



Pre-Enrolment Information Guide

We provide the following information clearly to all candidates prior to enrolment.

CRICOS Provider Code: 03541B

Enrolment and Orientation

Orientation

Location

The ME English is in a great location in Sydney's central business district. It is the perfect place to study as the underground trains and buses link up to practically anywhere in the Sydney metropolitan area including the world famous Bondi Beach and the Olympics site at Homebush Bay. City, country and Inter-city transport links are well provided and located nearby for quick access.

Sydney is a great city with cafes, small shops, large shopping centres, cosmopolitan restaurants, cinemas, public bars, nightclubs, fitness gyms, sports facilities, and many more.

Orientation Day

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)
- Your current Sydney address, telephone number and email contact details
- A black or blue ink pen

Your orientation takes place following Registration upon arrival at the College and consists of:

English Placement Test: Students will be given a written English Placement Test and have an interview with our Academic Manager or other English teacher in order to determine their English level. We will also talk to you about any special learning needs.

Seminar: The seminar explains the ME English's policies and procedures; you will receive your Student Handbook as part of the induction. The Academic Manager and/or delegated officers provide guidance to students in understanding their rights and obligations highlighted in the Student Handbook concerning:

- Course progress and attendance monitoring
- Complaints and Appeals policy and procedures
- Course deferment and suspension
- Course transfer policy
- Administration fees & refunds policy
- Student support services including legal services
- 24 Hour emergency contact details & health services

Any additional questions you may have will be answered accordingly.

Class Sessions

The ME English offers morning and evening class sessions for English courses. This is intended to give students flexibility in attendance to suit other commitments. All overseas students must study with a 20 hours face-to-face class per week. If an overseas student wishes to work while their course is in session,

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they are entitled to work up to 40 hours per fortnight. Students' attendance records will be monitored in the classrooms only.

Facilities

ME English Campus is located at the Level 7/299 Sussex St in Sydney CBD. The whole level is equipped with brand new facilities. The classrooms are furnished with new training equipment including projectors, whiteboards, PCs and ergonomic chairs for student comfort. Kitchenette (fridge, microwave, dishwasher and tea/coffee kettle included) and canteen are also available for student comfort.

Teaching/Delivery Methods

The ME English has developed its own General English, IELTS Preparation and English for Academic Purposes programs. Students will be given a placement test upon arrival at the ME English in order to determine their English level. As students improve, they will be able to move to the next level. Students will be regularly monitored to ensure that they are in the correct level. Most of the learning is held in training rooms with various teaching methods used including, role-plays, presentations, case studies & training videos.

The ME English recognises the principle of flexible delivery. Programs are supervised by qualified teachers and are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation.

Teaching & assessment methods may include the following: self-paced learning, flexible timetabling, computer assisted learning, face to face lecture/tutorial, individualised learning, role plays, simulations and group work. Fees for these programs may apply where one-to-one training and assessment is required. Students have opportunities both formally and informally to provide feedback to teachers for the improvement of future program delivery.

Enrolment procedure

Required documents from a candidate (*overseas students only):

- Application Form (fill in all details including signature)
- Passport copy* (photo ID)
- English proficiency (options available)
- Letter of Offer
- Signed Agreement with Student
- Application Fee Receipt
- Tuition Fee Receipt
- E-CoE*

To enrol at the ME English, follow the steps below:

1. Read the **Pre-Enrolment Information Guide**
2. Select the course you wish to study
3. Complete the Application Form, or complete our Online Application Form
4. Send the completed form together with passport ID copy to the ME English via email or in person
5. If your application is successful the ME English will issue a Letter of Offer and Tax Invoice for the course(s) you have applied for

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6. Return the signed Letter of Offer (must be all 5 pages) via email or in person
7. Arrange to pay your course deposit as indicated on the Tax Invoice (or payment schedule show in the Letter of Offer)
8. Once the advance payment for your tuition fees has been received, the ME English will issue your eCoE(s)
9. Upon arrival in Australia visit the ME English and provide us with your contact address
10. Arrive on time for your orientation meeting at the first day of your studies

Include an application fee of **AU\$200** in the form of a bank cheque made payable to ECHO EDUCATION TECHNOLOGY PT LTD or pay by bank transfer to:

Bank Name: **Westpac Banking Corporation**
Account Name: **Echo Education Technology Pty Ltd**
Branch Number (BSB): **032 006**
Account Number: **886 611**
Swift Code: **WPACAU2S**
Bank Address: **242 Castlereagh Street, Sydney NSW 2000 Australia**
(For those banks requiring an 11-character SWIFT code, use WPACAU2SXXX)

All applicants are welcome to visit us in Sydney at:

Level 7, 299-305 Sussex St, Sydney NSW 2000

Course information

English courses begin every Monday.

The ME English's provides four English Language Programs:

- General English
- English for Academic Purposes
- IELTS Preparation
- OET Preparation

General English:

This program is designed to help students learn English. There are six levels in this program:

- Beginner
- Elementary
- Pre-Intermediate
- Intermediate
- Upper-Intermediate
- Advanced

Students will be given a placement test upon arrival at the Academy to determine their level. As students progress, they will move up to the next level. Students will learn reading, writing, speaking and listening skills in each level. Each week will be structured around a theme and the teaching and assessment tasks will be related to that theme.

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English for Academic Purposes

This program is designed for students who wish to develop their academic English skills to a level that will allow them to successfully complete further vocational tertiary studies or universities.

There are 2 levels in this program:

- Upper Intermediate
- Advanced

Entry into the levels will be determined by the student's IELTS score or by their placement test upon arrival at the ME English. Students who have successfully completed their level may then move to the next level. Students will learn reading, writing (including academic writing), speaking and listening skills in each level. Each week will be structured around a theme and the teaching and assessment tasks will be related to that theme.

IELTS Preparation

At ME English we appreciate the challenges and motivation of International students, at Upper-Intermediate and Advanced levels, undertaking such a high stakes exam as IELTS, and we can assist them to succeed and reach their goals. Melbourne English's intensive IELTS Preparation programmes are suited for students who have busy work and study lives, with a choice of morning or evening times, Monday to Friday.

There are 2 levels in this program:

- Upper Intermediate
- Advanced

OET Preparation

Our specialised OET Preparation programme aims to improve students' exam taking techniques and their knowledge of the OET exam format, by undertaking weekly practice exams. At ME English 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.

Fees

All course fees and charges are payable in Australian Dollars (AUD). There is no reduction in fees for subject exemptions. All fees and charges must be paid in advance by the date shown on the invoice and/or their student Letter of Offer. A penalty may be applied to late tuition fees.

Students may be precluded from attending class, receiving results, sitting tests / exams if tuition fees have not been paid in full by the date written on their invoice. The Academy is not responsible for any monies paid to agents or 3rd parties.

Fee payment plans are available to all students. Once enrolment in a course has been confirmed the first course (depends on the individual payment schedule) fee plus all other fees including learning material costs and other levied fees is required to be paid. Each course fees must be paid prior to the commencement of the relevant term and students will receive the payment reminder notice 10 days before the due date.

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A late payment penalty will apply if the tuition fees are overdue.

- \$100.00 if overdue within 7 days
- \$200.00 if overdue over 7 days

Should fees remain overdue for more than 14 days the ME English will inform the student in writing of its intention to report for non-payment of fees to DHA via PRISMS.

Whilst student fees are outstanding students will not be permitted to attend their scheduled classes until such time as the outstanding fees have been paid.

2020 TUITION FEE LIST

COURSE	DURATION	TUITION FEE (AUD\$)
<u>English courses for international students</u>		
General English Beginner [CRICOS 0100974]	12 weeks	\$3,600
General English Elementary[CRICOS 0100974]	12 weeks	\$3,600
General English Pre-Intermediate [CRICOS 0100974]	12 weeks	\$3,600
General English Intermediate [CRICOS 0100974]	12 weeks	\$3,600
General English Upper-Intermediate [CRICOS 0100974]	12 weeks	\$3,600
General English Advance [CRICOS 0100974]	12 weeks	\$3,600
English for Academic Purposes Upper-Intermediate [CRICOS 0101160]	12 weeks	\$4,200
English for Academic Purposes Advanced [CRICOS 0101160]	12 weeks	\$4,200
IELTS Preparation Upper-Intermediate [CRICOS 093132G]	12 weeks	\$3,600
IELTS Preparation Advance [CRICOS 093132G]	12 weeks	\$3,600
OET Preparation [CRICOS 03132G]	12 weeks	\$1,700
<u>Administration and other Costs</u>		
Application Fee (includes: process of application form, E-CoE, Letter of Offer & receipts, final testamurs and attendance certificate on completion of studies);		\$200
Learning Material Fee (includes: all learning materials)		\$150 (per level)
Issuance of replacement certificate or statement of attainment		\$100 per certificate/ statement of attainment
Enrolment Change fee		\$100

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Overdue tuition fees within 7 days		\$100
Overdue tuition fees over 7 days		\$200
Accommodation Placement fee		\$305
Accommodation change fee		\$305
Airport Pick up Fee		\$165
Note: All fees are subject to variation and may change without notice.		

Other costs

The ME English will provide free Internet access! But all students are expected to have their **own laptop with mobile technology** (purchases of laptops can be arranged prior to enrolment), stationery, calculators and other study equipment.

Refund Policy

Under Standard 7 of the National Code 2018, except for special circumstances, registered providers are restricted from enrolling and transferring students prior to completing the first six months of the principal course of study.

In the unlikely event that ME English is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within two weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by ME English at no cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

ME English will provide a full refund of any tuition fees paid upon receipt of evidence if:

- The student visa is refused
- ME English cancels the enrolled course Political or civil unrest or natural disasters prevent the student leaving their home country
- The student is unable to commence their course because of a serious and/or prolonged illness
- The offer of a place is withdrawn
- Principal course application has been denied

To apply for a refund- a Refund Application - must be completed by the student or approved agent and submitted to Student Services Officer. Requests for withdrawal for reasons other than those mentioned above will be eligible for a refund in accordance with the table below:

Withdraw request lodge date	Refundable Portion
4 weeks (28 days) or more before commencement of studies	80% of the initial tuition fee paid
Before the commencement of studies, but less than 4 weeks (28 days) before the commencement of studies.	50% of the initial tuition fee paid
On or after the commencement of studies	No refund available

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(**commencement of studies** is defined in this policy and procedure as the course start date as per the original Application Form submitted by the student or an agent and not subsequent enrolment changes to start date)

When the refund is granted below fees are non-refundable.

1. Enrolment fee is non-refundable under any circumstances.
2. Accommodation arrangement fee is non-refundable if the arrangement has already been made.

ME English will not refund fees in the following circumstances:

- The terms and conditions of the enrolment agreement entered into by the student and the Institute are breached, including breach of the Institutes policies
- The student is found to have supplied fraudulent, forged or deliberately misleading documentation to the Institution
- The student's enrolment is cancelled by ME English, including cancellation caused by a breach of student visa conditions or any illegal or unlawful conduct by the student

Where the student has had their enrolment terminated due to either academic or behavioural misconduct; or The student visa is refused by the Department of Home Affairs due to the submission of fraudulent documents by or on behalf of the student. If ME English is unable to provide a refund or place you in an alternative course the Tuition Protection Scheme (TPS) will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the TPS Director. For more information visit the official TPS website <https://tps.gov.au> or phone 1300 980 434.

Eligible refunds will be refunded within 28 days of receipt of written notification. ME English will provide the student the student a statement that explains how the amount has been worked out.

Refund will only given to the person who paid the tuition fees. For example, if the tuition fee was paid by agent or parents, the money will only refunded to either agent or parents.

Course Transfer

ME English will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

For ME English students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will not generally be granted unless is it for exceptional circumstances or in the following instances:

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- the student will be reported because they are unable to achieve satisfactory course progress and/or attendance at the level they are studying, even after engaging with ME English's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- there is evidence of compassionate or compelling circumstances.
- ME English fails to deliver the course as outlined in the Offer Letter.
- there is evidence that the student's reasonable expectations about their current course are not being met.
- there is evidence that the student was misled by ME English or an education or migration agent regarding ME English or its course and the course is therefore unsuitable to their needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- It has been agreed that the student would be better placed in a course that is not available at ME English.
- For a request for transfer to be considered, students must complete the Course Transfer Form.

A transfer to another course will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- the student's progress is likely to be academically disadvantaged or would not be better placed in another institution.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- ME English believes the student's application to transfer is a consequence of the adverse influence of another party.
- the student has fees owing to ME English.
- the student is intentionally not participating in ME English's intervention strategy in order to receive a release letter.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate compassionate or compelling circumstances.
- For a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with ME English's Refund Policy and Procedures.

Client Support

Airport pick up

If you require an airport pick up, please advise the ME English at least 14 days in advance. A Student Services Officer will meet you at the airport and transport you to your accommodation for a charge of **AU\$165.00**.

Accommodation

Students are responsible to arrange their own accommodation. Our Student Services Officers can also organise Homestay accommodation for students.

Student support

All students have access to student support in the following areas:

- Medical referral
- Personal welfare
- Academic support
- Student visa assistance

The ME English provides academic, and personal support to all students including issues regarding language, literacy and numeracy. Any student wanting advice and assistance on personal or educational matters can find supportive help on campus from the ME English's staff.

Student Visas

International students are bound by the rules of the student visa, which includes such obligations as attending classes while in session and achieving satisfactory academic performance. Overseas students with school-aged dependants accompanying them to Australia will be required to pay full fees if they are enrolled in either a government or non-government school. For a complete listing of information regarding student visa please visit the Department of Home Affairs website at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Overseas Students Health Cover (OSHC)

The Australian government requires all overseas students to pay for Overseas Student Health Cover (OSHC) during their stay in Australia. ME English preferred OSHC provider is NIB Health Fund. The ME English's staff can assist applicants in arranging this through the OSHC scheme. The cost of OSHC for 1 year is currently AU\$479.00 (Single), \$2,850.00 (Couple) and AU\$4990.00 (Family).¹

¹ Price subject to change without notice.

Policies

Monitoring Attendance

- ME 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 attendance falls below 80%, we will send you a letter *Notice of Intention to Report* you to the Department of Home Affairs (DHA). 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 ME English's Complaints and Appeals procedure at www.meeenglish.com.au)
- The *Notice of Intention to Report* will inform the overseas student: of the reasons for the intention to report; that the student has unsatisfactory course attendance; and of the overseas student's right to access ME English's *Complaints and Appeals* process, in line with the National Code Standard 10 within 20 working days.
- 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 DHA.
- ME English will choose not to report an overseas student with unsatisfactory attendance when an overseas student's: attendance is at least 70% overall; and they have provided genuine evidence of compassionate or compelling circumstances.
- As a CRICOS provider, under the National Code, ME English is obliged to report an overseas student via PRISMS if the student does not meet attendance requirements and has unsatisfactory attendance, as soon as practical. When the final decision is made to report as per the Complaints and Appeals Policy and Procedure, and the report has been made to PRISMS, ME English will provide a Confirmation of Report Letter to the student with an attachment of cancelled CoE.

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.

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- In addition, you may make an appointment to meet with the Academic Manager to discuss your progress at any time.
- ME English will monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- ME English will clearly outline and inform the overseas student in regards to the course requirement to achieve satisfactorily during the Orientation Program prior to the commencement of studies.

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

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

Complaints & Appeals

Appeal Policy Formal Complaints and Appeals take place when an informal complaint has not been satisfactorily resolved via verbal discussion and or negotiation. A formal complaint is a written complaint lodged by completing the Complaints and Appeals Form. ME English students must complete the Complaints and Appeals Form with relevant and sufficient supporting evidence and submit the completed form at reception to lodge a formal complaint. ME English will respond to the complainant's formal complaint or appeal within 10 working days after the form has been successfully lodged. The investigation of the complaint will take place with the relevant people. For academic matters the Director of Studies and other staff members who are involved in the matter will meet to address the appeal. For non-academic matters, the Team Leader Student Services together with other staff members who are involved in the matter will meet to address the appeal. If the matter cannot be resolved, the higher managerial person (General Manager and Principle) will make the final decision. The outcome of the complaint or appeal will be provided to the student in writing.

International students who are dissatisfied with the outcome of the internal complaints and appeals process may make a written request to ME English for an independent external review of the decision. Students will have 10 working days from the date of the outcome to advise ME English of their intention to access the external appeals process.

External Independent Appeals If the complaint or appeal has not been resolved via the internal process to the satisfaction of the complainant, complainants will have the right to lodge an appeal to an External Independent Organisation.

The Overseas Students Ombudsman offers a free and independent service for international students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

The overseas students who wish to lodge an external appeal can do so by contacting the Overseas Students Ombudsman directly, details available on the Ombudsman website www.ombudsman.gov.au or by phone on 1300 362 072.

Course deferment and suspension

An overseas student's enrolment may be deferred or suspended where compassionate or compelling circumstances can be demonstrated.

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Compassionate or compelling circumstances are situations where an overseas student has no control over the situation and they are impacting upon the student's course progress or wellbeing. Such instances include but are not limited to:

- Serious illness or injury of the overseas student and unable to attend classes (requires medical certificate/reports);
- Death of close family members such as parents or grandparents (requires death certificate where possible);
- Involvement in, or witnessing of a serious accident;
- Political and/or natural disaster in the home country and has an impact on the overseas student's study;
- A traumatic experience that impacts upon the student's study (requires psychologist's reports);
- Where ME English is unable to provide part, or all of the enrolled course;
- Not able to begin studying on the course start date, due to delay in receiving a student visa;
- Failure to meet the English entry requirements for the intended course.

Students will be informed that deferment, suspension or cancellation of enrolment may affect their student visa. Student's will be directed to the Department of Home Affairs website or helpline (131 881) for information on how a change of enrolment may impact their student visa. Where deferment or suspension is granted, this will be reported on PRISMS.

ME English will retain appropriate evidence to support the decision in the Student Management System, on the student's file. The college may defer, suspend or cancel a student's enrolment when a student misbehaves/breaches the Student Code of Conduct/terms and conditions of enrolment, fails to pay the required fees to continue with their studies and/or breaches the student visa requirements including course progress and attendance requirements.

The student will not be given an opportunity to appeal if ME English considers the situation to affect the wellbeing of the student and/or others are likely to be at risk. These situations include but are not limited to a student:

- missing;
- having a medical concern (physical, emotional and/or mental) believed to endanger the student;
- at risk of committing a criminal offence;
- at risk of jeopardising the safety of people at ME English;
- who is subject of investigation relating to criminal matters;
- where ME English has reason to believe that the student is not a genuine student.

Before suspending or cancelling a student's enrolment, ME English will notify the student in writing of its intention to do so. ME English will inform the student they have 20 working days in which to access the *Complaints and Appeals* process. ME English will not notify the Department of Education (DEE) via PRISMS of a change of status of enrolment until the internal *Complaints and Appeals* process has been finalised (if applicable). The student's enrolment is maintained until the *Appeals* process is finalised.

Suspended students must abide by the conditions of their suspension from studies, which will be determined by the Academic Manager.

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

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- 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.

The college will inform the DHA of any deferment, suspension or cancellation of a student's enrolment.

Re-commencement of studies after holiday break

A student who does not return after holiday break and is not contactable has 'inactively' advised the ME English of his/her intention not to continue studying. Under Section 19(1) of the ESOS Act, the registered provider must notify Department of Education (DEE) via PRISMS of termination of accepted student's studies within 14 days of the event occurring.

There is no requirement to send a Written Notice of Intention to report letter and observe the associated appeals requirements, OR to notify the student of the intention to cancel their studies as this action is not against the student's will.

Notices of withdrawal are not official until received by the ME English in writing.

Expectations of Students

Everyone at the ME English should always show respect and courtesy to others . Every person on campus has the same right to deliver or receive education in a safe, supportive environment.

Behaviour: Be considerate and always show respect to others around the campus.

Dress Code: Dress in neat, clean and freshly washed clothes with shoes that protect your feet.

Hygiene: It is expected that all members of the student body **wash daily** for hygienic purposes and to avoid others' discomfort.

Language: The English language is always encouraged to be used on campus .

Mobile Phones: Turn your mobile phone **off** before you go to class or exams.

Food and Drink: Do not eat or drink in the classrooms, toilets or hallways.

Smoking: Smoking is strictly prohibited at the campus.

Alcohol: Students are not to consume alcohol on campus unless it is an organised social function where there is staff supervision.

Illegal Drugs: It is illegal to bring prohibited drugs into the ME English. Any student found with prohibited drugs will be reported directly to the police and could expect to have their visa cancelled.

Weapons: It is illegal to carry weapons in Australia. Any student found with weapons will be reported directly to the police and could expect to have their visa cancelled.

Occupational Health and Safety

There are signs around the campus explaining the proper use of equipment and facilities including:

- Toilet facilities
- Common areas
- Sitting at a computer or desk
- Equipment usage

Echo Education Technology Pty Ltd Trading as ME English ABN: 84 146 819 123

CRICOS: 03541B

Address: Level 7, 299 Sussex St, Sydney NSW 2000

Tel: 02 8073 9999

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- If you are aware of an accident or faulty equipment please notify a teacher or SSO. If you have any questions about safety, prevention of accidents or the correct use of equipment please asks one of your teachers.

Support and Career Services

If you have a problem, talk to someone! Feel free to speak to your teacher, or see one of the Student Services Officers (SSO). The Principal is also on hand to help you (appointments only).

The SSOs will assist students who require assistance in adjusting to study and life in Australia. A lot of information is given in the student orientation session and in the Student Handbook. For free, the SSOs are able to clarify important information &/or direct you to: legal services, emergency and health services, facilities and resources, complaints and appeals processes and student visa obligations (meeting course & attendance requirements). Students are encouraged to discuss their academic performance and attendance record with their teacher(s) or one of the SSO. Serious or complex matters will be directed to the Principal for clarification.

The Me English conforms to all Occupational Health and Safety Regulations for you to have a safe and healthy place to study. Every person in the premises is expected to take reasonable care of their own health and safety and for that of anyone else who may be affected by their actions. If you have a health and safety inquiry or issue, raise it with your teacher or at reception. In case of emergency, follow the fire drill instructions and exit map signs posted in the premises.

In case of any casualty, eg fainting, chest pain, a fall, loss of consciousness, asthma, diabetes, bleeding, burn, scald, insect bite or sting, please report it to a staff member immediately. A First Aid Kit is at the Reception Desk.

Public Holidays

A full week's tuition is payable in weeks comprising public holidays. This 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.

Emergency and Health Services (Very Important Information!)

In Case of Emergency

At any time, should you find yourself in a dangerous or critical situation please call **000** for police, fire brigade or ambulance.

Please note this number, as it may be different from the emergency number in your home country.

Here are other important phone numbers:

- Police Assistance: 131 444
- Domestic Violence Hotline: 1800 656 463
- Kids Helpline: 1800 551 800
- Homelessness Outreach and Support: 1800 505 501

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- ADIS (Alcohol and Drug Information Service): is a 24-hour service providing information and counselling; (02) 9361 8000; Toll free outside Sydney 1800 422 5999
- Lifeline: if you are feeling depressed or suicidal call 131 114

In Case of Health Problems

Here are important numbers:

- Abortion Hotline: (02) 9233 3780
- Cancer Council: (02) 9334 1900
- HIV/AIDS: (02) 9332 4000; Toll free outside Sydney 1800 451 600
- Centre care Pregnancy Support: (02) 9283 3099
- Emergency Dental Info (after hours): (02) 9369 1111
- Emergency Prescription Service: (02) 9235 0333
- Poisons Information Hotline: 131 126
- NSW Hepatitis C: (02) 9332 1599; Toll free outside Sydney 1800 803 990
- NUAA (NSW Users and AIDS Association): (02) 9557 1476;
- Rape Crisis Centre: 9819 6565
- Smoking Quit-line Telephone Counselling: State-wide number 131 848
- Sydney Sexual Health Centre: (02) 9382 7440; for further information click on the link below:
<https://www.sshc.org.au/>

Useful Information about Australia

Australia is known as a relatively safe and friendly country; however you should still use common sense during your stay.

- Lock your house or car when you leave
- Stay in communication with your Parents
- Keep your valuables safe
- Stay in a group when out after dark
- Use a hat and sunscreen when outdoors, especially in summer
- Swim between the red and yellow flags on patrolled beaches
- Check with local people and use caution when swimming in unpatrolled water

<u>Size:</u>	4025km east to west 3220km north to south
<u>Area:</u>	7,686,884 square km
<u>Population:</u>	over 25 million
<u>Language:</u>	English

Approximate Driving Times:

Sydney	➔ Brisbane 11 hours
Sydney	➔ Melbourne 11 hours
Sydney	➔ Cairns 30 hours
Sydney	➔ Adelaide 18 hours
Sydney	➔ Perth 35 hours
Melbourne	➔ Adelaide 9 hours

Glossary of Terms

DEE	Department of Education
DHA	Department of Home Affairs
IELTS	International English Language Testing System
EAP	English for Academic Purpose
OET	Occupational English Test
OSHC	Overseas Student Health Cover
PRISM	Provider Registration and International Student Management System

Cost of living in Australia

The following costs are approximate in Australian dollars and should be used as a guide only.

Accommodation:

Accommodation – \$200.00-400.00 per week

Travel:

Opal card (bus+train+ferry) – \$35.00 per week

Food:

Bread – \$2.00

Milk (1 litre) – \$2.00

Butter (1kg) – \$4.00

Rice (1kg) – \$1.50

Eggs (12) – \$3.50

Chicken (1kg) – \$8.00

Pasta (1kg) – \$1.00

Juice (2 litre) – \$4.00

Cordial (2 litre) – \$4.00

Beer (6pack) – \$12.00-20.00

Others:

Shampoo – \$6.00

Toilet paper (16 rolls) – \$9.00

Washing powder (2kg) – \$7.00

Petrol (1 litre) – \$1.40

Mobile phone calls – recharge card \$50.00 credit of \$300.00

Average living cost is between \$300.00-450.00 per week