



# International Student Information Handbook

<b>COLLEGE OVERVIEW</b>	<b>5</b>
<a href="#">Mission Statement</a>	<a href="#">5</a>
<a href="#">The People &amp; the Vision</a>	<a href="#">5</a>
<a href="#">What We Do</a>	<a href="#">5</a>
<b>THE COLLEGE STAFF</b>	<b>6</b>
<a href="#">Management and Administration Staff</a>	<a href="#">6</a>
<b>IMPORTANT CONTACT INFORMATION</b>	<b>6</b>
<a href="#">Discover English</a>	<a href="#">6</a>
<a href="#">Police, Fire, Ambulance</a>	<a href="#">6</a>
<a href="#">Department of Home Affairs (DHA)</a>	<a href="#">6</a>
<a href="#">Mid-Town Medical Clinic</a>	<a href="#">6</a>
<a href="#">Public Emergency Department @The Royal Melbourne Hospital</a>	<a href="#">6</a>
<b>STUDYING IN MELBOURNE CHECKLIST</b>	<b>7</b>
<a href="#">Upon Arrival in Australia</a>	<a href="#">7</a>
<b>LIFE IN MELBOURNE</b>	<b>7</b>
<a href="#">About Melbourne</a>	<a href="#">7</a>
<a href="#">Airports to the City</a>	<a href="#">7</a>
<a href="#">Accommodation</a>	<a href="#">7</a>
<a href="#">Homestay</a>	<a href="#">8</a>
<a href="#">Student Lodge</a>	<a href="#">8</a>
<a href="#">Share accommodation</a>	<a href="#">9</a>
<a href="#">Accommodation Legal Advice</a>	<a href="#">9</a>
<a href="#">Banking</a>	<a href="#">9</a>
<a href="#">Opening an Australian Bank Account</a>	<a href="#">9</a>
<a href="#">Branch opening hours</a>	<a href="#">9</a>
<a href="#">Currency Exchange</a>	<a href="#">9</a>
<a href="#">ATMs</a>	<a href="#">9</a>
<a href="#">EFTPOS</a>	<a href="#">9</a>
<a href="#">Credit Cards</a>	<a href="#">10</a>
<a href="#">Post Offices</a>	<a href="#">10</a>
<a href="#">Mobile Phones</a>	<a href="#">10</a>
<a href="#">Public Transport</a>	<a href="#">10</a>
<a href="#">Shopping</a>	<a href="#">11</a>
<a href="#">Smoking</a>	<a href="#">11</a>
<a href="#">Bicycles</a>	<a href="#">11</a>
<a href="#">Driving</a>	<a href="#">11</a>
<a href="#">Driving licences</a>	<a href="#">12</a>
<a href="#">Car Insurance</a>	<a href="#">12</a>
<a href="#">Checking a car before purchase</a>	<a href="#">12</a>
<a href="#">Second hand cars</a>	<a href="#">12</a>
<a href="#">Eating and Drinking</a>	<a href="#">12</a>
<a href="#">Overseas Student Health Cover (OSHC)</a>	<a href="#">12</a>
<a href="#">Legal Services</a>	<a href="#">13</a>
<b>AUSTRALIAN SOCIETY AND CULTURE</b>	<b>13</b>
<a href="#">Adjusting to life in Australia</a>	<a href="#">13</a>
<a href="#">Activities</a>	<a href="#">13</a>

<a href="#">Social Customs</a>	<a href="#">13</a>
<a href="#">Polite Behaviour</a>	<a href="#">14</a>
<b><a href="#">STUDYING AT DISCOVER ENGLISH</a></b>	<b><a href="#">15</a></b>
<a href="#">Facilities</a>	<a href="#">15</a>
<a href="#">Student Lounge, Break Out Areas</a>	<a href="#">15</a>
<a href="#">Computer Lab</a>	<a href="#">15</a>
<a href="#">Computers and Internet Access</a>	<a href="#">15</a>
<a href="#">Television / DVD</a>	<a href="#">15</a>
<a href="#">Courses</a>	<a href="#">15</a>
<a href="#">General English</a>	<a href="#">15</a>
<a href="#">English for Academic Purposes</a>	<a href="#">16</a>
<a href="#">IELTS Preparation</a>	<a href="#">16</a>
<a href="#">Business English</a>	<a href="#">16</a>
<a href="#">Cambridge English: First Exam Preparation</a>	<a href="#">16</a>
<a href="#">Cambridge English: Advanced Exam Preparation</a>	<a href="#">17</a>
<a href="#">Cambridge English: Proficiency Exam Preparation</a>	<a href="#">17</a>
<a href="#">Custom-Designed Short Courses</a>	<a href="#">17</a>
<a href="#">Study Tours</a>	<a href="#">17</a>
<a href="#">Pre Entry and Placement Testing</a>	<a href="#">18</a>
<a href="#">Fees</a>	<a href="#">18</a>
<a href="#">Classes</a>	<a href="#">18</a>
<a href="#">Commencement and Orientation</a>	<a href="#">19</a>
<a href="#">What to Bring</a>	<a href="#">19</a>
<a href="#">First Day</a>	<a href="#">19</a>
<a href="#">Morning and Afternoon Students First Day Schedule</a>	<a href="#">19</a>
<a href="#">Assessment</a>	<a href="#">20</a>
<a href="#">Graduation Certificates &amp; Scores</a>	<a href="#">20</a>
<a href="#">Further Studies / Pathways</a>	<a href="#">21</a>
<a href="#">Teaching and Administration Staff</a>	<a href="#">21</a>
<a href="#">Student Support Services</a>	<a href="#">22</a>
<b><a href="#">POLICIES</a></b>	<b><a href="#">22</a></b>
<a href="#">Monitoring Attendance</a>	<a href="#">22</a>
<a href="#">Monitoring Course Progress</a>	<a href="#">22</a>
<a href="#">Deferring, Suspending or Cancelling Enrolment</a>	<a href="#">23</a>
<a href="#">Refunds</a>	<a href="#">24</a>
<a href="#">English Only Policy</a>	<a href="#">27</a>
<a href="#">Specials</a>	<a href="#">27</a>
<a href="#">Holiday Requests</a>	<a href="#">28</a>
<a href="#">Change of Timetable Request</a>	<a href="#">28</a>
<a href="#">Complaints and Appeals</a>	<a href="#">28</a>
<a href="#">Complaints and Appeals Flowchart</a>	<a href="#">29</a>
<a href="#">Computer Use</a>	<a href="#">29</a>
<a href="#">Inappropriate Content</a>	<a href="#">30</a>
<a href="#">Inappropriate Use of Email</a>	<a href="#">30</a>
<a href="#">Inappropriate Use of Internet</a>	<a href="#">30</a>
<a href="#">Changes to Enrolment</a>	<a href="#">30</a>

<a href="#">Course cancelation/withdrawal</a>	<a href="#">30</a>
<a href="#">Course Deferment Request</a>	<a href="#">30</a>
<a href="#">Transfer Provider Request</a>	<a href="#">30</a>
<a href="#">Change of Course Request</a>	<a href="#">30</a>
<a href="#">Course Extension Request</a>	<a href="#">31</a>
<a href="#">Request Responses</a>	<a href="#">31</a>
<a href="#">The ESOS Framework</a>	<a href="#">31</a>

## COLLEGE OVERVIEW

### Mission Statement

Our mission is to help people discover English in a fun, friendly and professional environment. We will achieve this by hiring the very best teachers and staff and by focussing all of our energies on the wellbeing of our students and the quality of their education, always remembering that students come first.

We will support our students and staff by creating a vibrant, positive and professional environment, rich with opportunity for all. We will ensure the sustainability of our business by operating in accordance with sound business principles and by always adhering to the highest ethical standards.

### The People & the Vision

Discover English was formed in Melbourne in February 2010 with the objective of being Australia's premier English language college. The founding members of Discover English have a long and distinguished history in Education, and over 40 years' combined experience in the teaching of English as a second language. This broad experience within the international education industry in teaching, marketing, administration and management, equips the team with a wide and varied skill set so support the success of the college.

Now Discover English is part of Academies Australasia Group, a publicly listed education group with more than 100 years' experience in education industry.

### What We Do

Discover English offers a variety of English language courses and services to international students to assist in their career development and further education in English speaking countries. The college continually evaluates its services and facilities, making changes to ensure continuous improvement of its courses, campus, staff performance and service offerings.

## THE COLLEGE STAFF

### Management and Administration Staff

**Chief Executive Officer** – Joanna Kelly  
**Academic Manager** – Cameron Winton  
**Assistant Academic Manager** – Tristan Quigley  
**Operations Manager** – Ploy Kittipunneerant  
**Student Support Services Coordinator** – Junka Steinert  
**Student Welfare & Support Officer** – Mina Obana  
**Student Support Officer** - Onwanya Deeprasert  
**Student Support Officer** – Pinyapat Mahabodeekitpaisan  
**Student Support Officer** – Nelson Mauricio Casas  
**Associate Director, International** – Brian Lin  
**Associate Director, International** – Germano Vieira  
**Regional Marketing Manager** – Moe Sugiyama  
**Marketing Officer** – Miki Kondo  
**Marketing Officer** – Chiara Pierri

## IMPORTANT CONTACT INFORMATION

### Discover English

247 Collins Street Melbourne 3000  
Ph: +61 3 9602 4800 (8:00am to 6:00pm AEST)  
24hr emergency phone: 0490 384 961  
[www.discoverenglish.vic.edu.au](http://www.discoverenglish.vic.edu.au)

### Police, Fire, Ambulance

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

### Department of Home Affairs (DHA)

Visa and Citizenship Melbourne Office  
2 Lonsdale Street  
Melbourne VIC 3000

### Mid-Town Medical Clinic

Level 4, 250 Collins Street  
Melbourne 3000  
Ph: 03 9650 4284  
<https://healthengine.com.au/>  
Opening hours: 7.30am - 6.00pm

### Public Emergency Department @ [The Royal Melbourne Hospital](#)

Ph: 9342 7666 / 9342 7006

## STUDYING IN MELBOURNE CHECKLIST

### Upon Arrival in Australia

- Call/email home to let family know you've arrived safely
- Commence at college
- International student orientation
- Collect textbook(s) and class timetable
- Get student ID card
- Start classes
- Purchase household items
- Advise health insurance provider of address and telephone details in Australia
- Open a bank account
- Apply for tax file number if seeking work

## LIFE IN MELBOURNE

### About Melbourne

Melbourne is Australia's second largest city, famous for its parks and gardens, historic buildings, excellent food and sporting events such as the Formula One Grand Prix, the Australian Open Tennis and Australian Rules Football. Melbourne is a vibrant multicultural city and is often referred to as the cultural capital of Australia and there is always a wide range of festivals, major art exhibitions, music and comedy shows on offer. Melbourne is one of the "most liveable cities" in the world and one of the safest places to study.

### Airports to the City

Melbourne Airport, Tullamarine, <http://www.melbourneairport.com.au> is located 20km North-West of the city centre and is Melbourne's main international and domestic airport. Avalon Airport <http://www.avalonairport.com.au> is located about 60km South-West from the city and mainly services domestic low fare flights.

Hire cars and taxis are available at both airports and shuttle bus services operate regularly between the airports and the city centre. Transfer time from Melbourne airport to the city is around 30 minutes.

Discover English can arrange an airport pickup service upon request to transfer you from the airport to your chosen destination. The driver from TOGOTO AUSTRALIA will greet you at the airport and take you to your homestay or other accommodation. For current fees in relation this service, please refer to the Enrolment Form for details.

### Accommodation

Discover 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 Enrolment Form for details. Other accommodation options are available for students in and around

Discover English Pty Ltd T/A Discover English | CRICOS Code: 03262J | ACN 142 642 742 | ABN 83 142 642 742  
247 Collins Street, Melbourne Victoria 3000 Australia Email: [info@discoverenglish.com.au](mailto:info@discoverenglish.com.au) Website:

[www.discoverenglish.vic.edu.au](http://www.discoverenglish.vic.edu.au) Tel: +61 3 9602 4800

Melbourne, including rental properties, services apartments, share accommodation, hotels and backpacker hostels.

### **Homestay**

Discover English carefully selects homestay families ensuring that students are provided with a positive experience of Australian home life. The homestay experience is offered as a rewarding learning experience to develop cross cultural understanding and enhance the student's English language development.

Australia is a multicultural society and as such the lifestyle of your homestay family may be different from the culture and lifestyle you are used to at home. Homestay should be a rewarding learning experience and your homestay family will help you to adjust to life in Melbourne. You should make an effort to fit in with your family's routine, even though it may seem strange to you at times and 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, pastimes and lifestyle back home.

To help make your Homestay a success:

- Help with the household chores – there are no maids in Australian households so you are expected to keep your own room tidy, help with meal preparations and dishwashing and in some cases cleaning the bathroom or doing your own laundry. Take the lead from what other family members do and help accordingly – do not treat the homestay placement like a hotel.
- Talk to your host family frequently 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 short – 3 to 5 minutes – and do not spend time with the water running unnecessarily. Australia has been in a period of drought for some time and water resources must be used with care.
- If you are allowed to use your host family's phone, please keep phone calls short in case the other family members need to use the phone and if calling interstate or internationally, always offer to pay for the cost of the call.
- If there are some foods that you do not eat or times when you will be fasting, tell your family at the beginning of your stay so they can accommodate your dietary needs. Let the family know 2 hours in advance (depends on the family dynamic) if you will not be home for a meal.
- If there is a problem or you are not happy in your homestay, try to talk with your host and/or talk to someone at the college immediately so that the problem can be resolved.
- If you need to make changes to the duration of your homestay placement, you must give two weeks' notice to your homestay host and the college to shorten or lengthen your stay.
- After the first 4 weeks (unless you have prepaid in full for your entire homestay), consult with your host regarding payment arrangements and how and when you should make payment.

### **Student Lodge**

If you would like a little more independence, Le Student 8 provides quality campus-style accommodation with everything you could want for making friends, having fun, and successful



study. The lodge offers many great facilities including table tennis, billiards, student bar and restaurant, resort-style swimming pool and barbecue area.

The rooms for students include a microwave oven for heating up meals and there are also fully equipped kitchens where you can cook with other students and share costs. The lodge also offers mix of free and cheap social activities like movie nights and barbecues so you can enjoy a great social life at a very low cost. For other options of student residence refer to <https://discoverenglish.vic.edu.au/accommodation-and-airport-pickup/>

### **Share accommodation**

Renting a small house or apartment with other students can help you to share costs and can also be a great way to make new friends. You can find more information about share accommodation from:

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

Discover English recently closed a partnership with 2Stay Accommodation. It is a respected international company founded in 2006 and it is the largest accommodation provider for English schools in Australia, working with 700 agencies around the world.

2Stay Accommodation offers a range of options to stay in Australia while studying at Discover English, they have studios, student residence share, hostel plus, and homestay plus. When applying for your course at our college, you can request these kinds of accommodations for you.

### **Accommodation Legal Advice**

If you require any legal advice in relation to your accommodation whilst in Melbourne, contact:

- Estate Agents Resolution Service (EARS) [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au) (Helpline: 1300 73 70 30)

## **Banking**

### **Opening an Australian Bank Account**

The staff at Discover English can provide students with assistance in opening a bank account in Australia. The Commonwealth Bank offers Discover English students an account with no fees which can add up to considerable savings over the duration of your visit. You can also apply online before arriving in Australia on the following link:

<https://www2.my.commbank.com.au/netbank/EO.Apply.MigrantCustomers/Application.aspx?dl=W MGAPOD0WF>

### **Branch opening hours**

General banking hours are Monday to Friday from 9.30am to 4.30pm however, some banks also open on Saturday mornings. A number of international banks have branches in the Melbourne CBD. It is best to check with bank for their branch opening hours.

### **Currency Exchange**

Foreign currency can be exchanged at many larger bank branches in the CBD or larger suburban shopping centers or at foreign currency exchange tellers such as Thomas Cook and Western Union.

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[www.discoverenglish.vic.edu.au](http://www.discoverenglish.vic.edu.au) Tel: +61 3 9602 4800

### **ATMs**

Automatic Teller Machines (ATMs) are located across the CBD and throughout shopping centers and suburban shopping strips. Most enable withdrawals using international cards such as Visa and Cirrus however there may be fees applied (usually \$2-\$3 for using the ATM not associated with your own bank).

### **EFTPOS**

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

### **Credit Cards**

Visa and MasterCard are accepted widely throughout Australia. Diners Club and American Express (Amex) are accepted at many places but may incur additional charges.

If your card is lost or stolen, call your bank or credit card provider immediately to cancel or put a stop on it. Most banks have a 24-hour number you can call in such a situation. You may wish to record your credit card numbers and keep them in a safe place so it is easier to cancel your account if your card is lost.

VISA Hotline Ph: 1800 224 004 Mastercard Hotline Ph: 1800 120 113

### **Post Offices**

Post offices are open between 9:00am – 5:00pm from Monday to Friday. Some also open on weekends but check with your local office for their operating hours. Post office boxes are located both outside post office and in multiple other locations; items posted before 6pm are generally delivered within Australia by the next business day. The nearest post office to the college is located on Collins Street. For general enquiries ph: 131 318 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 will only be staying in the country for a short time. You can also purchase prepaid SIM cards to use in your own mobile phone if it is compatible and is unlocked.

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

[https://youcompare.com.au/mobilephones/sim-only/deals?gclid=EAIaIQobChMI0KHRicam1gIVUAQqCh1D\\_gCeEAAYAiAAEgKaXPD\\_BwE](https://youcompare.com.au/mobilephones/sim-only/deals?gclid=EAIaIQobChMI0KHRicam1gIVUAQqCh1D_gCeEAAYAiAAEgKaXPD_BwE)

### **Public Transport**

Melbourne's public transport includes a network of trains, trams and buses providing access around the CBD and suburbs. The electronic Myki system is the only ticket option in Melbourne. It allows you to use any of Melbourne's buses, trains or trams within your ticket zone. Myki cards must be pre purchased and credit added to them online or at Myki outlets and then your travel costs are

electronically deducted when you swipe on and off various modes of transport. If you are traveling exclusively inside the Free Tram Zone in the CBD, there's no need to have a Myki card!

For more detailed information in relation to fares visit:

<http://ptv.vic.gov.au/tickets/myki/>

Please note that international students are not entitled to student concession fares. When using public transport, you should always have a valid ticket and ensure to follow the rules displayed as fines do apply.

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

Public transport information line: 131638

<http://ptv.vic.gov.au/>

For a free tour of the Melbourne CBD, anyone can travel free of charge on the historic City Circle Trams, which leave from stops around the city every 20 minutes. This has a tour guide commentary as you pass the sights of Melbourne. The Free Tram Zone in Melbourne includes the area from iconic Queen Victoria Market, across to Victoria Harbour in Docklands and over to Flinders Street Station and Federation Square – Discover English is just in the centre of it.

## Shopping

Most shops in the CBD and suburban shopping streets and malls are generally open on Monday to Friday 9:00am to 5:30pm. Many larger retail stores have extended trading hours on Thursday and/or Friday evenings until 9:00pm and are also open 10:00am to 5:00pm on Saturdays and some 10:00am to 1:00pm on Sundays. It is best to check with individual stores as to their specific opening hours so as not to be disappointed.

Melbourne is a great place to go shopping; some great places to shop include: Chapel Street South Yarra, Brunswick Street Fitzroy, Sydney Road Brunswick and Bridge Road Richmond.

Local markets are great for buying fresh produce, second hand clothing, arts and crafts. Regular markets include the Queen Victoria, South Melbourne, Prahran and Camberwell Markets.

For more information about shopping in Melbourne visit:

<http://www.visitvictoria.com/Regions/Melbourne/Things-to-do/Shopping>

## Smoking

In Australia it is illegal to smoke in public buildings, this includes the college, restaurants, bars and hotels. If you are smoking outside the building, please stay away from the steps and use the bins provided. Any cigarette butts thrown on the ground will wash down the drain and end up in our beautiful bays and beaches. If you are caught throwing your cigarettes on the ground, heavy fines may be incurred.

## Bicycles

Melbourne is a bicycle friendly city with many bicycle paths and lanes to get about on. Cycling is a cheap and efficient alternative form of transport, a great way to keep fit and is also a good social activity on the weekend. Bicycles can be purchased second hand for as little as \$50 to \$100. For more

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IN022 International Student Information Handbook 1/11/2023 Version 31

information about buying a bike or sharing one, maps and caring for your bicycle visit: <https://www.melbournebikeshare.com.au/>. Please be aware that in Victoria, helmets are compulsory when riding a bike. If caught riding without a helmet, fines do apply.

## Driving

### Driving licences

If you have a driving licence from your country, you can only use it for the first 3 months you are in Victoria and a NAATI translation is mandatory. International driving licences can generally be used for up to 12 months, but make sure you familiarise yourself with Victorian road rules as they will likely be different from your country and may be different in some way from other Australian states and territories. A copy of The Victorian Traffic Handbook is available from most newsagents. While driving with either a licence from your country or an international drivers' licence, you must also carry your passport with you at all times. If you are planning to stay for more than a few months and plan to drive regularly, we suggest you get a Victorian Driving Licence as soon as possible after your arrival. For more information about obtaining a Victorian Driving Licence, please visit: <http://www.vicroads.vic.gov.au/>.

### Car Insurance

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

### Checking a car before purchase

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

### Second hand cars

If you are looking to buy a second hand car you can get an idea of prices and research different makes and models on: <http://www.carsales.com.au/>. Make sure you check the location of the car is in or close to Melbourne.

## Eating and Drinking

Melbourne boasts 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, enabling you to cook your favourite meals at home.

For more information in relation to eating in Melbourne and regional Victoria, visit:

<http://insiderguides.com.au/food-drink-melbourne/>

In Australia the legal age for drinking alcohol is 18 years. If you order alcohol at a restaurant, bar, pub or bottle shop you will likely be asked to show proof of age identification before being allowed to complete the purchase. There are also strict laws applied to the responsible service of alcohol so you will not be sold alcohol, be refused entry or be asked to leave a venue if you are already intoxicated.

## Overseas Student Health Cover (OSHC)

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

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

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.

Discover English uses nib as its preferred provider of Overseas Student Health Cover. For more information in relation to nib OSHC visit <https://www.nib.com.au/overseas-students/>

With nib Overseas Student Health Cover you'll get:

- Cover if you need to go to hospital
- Cover if you need to visit a doctor or specialist
- Ambulance services
- Benefits for some of your prescription medicines
- Special offers and discounts.

What are the benefits of insuring with nib?

- Access to Australia's world class health facilities and services
- Digital Card
- Healthcare provider network
- [Telehealth](#) appointment within minutes – no out of pocket cost. Services include general medical advice, medical certificates, prescriptions, pathology and radiology requests and much more
- Dedicated multilingual team
- Mental Health Program – Silver Cloud
- Easy to use [Digital health app](#) – Well with nib
- Competitive premiums balanced with value

nib will not pay for the cost of dental treatment, physiotherapy or glasses. Waiting periods apply for the cover of medical conditions which existed prior to your arrival in Australia.

## Legal Services

For free legal advice contact Legal Aid: 350 Queen Street, Melbourne (03) 9269 0120

<http://www.legalaid.vic.gov.au/>

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IN022 International Student Information Handbook 1/11/2023 Version 31

## AUSTRALIAN SOCIETY AND CULTURE

### Adjusting to life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life. It is also important to remember that while these changes are occurring you will be embarking upon new study in a different language and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. It is important that you seek support and advice to assist you with your transition to the new way of life in Australia.

### Activities

Discover English offers students the opportunity to take part in a variety of activities. On weekdays students might be involved in sports, movies, seminars or tours. On Saturdays we offer full day tours to many of Victoria's most popular destinations including Phillip Island to see the penguins and the spectacular Great Ocean Road. It is important to take part in various social activities and excursions since it will widen your social network and help you better understand the Australian culture and environment.

### Social Customs

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians look at the eyes of the people they are talking with. They consider this a sign of respect, and an indication that they are listening. However, do not stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

### Polite Behaviour

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.

You should always try to be on time for meetings and other visits. If you know you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, 'Bless you' when you sneeze. This phrase has no religious intent.

## STUDYING AT DISCOVER ENGLISH

### Facilities

#### Student Lounge, Break Out Areas

The student lounge is located in the basement level of the college and is equipped café style communal tables, internet access, TV, fridge, microwaves, hot water, vending machines and couches. Students can relax, have lunch and to chat with friends before class, after class and during class breaks. There are also couches provided in break out areas on levels 2, 3, 4 and 5 providing additional areas for students to congregate, mix with students from other classes and make use of the free wireless internet service.

#### Computer Lab / Library

The Computer Lab is equipped with a wide range of books and resources for students to access both during and in addition to scheduled classes. All the computers have specialist English language learning software installed for students to engage in self access learning activities to support their in-class studies. CD ROMs, books, magazines and other English language materials can be borrowed for use at home and headsets are available for listening and speaking practice. A teacher is available in the library every day to facilitate borrowing and to assist students with their homework or any questions they may have in relation to furthering their English language skills.

#### Computers and Internet Access

Computers are available for student use both in the student library and student break areas. The computers in the library are reserved for English language study and research purposes only whilst the ones located in the student lounge are available for free access to surf the internet or email family and friends.

In addition to the college computers there is free wireless internet access available throughout the college for use by all our students. Access password details can be obtained at reception on level 1.

#### Television/DVD

Watching English language DVDs and TV shows is a great way to practice listening skills and pick up colloquial expressions, intonation and pronunciation. All classrooms are equipped with projectors plugged to computers in order to play DVDs or videos.

## Courses

### General English

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

The General English program is available at six levels from Beginner to Advanced. Students undertake placement testing to determine their entry point and undertake weekly unit assessments based on the material covered. Based on assessment results and class performance, students may level up according to their progress in the current level. There is no minimum entry level requirement.

### English for Academic Purposes

The English for Academic Purposes (EAP) program familiarises students with English-medium academic conventions and develops skills specific to an academic environment. The EAP program prepares students for the transition from studying in their native language and home country to studying in English at an Australian University or College. The EAP program teaches students to consider texts, discourses and issues in a critical light and supports them in becoming independent learners.

The EAP program is offered at two levels: Upper Intermediate and Advanced. Students undertake weekly assessments in relation to the course material they have studied. Minimum entry requirement for EAP is IELTS Band 5.0 or PTE Academic Score 36.

### 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.

### Business English

The Business English program equips students with English language skills specific to the corporate environment. English is an essential skill both for companies seeking to trade overseas and for employees wishing to develop careers in global industries. The Business English program develops students' confidence and ability to communicate effectively in English in a business context by providing them with the necessary linguistic and cultural knowledge to do so. The program is designed around the Market Leader Course Books and covers a range of business related topics including retailing, marketing, careers, international trade and communications.



The Business English program is offered at Upper Intermediate level. Students undertake pre-testing to determine their entry point and undertake weekly mini assessments in relation to the course material they have studied over the preceding weeks. Minimum entry level requirement for Business English is IELTS Band 5.0 or PTE Academic Score 36.

### **Cambridge English: First (FCE)**

This exam is internationally recognised by both educational institutions and employers and is a valuable asset to the student when applying for a position in an institute or in business.

Students who successfully complete the Cambridge FCE Exam Preparation course and FCE exam will have a very good grasp of the four macro skills and solid knowledge of grammar and vocabulary.

Students who pass this exam of with a pass A or pass B, might consider embarking on the Discover English Cambridge Advanced Certificate in English Exam Preparation course.

The minimum entry level for FCE Exam Preparation is IELTS Band 5.5 or PTE Academic Score 42.

### **Cambridge English: Advanced (CAE)**

This exam is internationally recognised by both educational institutions and employers and is a valuable asset to the student when applying for a position in an institute or in business. Students who successfully complete this course will demonstrate competency in all macro skills. They will have a sound knowledge of grammar and extended vocabulary and will be confident speakers in a variety of situations.

The CAE Exam Preparation course is based on Spotlight for CAE, in addition to a variety of supplementary resources and original material prepared by the course teachers. The course covers writing, reading, listening, grammar and speaking skills in preparation for the exam.

Students have access to a range of practice tests and will complete full mock examinations under exam conditions as part of their course. The minimum entry level for CAE Exam Preparation is successful completion of Cambridge FCE Exam Preparation or IELTS Band 6.0 or PTE Academic Score 58.

### **Cambridge English: Proficiency (CPE)**

CPE is the final exam based step to complete mastery of the English language. Students who successfully pass the exam will be confident in communications skills across almost any context, from social interaction to complex business or academic discussions and debates. Students will be able to read and fully comprehend a range of authentic texts from popular fiction to non-specialist academic material of any length. To be understood by listeners, the speaking will require no more concentration than is required to understand a native speaker. Students will be comfortable with written English across at least two registers, formal and informal, with little if any grammatical or lexical error. In sum, after taking CPE at Discover English students will be 'fluent' in English by any standard or definition of that word.

The minimum entry level for CPE Exam Preparation is IELTS Band 7.5 or CAE pass B.

### **Custom-Designed Short Courses**

Courses are designed in consultation with clients for business executives and corporate groups providing a unique opportunity to provide one to one, small intensive programs or larger group programs including a combination of group activities and classes. The courses enable you to focus on your specific language needs, whether you need to prepare for a presentation, conference or meeting or learn English in the context of a specific industry, such as accounting, aviation, banking, engineering, finance, sales & marketing, human resources, law or medicine.

### **Study Tours**

Let Discover English tailor your experience! We deliver an unforgettable educational experience for international groups providing a unique combination of custom-designed English language classes and fun and exciting activities and excursions.

We will take care of all your needs including meet and greet service, accommodation, meals, transfers, transport, activities, excursions and welcome and farewell functions.

### **Pre Entry and Placement Testing**

If you wish to enroll in a Specialist English course (Business English, EAP) or exam preparation course you must undertake a Pre-Entry Test prior to being enrolled unless you have certified proof of the prerequisite English language proficiency for your intended course (eg: IELTS certificate or similar). Pre-Entry Testing can be undertaken offshore at a Discover English approved education agent office or on site at the college.

All students must sit a Placement test so even if you have taken a Pre-Entry Test, you will be required to sit a Placement Test on site at the college either on your commencement day or prior to commencement if you are already in Melbourne (unless you have certified proof of the prerequisite English language proficiency). The results of your placement test will determine the class level into which you will be placed. Even if you have undertaken a Pre-Entry Test offshore, you must still undertake a Placement Test on site upon arrival at the college.

### **Fees**

For details of current fees, please refer to our website <http://www.discoverenglish.vic.edu.au/fees-and-dates> or contact [info@discoverenglish.com.au](mailto:info@discoverenglish.com.au).

When you apply for a course of study, details of your fees will be included in the invoices sent with your Letter of Offer and also within your Acceptance Agreement.

Your fees will include an Application Fee, Tuition Fees, Overseas Student Health Cover (OSHC) Fees and a Material Fee (every time you change your course or you level up you need to get a new textbook and pay material fee). If you submit proof that you have arranged your OSHC prior to enrolment or if you are not entering Australia on a student visa you will not be charged for OSHC by Discover English.

Airport transfer, accommodation and accommodation placement fees are charged if you request the use of these services.

### **Classes**

Discover English runs classes across three timetables – morning, afternoon and evening. Please refer to the tables below for specific class times:

Discover English Pty Ltd T/A Discover English | CRICOS Code: 03262J | ACN 142 642 742 | ABN 83 142 642 742

247 Collins Street, Melbourne Victoria 3000 Australia Email: [info@discoverenglish.com.au](mailto:info@discoverenglish.com.au) Website:

[www.discoverenglish.vic.edu.au](http://www.discoverenglish.vic.edu.au) Tel: +61 3 9602 4800

IN022 International Student Information Handbook 1/11/2023 Version 31

Timetable	Session 1	Break	Session 2
Morning (Mon – Fri)	8:30am - 10:30am	10:30am – 10:50am	10:50am – 12:50pm
Afternoon (Mon – Fri)	1:10pm – 3:10pm	3:10pm – 3:30pm	3:30pm – 5:30pm
Evening (Mon – Fri)	5:40pm – 7:40pm	7:40pm-7:50pm	7:50pm-9:50pm

Daytime classes: You cannot choose your timetable but will be allocated to a class depending on the course and level at which you study. Requests to change course/timetable will be dependent upon your level and availability in the requested class.

## Commencement and Orientation

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

### What to Bring

- your passport
- visa (printed copy if electronic visa)
- CoE (if you hold a student visa)
- your current Melbourne address, telephone number and email contact details
- a black or blue ink pen

### First Day

On your first day you must attend registration, placement testing and orientation. Your offer letter will tell you what time to attend registration. Please refer to the tables below for details of the first day schedule:

#### Morning and Afternoon Students First Day Schedule

	<b>GROUP ONE</b> (have not completed placement test)	<b>GROUP TWO</b> (completed placement test on campus prior to first day or official English Certification)
<b>8:00 – 8:30am</b>	REGISTRATION (Compulsory)	
<b>8:30am – 9:30am</b>	PLACEMENT TESTING (Be on time!)	
<b>9:30am – 11:00am</b>	BREAK	REGISTRATION

		(Compulsory)
<b>11:00am – 12:00am</b>	ORIENTATION (Compulsory for all students)	ORIENTATION (Compulsory for all students)

## Assessment

Ongoing assessment procedures are utilised to enable our academic staff to assess your skill development throughout the duration of your studies and to ensure you are always in a class best suited to your current competencies.

You will undertake placement testing prior to being placed in a class suitable to your demonstrated proficiency. You then undertake weekly assessments and review assessments based on the course content you have studied. These assessments, in conjunction with class work, homework, presentations and participation form the basis of determining eligibility for all level changes.

You may be eligible to level up in any given week but the level change will be dependent upon receipt of a written recommendation by your teacher. Teachers make level up recommendations taking into consideration:

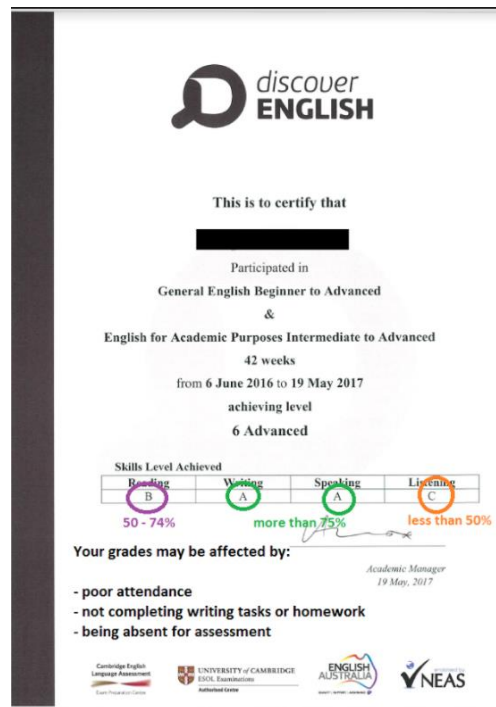
- Your ability across all language skill areas
- Overall attendance of 80% or above
- At least 75% in three progress/review tests

After being recommended to level up you will be required to sit a level up test. You must pass this test in order to level up. The pass mark for each level is 50%.

## Graduation Certificates & Scores

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

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



## Further Studies / Pathways

If you need advice on TAFE, university or vocational courses, Discover English can help. Feel free to make an appointment with the Director of Studies in the institution of your interest for information on courses available, pre-requisites and how to apply. Discover English also has a number of pathways set up with further education providers. By completing a relevant program at Discover English you can attain direct pathway entry into a wide range of courses at a number of TAFEs, universities and colleges in Melbourne and interstate.

Articulation is mainly through 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%.

## 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 Discover 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 college is an English Only environment, support in your own language can be arranged if necessary.

## Student Support Services

Discover English provides an enriching and supportive environment. Our Student Support Services will help you adjust to study life and provide you with continuing support to enhance your learning experience. Our Reception on level 1 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.

## POLICIES

### Monitoring Attendance

- Discover 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 you will have to wait until the break to come in and you will lose attendance. 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 college. 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
- All absences, regardless of the reason, will affect your attendance percentage
- If you are studying on a student visa and are absent for more than 5 consecutive days without prior approval, you will be contacted in relation to your absence to discuss the reasons preventing you from attending
- If you are studying on a student visa and your overall attendance falls below 88%, we will send you an Attendance Warning Letter reminding you of your attendance requirements and you will have to attend a counselling session with the Student Support Services
- If you are studying on a student visa and your attendance falls below 80%, we will send you a letter advising of intention to report you to the DHA. You must continue to attend classes but have the opportunity to provide evidence to appeal against the college reporting you. If you choose to appeal, you will have 20 working days (plus 5 days for postage and handling) to appeal from the date you received the intent to report letter (please refer to Discover English's Complaints and Appeals procedure at [www.discoverenglish.vic.edu.au](http://www.discoverenglish.vic.edu.au) )
- If your appeal is successful, you must continue to attend all your remaining classes
- If your appeal is not successful after following all the steps in the Complaints and Appeals Procedure, you will be reported to DHA

- Discover English can only decide not to report a student for breach of the 80% requirement where:
  - the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances preventing them from attending (eg: a medical certificate)
- AND
- the student has attended at least 70% of the scheduled course contact hours for the course in which they are enrolled
  - If your attendance is below 80% at the end of your course, you may not be eligible to extend your course at Discover English

### **Monitoring Course Progress**

- Your progress will be monitored informally by your class teacher on a daily basis and assessed formally on a weekly basis
- Informal assessment includes class participation, in class tasks and homework activities
- Formal assessments include weekly progress assessments, weekly oral presentations and review assessments
- Your progress and test results are recorded in your Student Progress Report throughout the duration of your course and feedback is provided by your teacher on a regular basis
- Each week you may have the opportunity for feedback through one-to-one teacher-student consultations
- In addition, you may make an appointment to meet with the Academic Manager to discuss your progress at any time
- If your teacher has concerns about your progress or if you achieve a result of 50% or less on two consecutive review assessments, you will be referred to meet with the Academic Manager to implement a strategy to assist you in progressing
- Some examples of strategies that might be used to help you to progress include:
  - o additional homework
  - o supervised individual study sessions before or after class in student library
  - o follow up counselling sessions with the Academic Manager
  - o pairing with a class buddy for peer support

### **Deferring, Suspending or Cancelling Enrolment**

- A student's enrolment may only be deferred or temporarily suspended on the grounds of:
  - o Compassionate or compelling circumstances
  - o Student misbehaviour
- Compassionate or compelling circumstances include but are not limited to:
  - o serious illness or injury (where a medical certificate states that the student was unable to attend classes)
  - o bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - o major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
  - o involvement in, or witnessing of a serious accident
  - o witnessing or being the victim of a serious crime
- Student misbehaviour includes but is not limited to:
  - o acts of discrimination
  - o sexual harassment
  - o vilification or bullying

- physical or verbal violence against classmates, teachers, staff or anybody inside Discover English
- vandalism
- cheating or plagiarism
- constant breach of student charter behaviour
- 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 (mentioned above)
  - student has died
  - student no longer holds a student visa
  - the college is unable to deliver the course
  - non-compliance with student visa conditions
  
- In cases where the suspension or cancellation is not initiated by the student, Discover English will inform the student of its intention to suspend or cancel their enrolment and allow 20 working days for the student to access the Complaints and Appeals process
- Where a student accesses the Complaints and Appeals process, the suspension or cancellation will not take effect until the internal process is complete, except in cases where extenuating circumstances relating to the welfare of the student apply
- Students who apply to defer, suspend or cancel their enrolment or who have been informed of the college's intent to suspend or cancel their enrolment will be informed that deferring, suspending or cancelling their enrolment may affect their student visa
- The college will inform the DHA of any deferment, suspension or cancellation of a student's enrolment

## Refunds

### **Refund Policy Conditions and Processes**

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

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

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

### **Payment of Refund**

Discover English Pty Ltd T/A Discover English | CRICOS Code: 03262J | ACN 142 642 742 | ABN 83 142 642 742

247 Collins Street, Melbourne Victoria 3000 Australia Email: [info@discoverenglish.com.au](mailto:info@discoverenglish.com.au) Website:

[www.discoverenglish.vic.edu.au](http://www.discoverenglish.vic.edu.au) Tel: +61 3 9602 4800

IN022 International Student Information Handbook 1/11/2023 Version 31



- All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless written authorisation is given by the student in favour of another party.
- Except for the situation of provider default where the tuition fees are refunded within 14 days, all refunds due to student default will be made within 28 days.
- Course fees are not transferable to another person.

### **No Refunds**

- Enrolment and Accommodation Placement Fees are non-refundable.

### **Student Default**

A student is not eligible for a refund in the event of a student default. Situations of student default include the following:

- The student breaches a condition of his or her student visa;
- The student fails to start the course on the agreed start day or attend classes and fails to inform the College in writing;
- Misbehaviour by the student; or
- The student withdraws from the course after the agreed start day.

### **Defaults by College**

1. Situations of the College in default include the following:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; and
- The student has not withdrawn before the default day

2. In the unlikely event that the College is unable to deliver the course in full, the College will notify the Tuition Protection Service (TPS) Director and Students within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.

3. The student will be offered a place in a suitable alternative course at the College or another provider, at no extra cost to the student, or will be provided with a refund of all unspent Tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided. The refund will be paid directly to the student or another person who has been authorised by the student in writing.

4. The student has the right to choose whether to receive a refund of the unspent Tuition fees, or accept a place in another course at the College or at another provider.

5. If the College is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that the College is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director.

### **Visa Refusal**

Where a visa application is refused before commencement of the course, Discover English will refund fees in full except for

- 5% of the amount of course fees\* received; or
- \$500; whichever is lesser

\*Course fees = tuition fees + non-tuition fees received in respect to the student.

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.

In both circumstances, the student must show proof of refusal and evidence of payment to the College.

**Withdrawal from Course of Study**

Notification of withdrawal from a course of study must be made in writing and signed by the student. Refund for withdrawal will be calculated based on the date the notice of withdrawal and will be as indicated in the following tables:

**Before commencement of course:**

More than 4 weeks before initial course commencement	60% refund of tuition fees paid
4 weeks or less before initial course commencement	50% refund of tuition fees paid

**After commencement of course:**

No refund
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**Accommodation Fee**

As per Accommodation Application form

**Airport Transfer Fees**

- If written notification of cancellation is received 48h prior to airport transfer, a full refund is available.
- If a student fails to advise the college or the airport pickup company about the change of flight at least an hour before an original arrival time in Melbourne, there is no refund.

**Visa requirements - Attendance and Academic Progress**

- Students are required to undertake a full-time study workload of 20 contact hours per week and achieve a minimum rate of progress that will enable them to complete the course in the time frame stated in their confirmation of enrolment.
- Students are required to maintain the attendance level above 80% at all times during their course. Students with attendance below 80% will not receive a graduation certificate.
- Students arriving late, or leaving early classes early will be marked absent for that session. Students who do not respond to warning letters may be reported to DHA which may result in the cancellation of their student visa.
- For full Monitoring Attendance and Course Progress policy refer to Student Handbook available on [www.discoverenglish.vic.edu.au/download](http://www.discoverenglish.vic.edu.au/download)

### **OSHC Information**

- It is an Australian Government requirement that all students studying on a student visa are covered by Overseas Student Health Cover (OSHC). The payment listed in the student's offer details covers the length of the student's course at the College. If the student prematurely withdraws from their course and returns home, the prepaid portion may be refunded by the Health Cover Provider, upon request.
- Students accompanied by the family must pay the OSHC family fee.

### **Deferment / Suspension / Cancellation of Student's Enrolment**

A student may request the enrolment to be deferred or temporarily suspended only in case of:

- Student visa not being granted before the Course commencement date.
- Compassionate or compelling circumstances which include but are not limited to: Serious illness or injury (where a medical certificate states that the student was unable to attend classes), Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided), Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies, Involvement in, or witnessing of a serious accident or crime, Implementation of an intervention strategy for unsatisfactory course progress.
- If approved, the deferral or postponement of a Course start date may only be granted for the period of 6 months from the date the permission is granted.
- Deferring or suspending a course must be reported to relevant government department and might affect the student visa.

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

- Student completing course early
- Student transferring to another provider
- Student notifying of cessation of study including failing to return to study after a scheduled student break
- Non-payment of fees
- Disciplinary reasons/student misconduct
- Student dying
- Student no longer holding a student visa
- The college being unable to deliver the course
- Non-compliance with student visa conditions (including breach of attendance requirements or no satisfactory course progress)

### **Transfer Between Providers**

Transfer to other educational institutions will be treated as a withdrawal from the College and the relevant government authorities will be advised accordingly. The student visa status may be affected. Under the National Code 2018, a student cannot transfer to another Provider prior to the student completing six months of his or her principal course of study.

### **Privacy**

Discover English respects students' right to privacy and any personal information provided by students to the College will be held in confidence and is protected by the Privacy Act 1988, the Information Privacy Act 2000 and other legislation. The information students have provided will primarily only be used for the service they have requested of us.

Information collected about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Services. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. In other instances,

information collected on this form can be disclosed without the student's consent where authorised or required by law.

### **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. By enrolling at Discover English, the student is committing to follow this rule at all times.

### **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.

### **Holiday Requests**

All students must go to reception and fill in the Holiday Request Form with **at least two week notice when applying.**

- A holiday must be taken in blocks of one or more weeks from Monday to Friday
- A holiday cannot be less than 1 week
- Your attendance must be over 80% at the time of application
- A holiday will not be granted during the last week of study
- Weeks taken as holidays will be credited at the end of the course.
- 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 you in writing by posted letter and e mail of the reasons for refusing your request. If you are unhappy and would like to appeal the decision made by Discover English, please 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 they of their courses.

### **Change of Timetable Request**

Students can apply for a change of timetable at Reception for General English courses. Students will be allocated to a class depending on the course and level at which they study. Requests to change course/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 employer to request the change of timetable.

## Complaints and Appeals

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

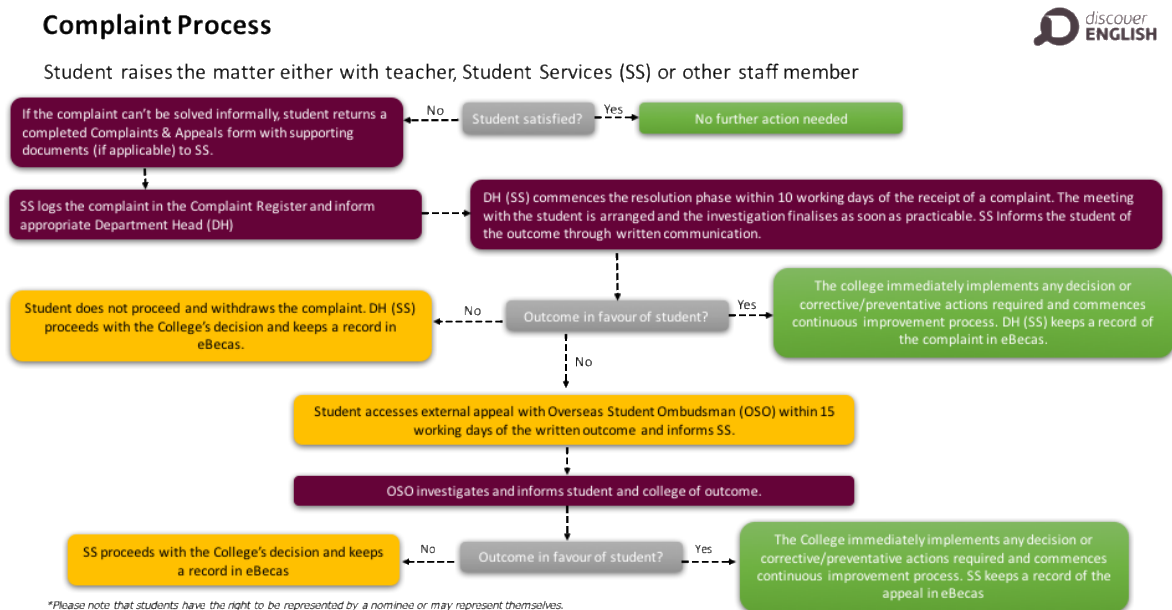
All complaints/appeals should be addressed in writing to the CEO. A formal complaints/appeals proforma is available from staff at Reception on level 1 or the Discover English website. Students' enrolment will be maintained throughout the complaints and appeals process until the matter is resolved.

In cases where the student is not satisfied with the result or the conduct of the complaint/appeal they can seek external arbitration by contacting Overseas Students Ombudsman.

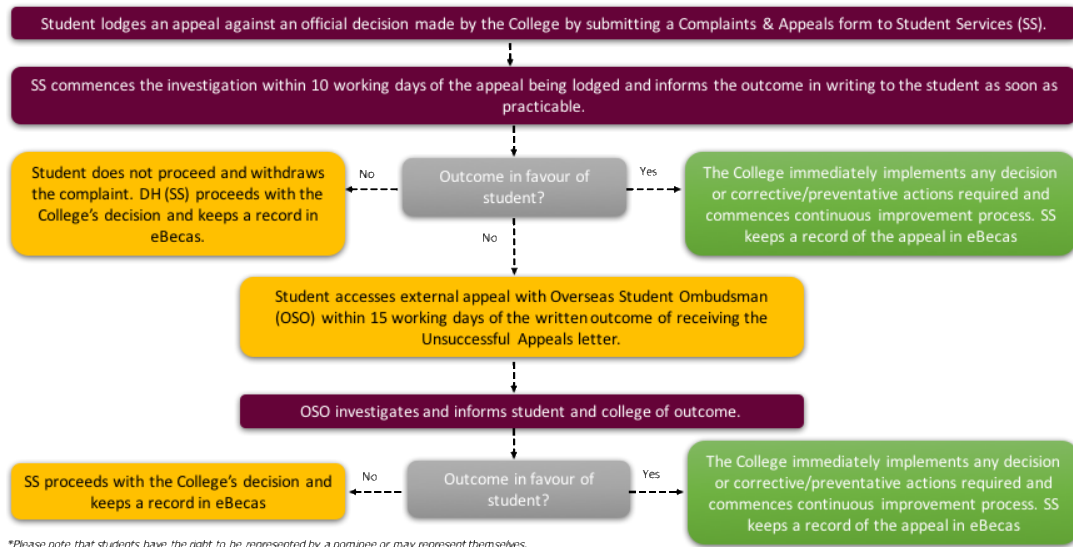
The full Complaints and Appeals Policy and Procedure can be obtained at Reception on level 1 or on the Discover English website: <http://www.discoverenglish.vic.edu.au/download>

Discover English dispute resolution processes do not circumscribe a student's right to pursue other legal remedies. Students can be represented by a nominee if you so choose. This agreement does not remove the right to take further action under Australian Consumer Protection laws.

### Complaints and Appeals Flowchart



## Appeals Process



## Computer Use

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

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

### Inappropriate Content

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

- Pornography
- Racial Vilification
- Cruelty
- Violence
- Defamation

### Inappropriate Use of Email

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

### Inappropriate Use of Internet

Students found utilising the internet to search for inappropriate materials will be reprimanded or formally warned in the first instance. Further breaches could result in formal warnings and/or cancellation of enrolment. Streaming movies or downloads are not permitted when using the Wi-Fi network.

## Changes to Enrolment

### Course cancellation/withdrawal

- Fill in Amendment to Enrolment Request - a minimum of one week notice must be given
- If you are on a student visa, the Department of Home Affairs (DHA) will be notified
- It is your responsibility to contact DHA regarding your visa status
- Your certificate and attendance statement will reflect your new course finishing date

### Course Deferment Request

- Fill in Amendment to Enrolment Request - a minimum of one week notice must be given
- The period of deferment must be compliant with your visa conditions and will only be granted under compassionate or compelling circumstances
- **Documented supporting evidence must be attached to this form.**
- The period of your deferment will be credited to your course duration if requested and therefore extend your course end date
- If your new course end date is after the expiry date of your current visa, it is your responsibility to contact DHA to renew or extend your visa. You must hold a valid visa with study rights to continue your course

### Transfer Provider Request

- You must allow a minimum of 1 week for assessment of this Transfer Provider Request
- Your attendance must be above 80%
- It is your responsibility to contact the Department of Home Affairs (DHA) for advice as to whether you require a new student visa if a Letter of Release is granted
- You must confirm you have read and understand the Discover English refund policy prior to making this Transfer Provider Request
- You must attach a letter from your intended new provider indicating a valid enrolment offer or written support from any government sponsor who considers the transfer to be in the your best interests

### Change of Course Request

- A minimum of **one** week notice must be given when applying to change course. An amendment of enrolment form must be filled in and handed out to our staff at reception.
- Request approval will be dependent upon:
  - o availability of classes
  - o course commencement dates
  - o course minimum enrolment durations
  - o English language proficiency

### Course Extension Request

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

**Request Responses**

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

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

**The ESOS Framework**

Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works: <https://www.legislation.gov.au/Details/C2017C00263>

*From the team at Discover English, we welcome any suggestions you have to help us improve our services. Please help us help you and contact us at [info@discoverenglish.com.au](mailto:info@discoverenglish.com.au)*