

STUDENT QUICK GUIDE

STAFF DIRECTORY

Chief Executive Officer – Joanna Kelly
Academic Manager – Cameron Winton
Academic Coordinator – Catherine Bleakley
Student Support Services Coordinator – Junka Steinert
Administrative Support Officer - Ploy Kittipunneerant
Student Welfare & Support Officer – Mina Obana
Latin America & Southern Europe Marketing Manager – Germano Vieira
Taiwan, Thailand, Vietnam & India Marketing Manager – Brian Lin
Korea & Indonesia Marketing Manager – Iris Lee
Japan Marketing Manager – Moe Sugiyama
Marketing & Communications Coordinator – Tam Kendi

OPENING A BANK ACCOUNT

Many Australian banks offer discounted fee accounts for international students. The biggest banks are: Commonwealth, NAB, Westpac, ANZ.

MOBILE PHONES

A prepaid mobile phone is an inexpensive way to communicate if you will only stay in the country for a short time. You can also get a prepaid SIM card to use in your own mobile phone if it 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. For a comparison of mobile phone plans in Australia see:

<https://youcompare.com.au/mobilephones>

PUBLIC TRANSPORT

Melbourne's public transport includes a network of trains, trams and buses. The electronic Myki system is the only ticket option in the city. Myki cards must be pre-purchased and credit added to them online or at Myki outlets and then your travel costs are electronically deducted when you touch on and off various modes of transport. If you are travelling exclusively inside the Free Tram Zone in the CBD, there's no need to have a Myki card! Please note that international students are not entitled to student concession fares while studying English. You should always have a valid ticket and ensure to follow the rules displayed as fines do apply. For more detailed information in relation to fares visit: <http://ptv.vic.gov.au/tickets/myki/>

MEDICAL INSURANCE & OSHC

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. If you are visiting Australia on a Working Holiday or Tourist Visa it is recommended that you buy insurance to cover you for the duration of your stay prior to departing your home country. In case you need to arrange a medical appointment, you can do so through your insurance provider or request assistance to your educational agent who processed your policy.

WORKING RIGHTS & CONDITIONS

Student visa holders are allowed to work 40 hours per fortnight when they are enrolled in a full time course and it has started. Students exceeding the working time limitations could have their visa cancelled by the DHA. Students are not allowed to plan their course around a job opportunity. Students have working rights and in case they are under abuse or working difficult situations, they can get assistance from: <http://fairwork.gov.au/>

DISCOVER ENGLISH STUDENT PORTAL

Students can access their information at any moment online on the Student Portal. They can check on their attendance, test results, personal details, and payments history. Go to the Discover English website, and select 'Student Portal'.

PAYMENTS

Students are required to make payment of tuition fees prior to their commencement. It is a student's responsibility to keep track of the pending payments they might have. For late payments, Discover English will charge A\$25 fee per week. In case the student has an installment plan, it is their responsibility to pay the installments on time.

REFUNDS (SUMMARY)

Discover English Pty Ltd 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 Discover English Pty Ltd, all fees will be refunded.

- If the application for a student visa is rejected prior to course commencement, Discover English will refund full pre-paid fees, less \$500 or 5% of the pre-paid tuition fee (whichever is lesser).

- In the event that an extension to the student visa is not granted and the course has commenced, Discover English will refund the unused portion of the prepaid tuition fees less \$220 enrolment fee.

- If written notice of withdrawal is received at least 28 days prior to the initial commencement date, 60% of the tuition fees are refundable. If written notice of withdrawal is received less than 28 days prior to the initial course commencement, Discover English will refund 50% of tuition fees.

- The tuition fee will not be refunded after the commencement date. Except as required 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 Discover 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.

- Accommodation & Application Placement Fees are non-refundable

Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing, using the request for refund form, stating reasons and relevant details. This must be submitted by email, with attached supporting documents to info@discoverenglish.com.au. To read the entire Refunds Policy please refer to our website: www.discoverenglish.com.au

BEHAVIOUR POLICY

Discover English is committed to offering students quality English education in a safe, friendly and encouraging environment. Therefore, students must conduct themselves in the following manner:

1. Cooperation with Others
2. Punctuality and Attendance
3. English Only
4. Participation in Class
5. Friendliness and polite behaviour
6. Hygiene, cleanliness, and obedience to the smoking rules where indicated.

To read the entire Charter of Behaviour please request it at reception.

EXTRA CLASSES, HOMEWORK CLUB & SOCIAL ACTIVITIES

Extra classes are FREE optional sessions for all current students who wish to improve their English level faster. They are available everyday from 11:50am to 12:50pm and 1:50pm to 2:50pm. You must sign up to Extra classes at least 15 mins before they start. Homework club is 1 hour of personalised English assistance by a Discover English teacher in the Computer Lab. It is available from 10:50am to 11:50am and 12:50pm to 1:50pm. Books and other resources are required to be borrowed within this timetable.

Discover English offers a range of free and cheap activities inside the campus and outdoors. Sign up is required at reception at least 1 day before.

STUDENT CARD

Students must request their student card at reception. It will usually be available two business days after it has been requested.

ENGLISH ONLY POLICY

Discover English is an English Only environment. The policy of speaking English Only whilst on campus is actively enforced by all staff amongst students, staff and visitors with the primary goal of assisting students to meet their English language learning goals. All students are required to sign both an application form and commencement declaration indicating that they understand and agree to adhere to the English Only policy whilst on campus. If students are caught speaking their mother tongue two hours of attendance will be deducted on the day. However, if a student repeats the behaviour once more, they will be asked to leave the institute the moment they are caught. During class, teachers are to ask any student who speaks a language other than English to leave the class, and campus immediately and mark the student absent for that session and any subsequent sessions that day.

ATTENDANCE

The minimum satisfactory attendance requirement is 80%. If a student is more than 15 minutes late for the commencement of a class, they will have to wait until the break to come in and they will lose 2 hours of attendance. If they leave early, this will be recorded and the time deducted from the total attendance percentage (please refer to our Monitoring Attendance policy for more details). If a student is sick, it is important to get a doctor's certificate to support their absence. Please note that medical certificates do not increase the 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. All absences, regardless of the reason, will affect the attendance percentage.

- If a student is on a student visa and their overall attendance falls below 88%, we will send an Attendance Warning Letter and the student will have to attend a counselling session with the Student Support Services

- If the attendance falls below 80%, we will send a letter advising of intention to report the student to the DHA. The student must continue to attend classes but has the opportunity to provide evidence to appeal against the college reporting them (please refer to Discover English's Complaints and Appeals procedure at www.discoverenglish.com.au)

- If the attendance is below 80% at the end of the course, the student may not be eligible to extend their courses at Discover English.

HOLIDAYS & STUDY BREAKS

All students must go to reception and fill in the Holiday Request Form with at least two weeks notice when applying. They can get it from the website and send it by email as well as long as it is signed by the student.

- A holiday must be taken in blocks of one or more weeks from Monday to Friday - A holiday cannot be less than 1 week

- Student attendance must be over 80% at the time of application

- A holiday will not be granted during the last week of study

- Holidays can be taken for a maximum of 4 weeks only, unless agreed differently prior to course commencement. If a longer duration is required, a Course Deferment Request should be submitted.

- If this request is not granted, Discover English will notify in writing by email of the reasons for refusing the request. If the student would like to appeal the decision made by Discover English, they have to refer to the Complaints and Appeals policy and procedure in the International Student Information Handbook.

If the student has a holiday break included on his Confirmation of Enrolment and it was discussed with an Educational Agent, the student must confirm the dates of the holidays at reception following the process mentioned above. If a student's course has finished and has another course to start, the student does not need to fill in the Holidays Request Form. Student Visa Holders have a period of time granted with their VISA after their course has finished. This period is not considered holiday and students cannot use their holidays along with this period as the CoE will be cancelled the day the student finishes and they usually have 28 days to leave the country after the last day of their courses.

ENGLISH COURSE

All courses at Discover English are 4 hours. The morning timetable runs from 8:30am to 12:50pm with a 20min break. The afternoon timetable starts at 1:10pm and finishes at 5:30 with a 20min break. The timetable will depend on the course, student's English level, availability in the class and nationality mix. The evening timetable starts at 5:40 and finishes at 9:50 with a 10 minute break. Courses are offered in a 10-12 weeks cycle. Students are allowed to change their course if they successfully pass a level up / placement test.

CHANGE OF TIMETABLE

Students can apply to change their class timetable at reception for General English courses. Requests to change timetable will be dependent upon their level, nationality mix and availability in the requested class. If the change cannot be made immediately, students will have to join a waiting list at reception and changes will be made under the mentioned criteria. In case students have a work commitment, they are required to present a formal letter from their employer to request the change of timetable.

CHANGE OF COURSE

A minimum of one week notice must be given when applying to change course. An amendment of enrolment form must be filled in by the student and handed out to our staff at reception. Approval will be dependent upon:

- availability of classes
- course commencement dates
- course minimum enrolment durations
- English language proficiency or successful placement test

LEVEL UP TESTS & PLACEMENT TESTS

Students who aim to level up in General English need to talk to their teacher to apply for a level up test. If the teacher considers that the student is capable of studying at the next level, they will inform the Academic Department so students can take the test. In case the student passes the test, they will commence in their new class the following Monday. Buying a new book might be required.

Students in Upper-Intermediate who want to change to Cambridge Courses, EAP, and IELTS courses are required to take a placement test even when the course was paid in advance. If the student does not pass the test, a recommendation will be made from Academic Department.

All tests are taken on Tuesdays or Thursdays. Alternatively, students can present a valid English Certificate in order to prove their level (IELTS, Cambridge English, PTE).

PATHWAYS

Our Pathway program provides students with the opportunity to access universities and colleges for further study. Articulation is mainly through our Academic English courses, IELTS preparation and Cambridge exam preparation. It is the student's responsibility to ensure the successful completion of the pathway agreed on time. Academic Management will issue a recommendation letter once the student completes successfully the program and their attendance is not below 80%.

GRADUATION CERTIFICATES

Upon completion of the course with above 80% of overall attendance rate, students will receive a Graduation Certificate showing the duration of their course(s), start and end date and the level of proficiency attained. If the student requires a duplicate or replacement certificate, it can be attained for \$5 per additional copy. If the student requires their certificate to be posted, they will need to supply a stamped, self-addressed envelope or pay \$5 (local) / \$10 (international) for this service.

Your level will depend on the percentage of tasks and tests achieved, marked by your teacher, and your overall course performance.

CUSTOMER SATISFACTION QUESTIONNAIRES

During the first week at Discover English students will receive an email with the End of First Week Questionnaire. We encourage them to give us their feedback in order to identify issues and find an early solution. Moreover, 2 weeks before the completion of the course, they will receive a second questionnaire by email to review their whole course at Discover English. The students' valuable opinion will enable us to continuously improve our services and offer a unique experience to all of our students.

BE PART OF OUR COMMUNITY ON SOCIAL MEDIA AND DISCOVER MORE:

- GRAMMAR TIPS
- BLOG ARTICLES
- THINGS TO DO IN MELBOURNE
- NEWS
- EVENTS
- ENTERTAINMENT



Welcome to



reception@discoverenglish.com.au

Phone: 03 9602 4800

Emergency Number: 0490 384 961

FOR MORE INFORMATION PLEASE VISIT OUR WEBSITE

www.discoverenglish.com.au

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