate or compelling circumstances might include events such as:

- Serious illness or injury (where a medical certificate states that the student was unable to attend classes).
- Bereavement of immediate or close family members such as siblings, parents or grandparents (where possible death certificate should be provided).
- Major political unrest or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- Involvement in, or witnessing of a serious accident or crime.

Student misbehaviour includes events such as:

- Acts of discrimination.
- Sexual harassment.
- Vilification or bullying.
- Violence.
- Vandalism.
- Cheating or plagiarism.
- Unsatisfactory attendance.

A student's enrolment may be cancelled as a result of:

- Student completed course early
- Student transferred to another provider
- Student notifies of cessation of study
- Non-payment of fees
- Disciplinary reasons
- Student has died
- Student no longer holds a student visa
- The school is unable to deliver the course
- Non-compliance with student visa conditions.

In cases where the suspension or cancellation is not initiated by the student, Melbourne English will inform the student of its intention to suspend or cancel their enrolment and allow 20 working days for the student to access the Complaints and Appeals process.

Where a student accesses the Complaints and Appeals process, the suspension or cancellation will not take effect until the internal process is complete, except in cases where extenuating circumstances relating to the welfare of the student apply.

Students who apply to defer, suspend or cancel their enrolment or who have been informed of the school's intent to suspend or cancel their enrolment will be informed that deferring, suspending or cancelling their enrolment might affect their student visa.

The college will inform the Department of Immigration and Border Protection (DIBP) of any deferment, suspension or cancellation of a student's enrolment.

## Refunds

### Refund Policy Conditions and Processes

Melbourne English reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In such circumstances, if the course is postponed by more than four weeks, and if a student is unable to enrol in a similar course at Melbourne English, all fees will be refunded.

If the course is cancelled and if a student is unable to enrol in a similar course at Melbourne English, all unused fees will be refunded within 14 days, in accordance with the requirements of the ESOS Act. A refund of the fees will only be granted in accordance with the refund policy set out below.

### Accommodation & Application Placement Fees

- Accommodation & Application Placement Fees are non-refundable

### Accommodation Fees

- If written cancellation is received 14 days prior the homestay commencement date, a full refund of homestay fees paid (the first 4 weeks) is available.
- If written cancellation is received less than 14 days prior to the homestay commencement date, a refund is available less a cancellation fee of 2 weeks' homestay fees.
- If written cancellation is received on or after the homestay commencement date, no refund is available.
- If a visa application is not granted, a full refund of homestay fees will be made, provided that sufficient evidence of visa refusal is given to the school by the refusing Australian Authority.
- Student Lodge Fees - refunds of any monies received by Melbourne English on behalf of the student for services other than tuition fees must be requested from the company delivering the service and will be subject to the respective company's refund policies (unless in case of visa rejection).

### Airport Transfer Fees

- If written notification of cancellation is received 7 days prior to airport transfer, a full refund is available.
- If a student fails to advise the school or the airport pickup company about the change of flight at least an hour before an original arrival time in Melbourne, there is no refund.

### Tuition Fees

- If the application for a student visa is unsuccessful, Melbourne English will refund full prepaid Course fees, less the enrolment fee of AU\$200. A request for refund in writing and proof of visa refusal from the Australian Government must be sent to Melbourne English upon visa refusal. In this case, the refund will be made within 14 days.
- In the event that an extension to the student visa is not granted and the course has commenced, Melbourne English will refund the unused portion of the prepaid tuition fees less \$200 enrolment fee.
- If for any reason Melbourne English is unable to start delivery of the course on the agreed starting date or ceases to deliver the course before it is completed the full refund of unused prepaid Course fees applies as per TPS requirements. Payment of the refund will be made within 14 days of the specified starting date or from the time the course ceases to be delivered in accordance with the refund requirements of the ESOS Act 2000.
- If written notice of withdrawal is received at least 28 days prior to the initial commencement of the Study Period, full tuition fees are refundable.
- If written notice of withdrawal is received less than 28 days prior to the initial Study Period commencement, Melbourne English will refund 60% of tuition fees.
- In the circumstances other than when Melbourne English ceases to provide the Course, no refund is payable after the Study Period commencement.
- Except as requires under the ESOS Act or the National Code, where the student transfers from a more expensive course to a less expensive course, no refund of the difference is payable.
- In the event of Melbourne English's decision to cancel or suspend student's enrolment due to: student breaching visa conditions, failure to pay agreed amount to undertake the course or student's misconduct, no refund of tuition fees is payable.

- A student who is on a pathway program with one of our partners may be eligible to transfer of the unused prepaid tuition fees less 30% administration fee if: the student achieved the required
- English proficiency level and can demonstrate the acceptance into the partner's program, and the student's attendance is above 80%.
- Refunds of any monies received by Melbourne English on behalf of the student for services other than tuition fees must be requested from the company delivering the service and will be subject to the respective company's refund policies.
- Except for the situation of visa rejection or provider default where the tuition fees are refunded within 14 days, all refunds due to student default will be made within 28 days.
- Course fees are not transferable to another person.

### **Requests for Refund of Tuition Fees**

Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing, using the request for refund pro forma, stating reasons and relevant details. This must be submitted by email, with attached supporting documents to [reception@melbourneenglish.com.au](mailto:reception@melbourneenglish.com.au)

### **Approvals**

All refunds must be approved by the Operations Manager. Exemptions to any of the above mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the Managing Director.

### **Payment of Refund**

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to visa conditions), in which case, any refund may be remitted to that institution. Melbourne English will provide the student with a statement detailing the calculation of the refund.

### **Public Holidays**

A full week's tuition is payable in weeks comprising public holidays. There is no refund of course fees for days on which public holidays fall.

### **Specials**

Any specials applied to the original enrolment will take place at the end of the course. If a student's enrolment includes free weeks, the free weeks will take place at the end of the course.



## Complaints and Appeals

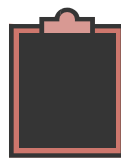
Where a complaint cannot be resolved informally, or a student wishes to appeal against the decision of Melbourne English to report them to DIBP for breach of visa conditions, students may lodge a formal complaint or appeal.

All complaints/appeals should be addressed in writing to the Operations Manager. A formal complaints/appeals pro-forma is available from staff at Reception on the Ground Floor or at the Melbourne English website. Students' enrolment will be maintained throughout the complaints and appeals process until the matter is resolved. In cases where the student is not satisfied with the result or the conduct of the complaint/appeal they can seek external arbitration by contacting the Overseas Students Ombudsman.

The full Complaints and Appeals Policy and Procedure can be obtained at Reception on the Ground Floor or on the Melbourne English website. Melbourne English dispute resolution processes do not circumscribe a student's right to pursue other legal remedies. Students can be represented by a nominee if they so choose. This agreement does not remove the right to take further action under Australian Consumer Protection laws.



1.  
If you are unhappy about a decision that has been made by Melbourne English...



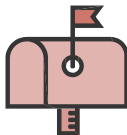
2.  
Fill in an "Appeals and Complaints Form" and give this to the school within 20 days of the decision.



3.  
After you have lodged your appeal the school will arrange to meet with you within 10 working days to discuss the result.



4.  
You will also receive a letter outlining the reasons for any decisions made and appeal result.



5.  
If you still think that you have been treated unfairly or that your complaint has not been dealt with, then you should contact The Overseas Students Ombudsman. They will provide you with external appeal assistance:

Overseas Students Ombudsman, GPO Box 442 Canberra ACT 2601  
AUSTRALIA

## Computer Use

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Student computers are available for use by Melbourne English students only and should only be used for education related communication and directly related to studies.

Usernames and passwords to access the student network are issued to all students during their orientation program on their first day.

### Inappropriate Content

Content containing any of the following is deemed inappropriate for viewing or sending via college computers:

- Pornography
- Racial Vilification
- Cruelty
- Violence
- Defamation

### Inappropriate Use of Email

If a student is found to be using Discover English computers to send sexually explicit, sexist, racist or harassing emails the sender will be reprimanded or formally warned in the first instance. Further breaches could result in formal warnings and/or dismissal/cancellation of enrolment.

### Inappropriate Use of Internet

Students found utilising the Internet to search for inappropriate materials will be reprimanded or formally warned in the first instance. Further breaches could result in formal warnings and/or cancellation of enrolment.

## Changes to Enrolment

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### Course cancelation/withdrawal

- Fill in Amendment to Enrolment Request - a minimum of one week notice must be given
- If you are on a student visa, the Department of Immigration and Boarder Protection (DIBP) will be notified
- It is your responsibility to contact DIBP regarding your visa status
- Your certificate and attendance statement will reflect your new course finishing date Course Deferment Request
- Please email your agent or contact the school directly - a minimum of one week notice must be given
- The period of deferment must be compliant with your visa conditions and will only be granted under compassionate or compelling circumstances
- Documented supporting evidence must be attached to this form.
- The period of your deferment will be credited to your course duration if requested and therefore extend your course end date
- If your new course end date is after the expiry date of your current visa, it is your responsibility to contact DIBP to renew or extend your visa. You must hold a valid visa with study rights to continue your course Transfer Provider Request
- You must allow a minimum of 1 week for assessment of this Transfer Provider Request
- Your attendance must be above 80%
- It is your responsibility to contact the DIBP for advice as to whether you require a new student visa if a Letter of Release is granted
- You must confirm you have read and understand the Melbourne English refund policy prior to making this Transfer Provider Request.
- You must attach a letter from your intended new provider indicating a valid enrolment offer or written support from any government sponsor who considers the transfer to be in the your best interests.

#### Change of Course Request

- A minimum of one week notice must be given when applying to change course

Request approval will be dependent upon:

- Availability of classes
- Course commencement dates
- Course minimum enrolment durations
- English language proficiency

#### Course Extension Request

- Extensions to enrolment will not be confirmed until payment is received
- Payment must be received prior to the commencement of the course, otherwise you will not be entitled to attend class
- Extensions may not be granted if your attendance of below 80% for any previous courses
- Extensions are subject to visa restrictions

#### Request Responses

If requests are not granted, Melbourne English will notify the student in writing of the reasons for refusing the application.

If the student is unhappy and would like to appeal the decision made by Melbourne English, they should refer to the Complaints and Appeals procedure.

## The ESOS Framework

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Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works: [http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS\\_Framework\\_pdf.pdf](http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_Framework_pdf.pdf)

## Australian Society and Culture

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### Adjusting to life in Australia

It is important to learn as much as you can about Australia before you come. It is an exciting adventure to meet new people and learn some of the unique Australian English terms and customs. You will find that there are many people here who are from your country, as well as many of diverse nationalities. It can take time to adjust to a new environment, and it is normal to experience some homesickness. At Melbourne English we hope you will feel a part of a larger family and find the staff and other students have a genuine interest in making your stay in Melbourne very enjoyable and beneficial. To help you make friends and interact with others, Melbourne English has an English only policy while in the school building.

### Activities

Melbourne English offers weekly activities in Melbourne, so that you can experience the cultural and scenic attractions of this great city. On weekends and holiday breaks ME offers assistance with organizing tours to attractions in Victoria and other states, such as, The Great Ocean Road, the Grampians and the famous Ayres Rock (Uluru).

### Culture in Lessons

In class, lessons will help you to adapt to life in Australia and also learn more about the cultures of your classmates. Class activities will regularly focus on various aspects of life in Australia and around the world and will allow you to learn and practice language while also adjusting to life in Australia. Classes will also help you to improve your own understanding of Australian English, which can have its own unique pronunciation and vocabulary.

### The Culture of Class

In class at Melbourne English, we want you to feel as important as the teacher. This means that you have a say in how classes are run. While classes will follow a set syllabus, there will also be time to do activities and focus on topics and language which interest you. Therefore, we want you to be open and talk to your teachers about what you want to study and what is important to you.