



**INTERNATIONAL
STUDENT HANDBOOK
2020**

This Student Handbook is the property of:

Name

Address in Australia

Home Telephone

Mobile

Email

Student ID Number

Passport Number

Overseas Health Cover Number

Tax File Number

In case of emergency please notify:

Name

Address in Australia

Telephone

Mobile

Email

Relationship to you

School Overview

Mission Statement

We founded ME English in 2016 to create an environment where high quality language training are prioritised. We are proud of the high standard of our courses; we do more than provide you with the generic materials and training that most leading institutions operate with today. ME English an ideal place to study and make friends as we have to supportive staff and great facilities to make your experience here enjoyable.

At ME English we are committed to moving towards paperless education, by using a combination of new technology and new approached to teaching which focus on the students themselves as a resource. We believe that education is more than just books and classrooms.

College Overview

The School Staff

General Manager- Kevin Xiao

Director of Studies – Barbara Munro

Marketing & Recruitment – Andrea Fajardo & Justin Pham

Administrative and Student Services Officer – Larisa Son

The teachers

All teachers have TESOL qualifications and relevant experience. They are familiar with the needs of international students and are committed to working as part of a team to achieve the education quality standards for our students.

Important Contact Information

Me English

Level 7, 299 Sussex St, Sydney NSW 2000

Policy, Fire, Ambulance

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

Department of Home Affairs

26 Lee St, Sydney NSW 2000 Ph: 131 881

Medical Clinic

Strathfield Health Care Clinic

336 Sussex St, Sydney NSW 2000

Ph: (02) 9267 3389

Sydney Medical Centre

Pavilion on George, 580 George St, Sydney NSW 2000

Ph: (02) 961 9200

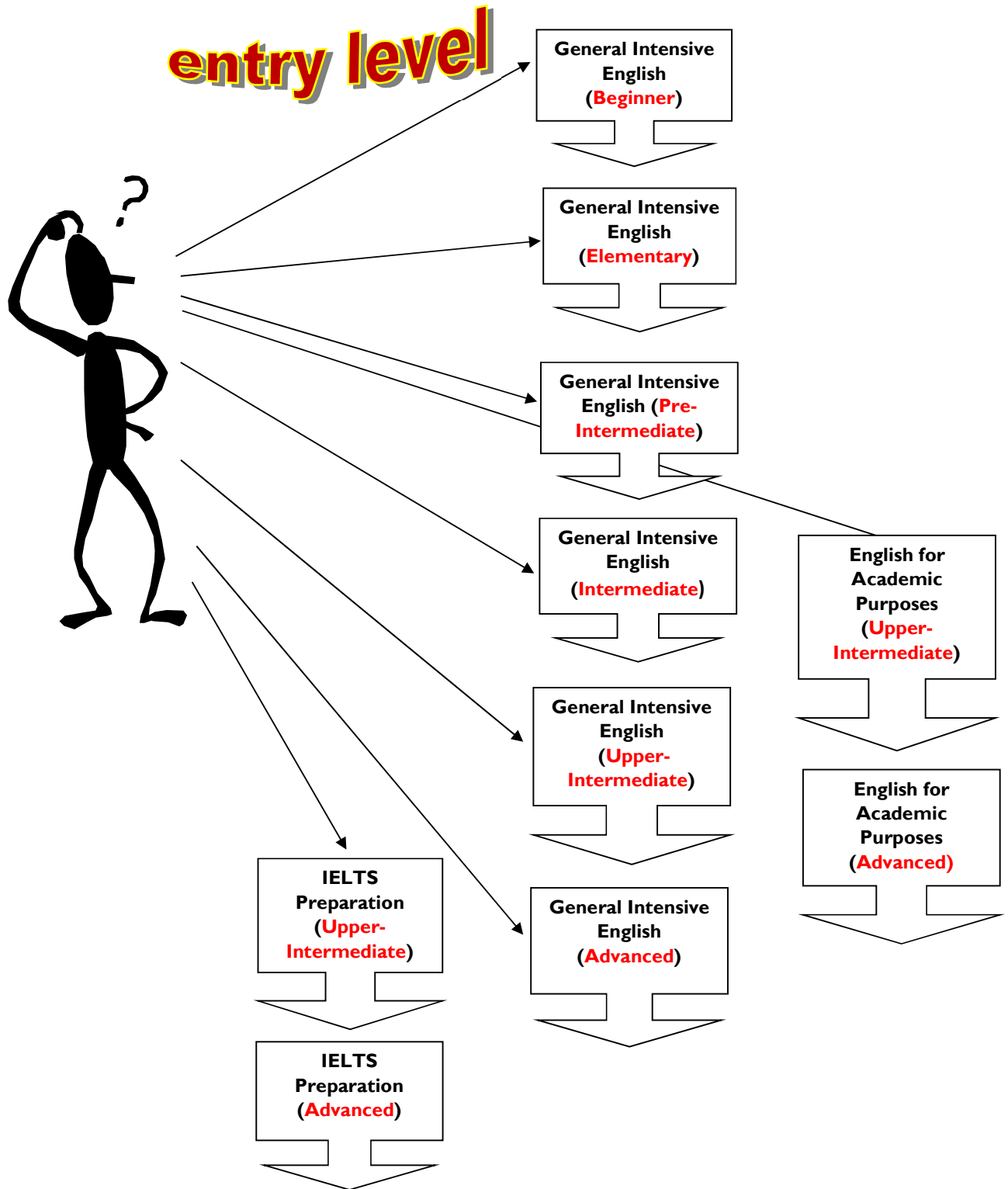
Public Emergency Department @ St Vincent's Hospital: Emergency Room

390 Victoria St, Darlinghurst NSW 2010

Ph: (02) 8382 1111

For more information about Sydney visit <https://www.sydney.com/>

Study Pathways



Studying in Sydney Checklist

Upon Arrival in Australia

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

Airport to the City

Sydney (Kingsford Smith) Airport (<https://www.sydneyairport.com.au/>) is an international domestic airport in Sydney, Australia located 8 km (5 mi) south of Sydney city centre, in the suburb of Mascot.

Hire cars and taxis are available at airport and shuttle bus services operate regularly between the airport and city centre. Transfer time from Sydney airport to the city is around 20 minutes. ME English can arrange an airport pickup service upon request to transfer you from the airport to your chosen destination. Please contact Student Services Officer (info@meenglish.com.au) for more information. For current fees, in relation to this service, please refer to our Enrolment Form.

Accommodation

ME 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 Sydney, including rental properties, serviced apartments, share accommodation, hotels and backpacker hotels. We are more happy to help with this too.

Homestay

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

Australia is 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 Sydney. 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 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.

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- 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 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 meal.
- If there is a problem with your homestay, talk to student services 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 services officer as soon as possible and we will try to arrange this for you. This may not be always possible depending on the host family and homestay company but we will do our best to arrange this.

Share 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>
- ME English Student Support Services
info@meenglish.com.au

Accommodation Legal Advice

If you require any legal advice in relation to your accommodation while in Sydney, contact Fair Trading NSW – www.fairtrading.nsw.gov.au – helpline: 13 32 20

Banking

Opening an Australian Bank Account

The staff at ME English can assist students to open a bank account in Australia.

Branching opening hours

Australian banking hours are Monday to Friday from 9.30am to 4.00pm. However, some banks also open on Saturday morning. Several international banks have branches in Sydney CBD.

Current Exchange

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

ATMS

Automatic Teller Machines (ATMs) are located across the CBD, in shopping centres and most high streets.

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 applied 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.

Post Offices

Post offices are open between 9.00 am-5.00 pm from Monday to Friday. Some also open on weekends but check with your local office for their operating hours. The nearest post office to the college is located on 644 George St Sydney (World Square Shopping Centre). For general enquires, ph; 13 13 18 or visit the website: <http://www.auspost.com.au/>.

Mobile Phones

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. If you 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 you understand what deal you are accepting before signing a contract with a provider.

Public Transport and Taxis

There is an extensive system of public transport in Australian capital cities. Public transport is not free in Australia and fares must be paid before your journey for bus, train, tram and ferry travel. For more information about the transport system in Sydney, visit <http://transportnsw.info>.

There are various points around the city to purchase a transport ticket, such as train stations, 7-Eleven stores and newsagents.

Shopping

The main retail and department stores are open from 9.00am to 5.30pm Monday to Friday. There is late night shopping on Thursday nights to about 9pm depending on the location. On Saturday, stores are open from 9.00am to 5.00pm. On Sunday, the main department stores and some smaller retail outlets are open until about 4.00pm. Check with the stores for other special opening times.

Smoking

In Australia it is illegal to smoke in public buildings, this include in 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 ME English you are not permitted to smoke in the entrance of the building.

Driving

An international driver's licence is valid in Australia. Students can convert their current Driver's Licence by taking a test. It is important to understand the Australian road rules and traffic signs before you begin to drive. For more information about driving in Australia visit <https://www.service.nsw.gov.au/>.

Key Road Guidelines:

- Vehicles are driven on the left-hand side of the road.
- Seat belts must be worn at all times by all people in the vehicle.

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- Speed limits are enforced.
- Driving with blood alcohol content of 0.05% or above is against the law.
- Provisional drivers (“P” plates must displayed at all times on the front of the car & the rear when driving) hold a probationary licence. They must not drive unless they have 0.0% blood alcohol level.

If you have a driver’s licence and plan to use a car, motorbike or scooter, you may wish to join the roadside assistance group NRMA in New South Wales. They provide free 24-hour emergency service for members, car insurance and for a fee they will inspect and report on a second-hand vehicle before you purchase.

Working while studying:

If you hold the student visa and you are entitled to work up to 40 hours per fortnight while their course is in session. Students’ attendance records will be monitored in the classrooms only.

Eating and Drinking

Sydney has a wide range 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.

ME English is also close to Darling Harbour, which has a beautiful array of cafes and restaurants. Near the school there are Thai, Chinese, Japanese, Malaysian and Korean restaurants where you can buy a meal for less than \$12.

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 agent identification before being allowed to complete purchase.

Overseas Student Health Cover (OSHC)

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 expense whilst in Australia or you have to pay all costs up-front yourself. If you are coming 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 duration and tuition and ME English will arrange you OSHC for you.

If you need help arrange OSHC cover, please contact ME English student support services.

Legal Services

Should you have a legal difficulty you may be able to get assistance from the Legal Aid Services for NSW. Please click on the link to find out more: <http://www.legalaid.nsw.gov.au>

You may also contact the Law Society of New South Wales to find a lawyer, if you need one. Please click on the link to find out more: <http://www.lawsociety.com.au>

For basic consumer complaints you should contact the NSW Government Office of Fair Trading. Please click on the link to find out more: <https://www.fairtrading.nsw.gov.au/help-centre/video-and-audio/my-consumer-rights>

To find out your rights as a tenant. Please click on the link to find out more: <http://www.tenants.org.au>

Courses

General English

The General English program develops student's 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' situation 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 six levels: Beginner, Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate and Advanced. 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 twelve-week block.

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.

English for Academic Purpose (EAP)

The English for Academic Purposes Upper-Intermediate to Advanced course takes students from IELTS 5.5 to 7, or students who have completed the General English course at an Upper-Intermediate level.

The English for Academic Purposes is assessment based. This is no final exam, but like many university courses, your final scores are an average and amalgamation of your entire work for the course. Twice during the course there are proficiency tests to check that your English level is equivalent to relevant academic abilities, and this is designed to better guide your learning.

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 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

Pre Entry and Placement Test

If you wish to enroll in a Specialist English course (EAP, 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 ME 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.

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)
- 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
- Appeals policy and procedures
- Complaints 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.

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

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certificate it can be attained for \$100 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 \$10 (local) / \$25 (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

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

ME 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 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

ME 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.

ME 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

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.
- In addition, you may make an appointment to meet with the Academic Manager to discuss your progress at any time.

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- 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.

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);

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- 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
- 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.

Refunds

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

(**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

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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 1 300 980 434.

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 it is for exceptional circumstances or in the following instances:

- 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.
- In order 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.

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- 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.
- In order 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.

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 show respect and courtesy to others at all times. 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 encouraged to be used on campus at all times.

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.

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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
- 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.

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
- **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

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- 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