



MESSAGE FROM THE DIRECTOR OF STUDIES:

Australia has a world-renowned reputation for providing quality education to students.

English Academy is pleased to uphold this tradition and is dedicated to helping students prepare for and achieve excellence in the use of the English language. This enhances students' communication skills and career prospects in a fast changing world.

In fulfilling this commitment to students we are offering three intensive courses at various levels with a mission to empower our students.

Our commitment is strengthened through our quest for excellence and we provide:

- Excellence in language learning through quality learning and teaching systems employed.
- A reputation for superior service and ethical behaviour.
- Challenging program of studies.
- Open communication with various government authorities, the vocational sector, community organisations and other stakeholders that have an interest in our performance and operations.

Our ELICOS courses have the following features:

- Focus on communication and speaking skills through vocabulary, pronunciation and grammar
- Real life materials, newspapers, and internet
- On-going appraisals and regular tests to monitor progress
- Use of the internet and on-line learning
- Sightseeing and excursions

This guide will give you an overview of our study opportunities, how to enrol at our English Academy and provide general information about Bankstown, Sydney, New South Wales, and/or Australia.

Welcome to ENGLISH ACADEMY!

APPLICATION PROCESSES AND SELECTION CRITERIA

Selection for enrolment in our courses will be approved for applicants who meet the relevant selection criteria.

Placement is determined by a reading, writing and grammar test which followed by an oral interview with the Director of Studies. Placement in different class levels is based both on the student's knowledge of English and ability to communicate.

Level placement is monitored by class teachers and students are interviewed after one week of placement to make sure their level is correct.

REGISTRATIONS

English Academy is:

- A division of Inter-Continental Colleges Pty Ltd (ICC), and
- Fully accredited by National ELT Accreditation Scheme (NEAS).

Inter-Continental Colleges Pty Ltd is:

- a Registered Training Organisation registered by Australian Skills Quality Authority (ASQA) as a private college; and
- Registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS); and
- a member of the Australian Council for Private Education and Training (ACPET); and
- entitled to use the "Study in Australia" logo as a Registered Training Organisation.

WHY STUDY AT THE ENGLISH ACADEMY

English Academy is a boutique international college centrally located in Bankstown's CBD, a suburb of Sydney.

Bankstown is today one of the largest Local Government Areas in New South Wales, with approximately 180,000 residents speaking more than 60 different languages.

Bankstown is located within the geographical centre of Sydney, only 25 minutes from the CBD and airport, and close to many large shopping centres including Rhodes, Parramatta, Burwood, Macquarie Centre and DFO (Direct Factory Outlets).

Public transport is available within two (2) minutes walking distance from the college, providing excellent links for touring Sydney.

Sydney is one of the world's most exciting, attractive and cosmopolitan cities. Situated on Australia's eastern seaboard and at the entrance to stunning Sydney Harbour, Sydney is a breathtaking delight and Australia's number one tourist destination.

The city has a mild climate which encourages outdoor activities and promotes an informal, healthy lifestyle all year around.

Sydney offers a sophisticated, culturally-rich environment in a relaxed setting which is clean and safe. Bright blue skies, kilometres of white sand, sparkling green waters, wide open spaces, proximity to National Parks and

the Blue Mountains await the student and adventurer alike.

English Academy often takes its students on excursions to such places to encourage English language learning in such beautiful surrounds.

Classes

Classes at English Academy are small enabling personal attention for each student. The college uses recognised text books and supplementary materials.

Staff

English Academy is establishing a reputation as a quality provider of English language courses with students from all over the world. Our teachers are university qualified and experienced professionals with specialist qualifications in TESOL. Students are happy to study at the English Academy knowing they are learning in a quality, supportive and friendly environment.

Course Times

Please note that international students undertaking ELICOS courses are granted student visas to study full time, viz., 20 hours per week.

Day and/or evening classes are available. A detailed class schedule is provided at the time of enrolment.

Flexible Start Dates

We understand the need for flexibility and understand that many students are not always ready to start a course at the beginning or middle of the year.

At the English Academy you may start learning English on the Monday after your arrival in Australia or any Monday throughout the year excluding public holidays.

For International Students

Our Student Services officers are experts when it comes to international students - everything from opening a bank account, seeing a doctor or a dentist, dealing with homesickness, permission to work applications and re-enrolments.

Accommodation Options

We believe that feeling safe and comfortable contributes to the educational success of our students. To achieve this, we give students the opportunity to stay in carefully selected accommodation in either Sydney CBD or the suburbs of Sydney.

These options (which include Homestay and Hostel Accommodation) have been chosen for their safety, cleanliness and appropriateness to the needs of each student. For more information, contact the Student Services Officer.

Higher Education Placement

Our College has a Student Services Counsellor who can advise you about further study options available should you decide to take your study a step further and enrol at an Australian vocational college or university.

Our Student Services Counsellor will also assist students with higher education application processing.

Personal Counselling

English Academy prides itself in the personal care of its students. Our Student Services Counsellor can assist with confidential welfare concerns at short notice.

If you wish to consult an external Counsellor, a fee may be applicable.

Job Placement Assistance

Our College is committed to helping its graduates find work after completion of their studies. The College will help its graduates with Curriculum Vitae design and Interview Preparation.

English Academy students will benefit from the college's affiliation with the Australian Recruitment Specialists who can help students holding work permits find part-time jobs during their stay in Australia.

Friendly Assistance

Our help does not end there. We continue to assist you throughout your entire course. Our expert staff will advise you in all areas, from academic issues to personal counselling, if required. A student Feedback Form is collected at the end of each term to ensure that students are meeting their expectations and achieving desired results. Career advice is available at all times.

Class Attendance

All our students are required to attend all scheduled classes except where there is a legitimate reason for non-attendance which is acceptable to the College in line with legislative requirements.

Government Regulations for International Students

Student visas to study in Australia have a number of conditions attached. You are required to satisfy all the conditions of your visa. These conditions are:

1. We expect our students to have 100% attendance. If a student's attendance falls below 80% of the contact hours scheduled for each term of semester of the course (if your course is shorter than a semester, then for the period is the duration of the course), English Academy is obliged to report this to the Australian authorities, viz., Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) or its successors.
2. You must notify English Academy immediately of any change of address.
3. You must have Overseas Students Health Cover paid up to date at all times as this is a government requirement.
4. If you were granted a Student visa on or after 26 April 2008, you and your dependent family members will already have Permission to Work automatically included with your visa. Further information about the conditions that apply to working while studying is available at www.immi.gov.au/students/students/working_while_studying/.
5. You cannot work for more than 40 hours per fortnight* except during college holidays. You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office.
6. You must have satisfactory academic performance.
7. You must produce a medical certificate for absences due to illness. These medical certificates must be produced to the Department of Immigration and Border Protection (DIBP) if requested.



8. You cannot change provider within the first 6 months of your principal course of study, unless your provider agrees to release you within that timeframe.

If you do not comply with the conditions on your student visa, your visa may be cancelled.

Please note that international students undertaking ELICOS courses are required to study full time 20 hours per week.

COURSES

English for Speakers of Other Languages (ESOL)

This course places emphasis on the development of communication skills, particularly speaking and listening skills. Students progress from Beginner to Advanced.

Preparation for IELTS

This course prepares you to undertake the IELTS test which is required for further studies at University or vocational colleges in English Speaking countries. Classes include listening, writing, speaking and reading for IELTS with a focus on practice papers for better examination results.

English for Academic Purposes (EAP)

This course prepares you to undertake higher education studies (such as University or Vocational College) in an English speaking environment. Classes may include listening and note-taking, academic writing and tutorial presentation. Students are encouraged to further specialise in their area of interest by taking elective subjects such as English for: Business, Accounting, Nursing, Tourism, Hospitality, Management, Childcare, etc.

Sample Timetable for ESOL				
Beginner Level				
	Monday	Tuesday	Wednesday	Thursday
10:00 -11:00	Oral Skills	Vocabulary Extension	Pronunciation	Study Skills and Approach to Learning
11.00 – 11.20 Break				
11.20 -12:30	Pronunciation	Reading Skills Picture Stories	Study Skills and Approach to Learning	Written Skills and Grammar
12.30 – 13.00 Lunch				
13:00 – 4:50	Listening Skills	Oral Skills	Oral Skills Australian Culture	Vocabulary Extension
14.50 – 15.00 Break				
15:00-16:00	Grammar Exercises	Listening Skills	Reading Skills	Written Skills

Fees and Costs Involved in Undertaking Training

Fees are invoiced prior to the commencement of the course once a student has received a Confirmation of Enrolment. Official receipts are issued for all monies accepted by the College. Refer to the fee schedule for current fees.

Refund Policy

This policy sets out when refunds will and will not be available to students. In accordance with the National Code 2007, the contents of this policy will be advised to prospective students prior to their acceptance of an offer or enrolment at the College.

Tuition Fees means fees a provider receives, directly or indirectly, from:

- i. an overseas student or intending overseas student; or
- ii. another person who pays the fees on behalf of an overseas student or intending overseas student; that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student.

Application

All applications for refund must be made by submitting a signed Application for Refund Form together with all relevant, certified documentary evidence supporting the reasons for the refund application.

* A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

Student transfer

In the case of a refund application where a student is transferring provider before the expiry of their initial 6 months of studying their principal course, refund applications will not be considered unless the transfer is approved.

This means that students should only lodge their Application for Refund Form if they have been granted a letter of release from the College.

Amounts "not refundable"

The registration application fee (\$200.00) is not refundable under any circumstances.

Except in the unlikely event of Provider Default occurring, moneys paid for Direct Expenses are not refundable where the College has, at the date that the refund application is lodged with the College, incurred costs in obtaining the goods or services for which the Direct Expenses relate. For example, if a student has paid an amount for overseas students' health cover and this cover has been arranged by the College, no refund will be issued.

For refunds in the case of Provider Default, see below.

Processing timeframe

All approved refunds will be provided within 28 days of the College receiving an Application for Refund Form in satisfactory form, accompanied by the relevant supplementary documentation.

The date of the notification for Application for Refund is the date on which the completed form is received by the College. If the Application for Refund is filed without the necessary supporting documentation (i.e. Withdrawal Form etc) then the date of filing will be when the final supporting documentation is received.

Student Default

If a student who has not yet commenced a course informs the college in writing of a cancellation not later than 28 days prior to the commencement of the course the registration application fee plus 20% of the total tuition fees will not be refunded.

If a student cancels their course in writing within or less than 28 days before the commencement date the registration application plus 40% of the total tuition fees will not be refunded.

All applicable fees will be due and payable and no refunds will be issued if the course starts on the agreed starting day, and:

- a) a student has commenced their course; or
- b) a student has commenced their course but the College cancels their enrolment because the student fails to pay an amount due to the provider in order to undertake the course; or
- c) a student does not start the course on the agreed starting day and has not previously advised the College in writing of their intention to withdraw.

In circumstances listed at (a) and (c) above, the College may in its discretion issue a refund if the student:

- proves to the College's satisfaction that exceptional circumstances existed (such as severe medical illness requiring hospitalisation, death or natural disaster) which prevented the student from commencing the course on the agreed starting day; and
- provides documentary evidence in support of the exceptional circumstances, e.g. a medical certificate, death certificate, newspaper article confirming the natural disaster.

Refunds will not be approved or provided in the following circumstances:

- a) where the student concerned has provided fraudulent, forged or misleading information.
- b) if the request is submitted after the student has had their enrolment terminated due to non-payment of tuition fees.
- c) if the student fails to submit their Application for Refund within 30 days of the end of the study period in which the tuition fee was applicable.
- d) where the student's visa status changes to Permanent Resident following the commencement of their studies.
- e) where the student has breached visa conditions.
- f) if the student fails to comply with the conditions of enrolment and the College's student-related policies.
- g) if a student "fast tracks" and completes their course in a shorter time than what is specified in the letter of offer.

The Secretary will be notified of any student default and/or early completion of studies.

Visa Application Rejection - Non-commencement of studies: For international students, in accordance with S47E of the ESOS Act, unspent

pre-paid tuition fees will be refunded if the visa application is rejected by the relevant embassy.

The amount of unspent pre-paid fees that the College will refund the student is the total amount of the pre-paid fees the College has received for the course in respect of the student less the following amount worked out by Ministerial legislative instrument:

- a) the lesser of:
 - 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
 - the sum of \$500.00.

The College will require a signed Application for Refund Form in satisfactory form, together with the notarised copy of the Australian Government's rejection letter to be supplied to the College to confirm the visa rejection and validate the refund application.

Disciplinary Reasons: No refund will be issued if a student's enrolment is cancelled because of student academic or behavioural breaches or if a student visa is cancelled due to breaches of visa conditions.

Provider default: In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of the amount of any unspent pre-paid fees received by the College worked out in accordance with Section 46D of the ESOS Act.

The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost to you. You have the right to choose whether you would prefer a refund of the unspent pre-paid 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.

If the College is unable to provide a refund or place you in an alternative course our membership of the Tuition Protection Service (TPS) for international students or ACPET for domestic students will place you in a suitable alternative course with another provider at no extra cost to you.

Finally, if this is not possible, you will be eligible for a refund as calculated by the relevant authorities.

Issue of Refund: Refund applications will not be processed where the signature on the Application for Refund Form does not match the student's signature as shown on other documents provided by the student for admission to the College.

Refunds will be paid only to the student unless the student has nominated another person, e.g. an education agent, on their relevant Student Enrolment Application Form or on the Application for Refund Form in which case the College may in its discretion pay the refund to the nominated party.

The date of the notification for Application for Refund is the date which the completed form is received by the College. If the Application for Refund is filed without the necessary supporting documentation (i.e. Withdrawal Form, etc) then the date of filing will be when the final supporting documentation is received.

Appeal: Students may appeal a decision by the College to refuse a refund or appeal against the amount of refund given by accessing the College's complaints and appeals procedure. The student agreement and the availability of a complaints and appeals process does not remove the student's right to take further action under Australia's consumer protection laws.

Certificate Issue

Students completing all assessment requirements for a course will receive a certificate corresponding to the completed course.

Students completing assessment requirements for part of a course will receive a certificate indicating their level of achievement.

Assessments

Students' progress is regularly monitored through task-based assessment and progress checks. At the end of the program, students are awarded an English Academy "Certificate of English Proficiency" which indicates their completion level.

In general terms, the assessment tasks involve:

- In-class Participation
- Practice tests
- Homework
- On-line language tasks
- Ongoing informed observation
- Reporting orally
- Role play/simulation
- Research assignments
- Interview
- Discussion reporting

Students will be given an opportunity for one re-sit without charge. Further assessments will attract a fee.

Dispute Resolution Procedure

English Academy has a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. Written copies of the procedure are available at reception.

Our students are required to follow the Code of Conduct at all times. Failure to follow the Code of Conduct may involve the imposing of sanctions including removal from the course.

Student Support Services

Students requiring assistance with their English language lessons should contact their teacher in the first instance or else contact the Director of Studies.

Deferment

Students who wish to defer studies must notify the college in writing as soon as practicable, explaining their reasons. Deferment is not automatic and requires college approval.

Assessment and Results

Assessments form part of the on-going evaluation of a student's progress.

Assessment results - Students will be formally notified of assessment results. No results will be given out over the telephone.

Application Fee for Courses

All applicants must pay a non-refundable application fee of AUD\$200.00.

Due date for Tuition Fees

If fees are not paid by the due date, students may lose their place in the course.

Transfer of Fees

If a student completes his/her course at **ENGLISH ACADEMY** earlier than expected, the balance of any outstanding fees becomes due and payable prior to the issue of a certificate. Fees may be transferred to students enrolling into courses in Inter-Continental Colleges Pty Ltd and The Illawarra Business College only. No transfers will be made to any other institutions.

Overseas Student Health Cover (OSHC)

All international students are required to pay the Overseas Student Health Cover (OSHC). This is a government requirement and a condition of a student visa. It is the student's responsibility to check the conditions of this health cover. This cover must be valid on commencement of your course.

The College can arrange Overseas Students Health Cover (OSHC) please advise prior to commencing.

Indicative Cost of Living (\$AU) - The Australian Government suggests that international students allow funds of approximately \$18,610.00 AUD per year to support their living expenditure.

The information below is a guide only for individual living expenses while in Australia.

Item	Annual cost
Bond (one month's rent)	\$600
Telephone connection fee	\$150
Other initial costs	\$1000
Books, stationery	\$200
Clothing	\$900
Health cover	\$345
Average rent (2 person share)	\$7200
Food	\$7200
Power, phone	\$1800
Travel expenses	\$3000

Other (e.g. entertainment)	\$3600
Total	\$21195

Arrival and Induction

Students are required to arrive for enrolment at least one week prior to course commencement. We hold an induction every Monday between 9.30am and 11.00am.

All new students must attend orientation so they can be introduced to government regulations, college rules and be taken on a tour to see college facilities, meet staff and familiarise themselves with the campus.

English language proficiency

On your first day at college, you will have a placement test so that we can assess your language level. The results you get and the personal advice of our Director of Studies will help us determine the best class for you.

Privacy

Information is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected during the enrolment process includes, but is not limited to, personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by you of student visa conditions.

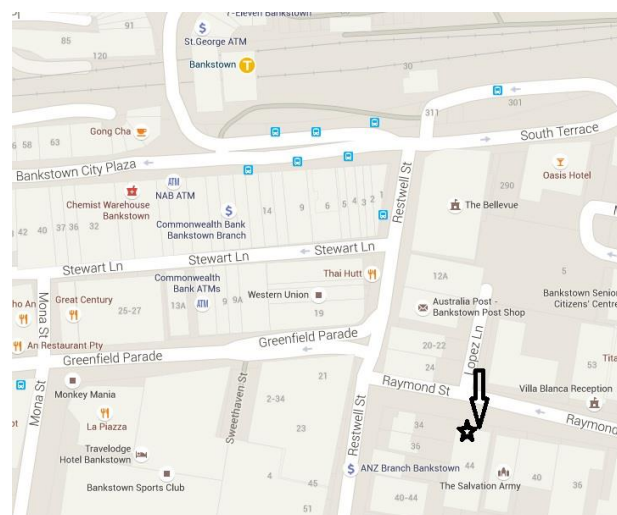
The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

The information collected can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) and/or agencies. In other instances, information collected during the enrolment process and study periods can be disclosed without your consent where authorised and/or required by law.

Access and Equity policy

English Academy has a Code of Practice that includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met by English Academy at all times.

Our Location



ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL) 0 0 0 0 0	This ESOL Course is for people who wish to learn or improve their English. Classes start from beginner and gradually move to intermediate, upper Intermediate and advanced levels of language acquisition. There is an entry test as part of the selection criteria.
PREPARATION FOR IELTS 0 0 0 0 0	This course is aimed at adults from non-English speaking backgrounds with the skills and language skills necessary for sitting the IELTS (International English Language Testing System) which is recognised as providing entry into courses at diploma level or higher. You must have an upper-intermediate level of English to enrol in this course.
ENGLISH FOR ACADEMIC PURPOSES (EAP) 0 0 0 0 0	This course is designed to help prepare students of non-English speaking backgrounds with the skills required for entry to College Diploma & Advanced Diploma courses and University courses.