

# Pacific English Institute STUDENT HANDBOOK



## Welcome

On behalf of everyone at Pacific English Institute it is a great pleasure to warmly welcome you, and to thank you for choosing to study and learn with us.

I am confident you will quickly settle and find a rewarding learning environment here. The Institute offers a rich, enjoyable study experience, with many opportunities to create lasting memories and foster friendships with your fellow learners, academic and non-academic staff. Importantly, we want you to feel at home at the Institute.

This *Student Handbook* has been written to explain important information about the Institute and has been designed to help you get the most out of your time here. Please take a moment to read the information it contains and retain a copy for future reference as there are important details about Institute policies and procedures you may encounter.

I am sure you will find our purpose-built, state-of-the-art Auburn campus to your liking, as we have paid particular attention to your learning and other needs with dedicated, up-to-date learning and teaching facilities, a library/resource centre, as well as a common room you are free to use. The convenient location of the campus will also be helpful to those using public transport.

If you have questions, comments or suggestions about anything at all, we are more than happy to listen. Our goal is to work with you, to help you achieve your personal and professional goals, and begin your life at the Institute as smoothly and comfortably as possible. If you are unsure about something, please ask and the Institute staff will do everything they can to help.

Pradip Dhakal  
Principal Executive Officer

Pacific English College Pty Ltd  
Trading as Pacific English Institute (PEI)  
CRICOS Provider Number: 03628F  
Level 2, 91-95 Rawson St  
Auburn NSW 2144  
Ph: (02) 9649 7767 Fax: (02) 9649 7787  
Email: [info@pacificenglish.com.au](mailto:info@pacificenglish.com.au)  
[www.pacificenglish.com.au](http://www.pacificenglish.com.au)

## Institute Calendar 2018

Please refer to Institute Website [www.pacificenglish.com.au](http://www.pacificenglish.com.au)

### Service Hours

Monday to Friday - 8:30am to 5:30pm

- ❖ The building hours may change during the holiday periods.

### Contacts

Phone	(02) 9649 7767
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### Website:

[www.pacificenglish.com.au](http://www.pacificenglish.com.au)

### Class Timetable AM

Monday	Tuesday	Wednesday		
<b>Session 1</b> Core Class	<b>Session 1</b> Core Class	<b>Session 1</b> Core Class		
<b>Break</b>	<b>Break</b>	<b>Break</b>		
<b>Session 2</b> Core Class	<b>Session 2</b> Core Class	<b>Session 2</b> Core Class		
<b>Break</b>	<b>Break</b>	<b>Break</b>		
<b>Session 3</b> Specific Skills Class	<b>Session 3</b> Specific Skills Class	<b>Session 3</b> Specific Skills Class		

### Class Timetable PM

Monday	Tuesday	Wednesday		
<b>Computers available for self-study</b>				
<b>Session 1</b> Core Class	<b>Session 1</b> Core Class	<b>Session 1</b> Core Class		
<b>Break</b>	<b>Break</b>	<b>Break</b>		

<b>Session 2</b> Core Class	<b>Session 2</b> Core Class	<b>Session 2</b> Core Class		
<b>Break</b>	<b>Break</b>	<b>Break</b>		
<b>Session 3</b> Specific Skills Class	<b>Session 3</b> Specific Skills Class	<b>Session 3</b> Specific Skills Class		

## Academic Information

### • Course Information

You will receive 20 hours of face-to-face teaching per week.

### • English Language Certificate and Transcript

At the end of your course, you will receive an English Certificate, signed by the Director of Studies, stating the level of achievement. You will also receive a transcript that includes your grades, attendance percentage and comments from your teacher.

### Attendance (for Student visa holders)

If you are studying on an Australian Student Visa, Australian Immigration regulations require you to attend at least 80 percent (80%) of your classes.

- If your overall attendance is less than 80%, you may have difficulty in extending your visa.
- If you are sick, medical certificate must be given to reception within two days of your return to class.

### Attendance Warning Letters (Student Visa)

The warning letters are issued and given to students who hold a student visa when;

2. Student's overall attendance is 85-80% (warning letter)
3. Student's overall attendance is below 80% (Intention to Report)

### Changing your contact details

If you change your home address, mobile phone number or email address you must notify the College within 7 days.

### Visa Inquiries/Problems

If you have inquiries about your visa, or are worried or confused about any aspect of your terms of stay, please ask our Enrolments Officer to advise you.

### Overseas Student Health Cover

Students who hold an **Australian Student Visa** are required by the Immigration Department to have Overseas Student Health Cover (OSHC) paid in advance. Students on other visas don't need compulsory student health cover but everyone should have their own travel insurance for the duration of their stay here.

### **Student Computer Facilities**

Students have access to computers each day in the computer room. The room is open from 8.30 am to 5.30 pm Mondays to Fridays.

### **Security**

Please take care of your bags and possessions. Do not leave any valuables unattended (camera, purse, wallet, passport etc.)

### **Emergency Telephone Number**

In case of life-threatening emergencies (accident, injury, fire etc) outside the campus, please phone 000 (free call). In case of fire or life-threatening emergencies on campus, please obey the instructions of the teachers, staff and emergency services personnel.

### **Student Identification Cards**

After Orientation, all learners will be issued with a Institute identity (ID) card. This card is important as it allows access to Institute facilities, and readily identifies those who are registered as learners. The card provides out-of-hours access to the campus, and offers additional benefits such as discounts in shops and restaurants, which may be available in and around Sydney and more widely.

### **Leave and holidays**

If you would like to take a leave, please contact SCO and fill out a leave application form.

## **Pre-enrolment Information**

### **Information about support services**

#### **Admission**

When it receives applications from prospective learners, the Institute will carefully evaluate them using the admissions programme criteria which are available on its web-site. Incomplete applications that cannot be assessed, will normally be returned to candidates so they can supply the information that is missing. Institute admission criteria ensure that all applications for enrolment are treated fairly and equitably.

The Institute Admissions Policy provides detailed information on admission processes, alternative admissions, appeals and complaints, re-admission and deferment. For ease of access, the Admissions Policy is available on-line via the Institute website.



## Studying at Pacific English Institute

English is Australia's official language, but other languages are commonly used, as Australia is one of the world's most culturally diverse countries. Many Australians are fluent in other languages and nearly 2.5 million Australians speak a language other than English at home. More than 800,000 Australians speak a European Union language, apart from English, at home, and another 800,000 Australians speak an Asian language at home.

The Institute provides an ideal opportunity to improve English through specialist study in an English-speaking environment. Further, English, as it is spoken in Australia, is very easily understood by nearly everyone from other English-speaking countries. While there are some minor differences in accent between urban and rural areas these differences are far less apparent than those typically found in Britain, Canada and the United States for example.

## Why learners?

In its published materials, and wherever possible, the Institute has chosen to use the terms *learner* or *learners*, rather than *student* or *students*. This is a deliberate decision because in essence, learning is both a process and an outcome: learning does far more than comprise merely studying, memorising and reciting facts or other material.

Learning inspires and generates changes in people and the changes produced are relatively long-lasting, if not permanent. Learning is what is commonly termed a *deep approach*, while studying is far more a *surface approach*, where a deep approach means learners develop understandings and make sense of what they are learning, it also means that learners create meaning and construct ideas of their own.

Learners at the Institute are actively engaged in their learning, they are not simply vessels into which facts are poured. Learning at the Institute is also transformative for learners, academic and teaching staff alike, enabling them to constantly and purposefully interpret and re-interpret their experiences while gaining and applying new knowledge. Learning is also far more self-directed emphasising and placing demands on the learner, rather than encouraging or allowing passivity.

## Campus and facilities

The Campus site is very bright and cheerful, boasts modern educational and other amenities such as advanced information technology facilities, high-speed Internet, physical and digital libraries, comfortable furniture, leisure spaces for learners, and a kitchen/dining area.

All learners will be able to access learning support material through the Institute's learning management system (Moodle) both on-line and via Wi-fi when on campus. This platform enables learners to submit assignments and other assessment tasks, obtain results, access important course information, and stay informed about current and impending developments.

As an education provider, the Institute offers learners, its academic and non-academic staff the opportunity to interact and socialise with fellow learners, colleagues and people from varied social, linguistic and other backgrounds. This rich cultural exposure will help inspire an appreciation for diversity and inclusivity.

### **Campus life**

In addition to providing learners with quality learning, teaching and educational outcomes, the Institute addresses their wider needs, and provides an inclusive, welcoming setting where learners and staff have ready opportunities to become more actively involved in Institute life. The Institute encourages and supports learners forming clubs and societies which bring extra dimensions to academic life on campus.

Additional details of other services and amenities appear below, but learners may like to note that if they are going to study at the Institute for three months or more, they may be eligible for a transport concession (discount) which they can use on buses, trains and ferries. Learners can apply for this at Institute reception.

### **Access and equity - special needs**

The Institute will obtain first-hand information from learners about whether they may have additional or special needs relating to language, literacy and numeracy, or any other areas that may need to be addressed to allow them to complete their studies successfully. The Institute also has newly installed facilities allowing ready access by learners who may have a physical impairment, including a chair lift at the front of the building and an elevator.

### **Security**

The Institute appreciates the need to have a campus which is not only welcoming, but one which is safe and secure for learners, staff and visitors alike. Creating a safe learning and wider environment is paramount for the Institute.

While Auburn and its surrounds are very safe, learners should be aware that accessing the campus after hours i.e. late in the evening, on weekends, and/or during holiday periods, brings with it a need for everyone to be aware of their personal safety and security.

The Institute suggests that learners and staff adopt a common-sense approach to access and departure from the campus. If people wish to leave the campus after hours and they feel uncertain about their surrounds, they may request someone from the Institute security team to provide them with a safe escort to public or private transport, or until any perceived concerns have been addressed.

While the Institute provides first-class security and safety services, at any time should learners or staff have concerns or wish to make enquiries about these provisions, they should contact Institute security staff promptly.

Everyone is advised that should they see or become aware of activities or circumstances that may pose a threat, they should contact Institute security staff immediately, and/or emergency services (police, fire and ambulance by calling 000).

### **Emergencies and accidents**

The Institute takes its responsibilities for occupational health and safety very seriously indeed, and it has clear policies, procedures and methods to minimise exposure to risk and reduce incidents that may be injurious. The Institute ensures that all academic and non-academic staff are fully aware of the need to address occupational health and safety matters.

The Institute also recognises that accidents and emergencies, are not always avoidable despite its best attempts to reduce both occurrence and severity. So, in the event of an emergency on campus, learners should contact Institute reception staff in the first instance. A first aid kit is always available in the reception area.

In the event of an emergency including serious accidents arises after hours, then telephone **000** and this will connect you with an operator who can direct your call and any response needed to the police, fire or ambulance service. Please note, 000 is not to be used for general enquiries for these services

### **Welfare, well-being and support**

The Institute has well-developed, best practice policies and procedures to accommodate most learner needs and situations. These include the matters covered below.

### **Counselling**

The Institute understands that for international/overseas learners, studying English and living in a new country can be a challenging experience, particularly for those who have little or no prior experience. It also understands the challenges that arise from studying, living and working in a country that may be very different from the learner's own.

For these reasons, the Institute makes a professional counselling service available to all learners. If anyone wishes to access this service, simply call or visit the counselling centre to make an appointment. Matters requiring immediate attention or urgency, will be given priority whenever this is possible. Further information about the Institute's counselling services is available on its web-site.

### **Feedback**

Learners are the Institute's uppermost priority, and what they may have to say will not only be heard, it will be listened to respectfully and carefully. The Institute provides clear guide-lines on how information is collected, collated, utilised, and reported including where this may be confidential. Details of the feed-back policy and procedures are available on the Institute web-site.



## **Grievances**

In the unlikely event that a dispute arises between learners, or between learners and academic or teaching staff, provision exists for this to be referred to the Institute leadership in writing or via e-mail. The Institute will initiate and provide a timely response in accordance with its published grievance policy which protects learner rights, and provides for their concerns to be heard.

In addressing learner grievances, the Institute will have due regard to the principles of fairness and natural justice, which include having any disputes conciliated or arbitrated and decisions made on the basis of the available evidence. If after dispute resolution, learners remain dissatisfied, there are additional procedures for any issues to be addressed. Further information about these procedures can be found in the grievance policy available on the Institute web-site.

## **Non-discrimination**

Foremost among Institute goals and ambitions is providing a safe and inclusive learning environment within which learners can flourish academically and more widely. This means that the Institute is very clear about preventing and addressing any actions or discriminatory practices or behaviours on-campus.

The Institute is guided by the over-arching principle that everyone: learners, academic, teaching and non-academic staff and visitors have the absolute right not to suffer discrimination or vilification in any form.

The Institute has in place clear guide-lines including provision for reporting discriminatory practices and/or behaviours, these provide for things such as further investigation, mediation, conflict resolution and/or disciplinary action.

Further details about the Institute's approach to addressing and preventing discrimination can be found in the Anti-Discrimination Policy that is available on the Institute web-site.

## **Legal**

Learners are free at any time to discuss legal issues with Institute staff, who can provide recommendations or referral to relevant external services. In New South Wales and Sydney there are a number of agencies and organisations that offer low-cost or free legal services and advice

An office for legal aid available in each Australian state or territory will give brief, free advice to anyone with an appointment. This service may be useful to those with limited personal resources who may be brought before the courts for various reasons. Legal aid provision is sometimes available at the courts for those who are legally unrepresented.

If this service is needed, apply via any legal aid office: <http://www.legalaid.nsw.gov.au>, and click "Get legal help"; Court or private lawyer. Please note legal aid is a limited resource and may be difficult to obtain.

For further information on the NSW legal system please visit [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au).

## The climate

Sydney weather is very mild. Most learners should find it quite comfortable. During winter, (June - August) temperatures don't usually drop below 13C, and in summer (December - February) the temperature is usually in the mid-twenties. This table will give learners a better indication.

Month	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Average Temperature	25	25	24	23	20	17	16	17	19	22	23	24

Sydney is not a particularly wet city, with rainfall usually limited to showers, though sometimes wet weather may persist for longer periods. Most rain falls between April and June. The table below shows average rainfall.

Month	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Average rainfall (mm)	100	105	125	130	125	130	110	75	60	75	70	75

If international/overseas learners are unfamiliar with the Australian climate, they should be aware that not only is it hot during the summer months, but the sunshine may be far stronger than they may be accustomed to. For this reason, learners are strongly encouraged to use sun-screen or sun-block, and wear suitable hats and/or other clothing if they are spending longer periods exposed to the sun, particularly when on or near the beach.

It may also be a novel experience for international/overseas learners to encounter water restrictions. This occurs because Australia is a very dry country, with water a precious natural resource. Depending on where, and with whom learners are living, they may be asked to use water carefully, and consider the needs of others.

During the year New South Wales has two time zones: a regular eastern standard time (EST); and from early October to April in the following year, day-light saving. Advance notice is always provided before day-light saving commences, but learners should note this will have an effect on their international/overseas communications, generally adding a one-hour additional time difference.

## Employment

Importantly, full-time international/overseas learners enrolled at the Institute are normally allowed to work up to 40 hours per fortnight, or 20 hours per week during

term/semester time, and full-time during mid semester and other breaks as a condition of their visa.

Local and other newspapers, and on-line services are readily available to help find employment, Institute staff may also be available to assist with help and advice about looking for a job and the general conditions which apply to working in Australia.

Income earned from employment is taxable in Australia and international/overseas learners are strongly advised to register with the Australian Taxation Office (ATO) in order to obtain a tax file number (TFN). Please note that failure to provide an employer with tax file number may result in very high rates of tax being withheld from any earnings. Institute staff will assist learners registering for a tax file number, and application forms are available from the Australian Taxation Office.

## **Driving**

Driving any motor vehicle on public roads in Australia requires the driver to have an appropriate driver's license, to drive in accordance with the conditions of that license and any directions such as traffic signs or those given by members of the police or emergency services.

In New South Wales, Roads and Maritime Services is the only vehicle registration and driver licensing authority this means that anyone getting a licence from any unauthorised organisation will be un-licensed to drive a motor vehicle for which there are severe legal penalties.

Everyone who becomes a resident in New South Wales and who wishes to drive on public roads must obtain a driver's license. Sometimes this will involve a period of practical and theoretical learning, but for those holding inter-state and some international/overseas licenses, they may be able to gain a local license on payment of the necessary fees. For further information, please see the following web-site.

<http://www.rms.nsw.gov.au/roads/licence/driver/#Warning:RoadsandMaritimeServiceisetheonlylicensingauthorityinNSW>

## **Parking**

Both street and under-cover parking is available near the Institute, but please note time and other restrictions may apply and fines for illegal parking and/or over-staying can be costly. Parking at the Institute is reserved for staff, with provision of one dedicated parking space for anyone who is registered as disabled.

## **Banking**

The Institute will provide assistance when opening a local bank account. To open a bank account in Australia, a bank usually requires personal identification such as a current Australian or overseas passport, driver's license, or other form of photographic identity, and a tax file number.

In some instances, banks will waive fees and charges for the holders of Institute identity cards, and it is wise to ask if this is available. Further information about banking services may be obtained from reception.

## **Course progress and attendance**

Consistent with best practice in education institutions, the Institute constantly monitors learner progression, success and attendance. The purpose of carefully following success and progression is to ensure that as far as possible, all learners are going forward, acquiring the skills and knowledge they need to move successfully from one stage to the next.

Effective monitoring also enables the Institute to quickly identify learners who may be encountering difficulties meeting course or module requirements, and who may be at risk of failure and/or not progressing according to schedule. When learners are identified as at risk, the Institute will offer counselling, advice and guidance so that they are better equipped to meet the standards required of them.

If after counselling and/or other interventions, where international/overseas learners are still not progressing or are failing, as a visa condition, the Institute is obliged to communicate this information to the Department of Home Affairs. Before this occurs, the Institute will provide international/overseas learners with formal advice which gives them 20 working days to formulate and lodge an appeal as to why their enrolment should not be discontinued or cancelled.

Where an appeal is made in the prescribed manner, the Institute will defer reporting to the Department of Home Affairs and it will also defer any other actions such as cancelling enrolment. If the appeal is successful, then the learner may continue with the course on which they are enrolled without further action being required. If the appeal is unsuccessful the Institute must report a breach to the Department of Home Affairs and take steps to cancel the enrolment.

It is Institute policy that all learners must attend 80 per cent of scheduled contact hours each course or semester. The Institute is obliged to inform the Department of Home Affairs about international/overseas learners who are not complying with this condition, with procedures detailed in the Institute Course and Attendance policy.

In general terms, the Institute expects that

- learners will not miss more than five (5) consecutive learning and teaching days except when granted leave or due to extenuating circumstances which may include illness or another substantive reason;
- to obtain a passing grade in a unit, module or the entire course, learners must successfully complete all specified assessment requirements – details of these will be made available to learners at the time they enrol;

## **Attendance**

Academic staff collect data on learner attendance each day, and enter this into the Institute learning management system on a weekly basis. Using absence data and projecting this over a unit, module or course, enables the Institute to determine in advance any likelihood that particular learners may fall below attendance requirements i.e. if learners are at risk of being absent for the number of learning and teaching days by more than 20 per cent. Periods where learners might be otherwise excluded from attendance, or where they have been granted leave due to illness or other factors, will not be included in the calculation.

If analysis of the data subsequently shows that learners have fallen below the 80 per cent attendance threshold i.e. they are non-compliant, they will receive a warning via SMS, e-mail and/or letter. If this occurs, learners are obliged to meet with a member of the academic staff as indicated in the Institute Course and Attendance Policy. Learners who fail to meet the threshold may be offered counselling, advice and where needed, additional support.

If learners fall below the 80 per cent attendance threshold, they will receive a final e-mail or letter advising them that the Institute intends to cancel their enrolment, subject to any appeal they might make within the 20 working days provided for that purpose.

### **Academic performance**

In common with nearly all education providers, Institute academic and teaching staff keep accurate records of learner performance and success, particularly that arising from the various assessment tasks that are integral to any unit, module or course. Success or otherwise in learner performance is reviewed on a regular basis, with learners who may be at risk, identified and contacted to ensure there are adequate and timely processes in place to assist them address any issues that may be adversely affecting performance.

Where it seems necessary, interventions including academic and personal counselling are put in place. Information about the success of any intervention strategy may be recorded in a learner's file, as will details of case management or other discussions that may occur.

At the completion of each module, unit or semester, the academic performance and attainment of all learners is compiled, and those learners who, despite counselling and other interventions, are still not progressing may be given a final warning.

The Institute carefully reviews information provided about international/overseas learners who receive a final warning, so it is aware in detail that learners have been offered and accessed interventions, but that these have not resulted in positive outcomes. Once this review is complete, the Institute is obliged to report to the Department of Home Affairs.

### **Intervention strategy**



Learners and their success are at the heart of what the Institute does, so it carefully follows approaches to intervention which may assist learners with poor academic performance and/or attendance, particularly those who appear to be at risk of failure. When at risk learners are identified, they will receive verbal advice and/or notification via other means that intervention might be an appropriate way of resolving issues.

Following advice to this effect, the Institute will arrange a case management meeting between the learner and member/s of the academic staff or other person/s, to address issues related to progress and attainment and identify any pressing issues that learners may face that are having an adverse impact on them. Interventions may include, but are not limited to:

- provision of study skills support;
- more intensive English language support;
- access to catch-up classes;
- agreements about revised study plans;
- the suitability of the particular course;
- referral to a counsellor (external); and
- other appropriate measures

### **Dealing with complaints**

If learners have concerns about academic matters of any sort, and they wish to lodge a formal grievance or objection, the mechanism they should use is first using a learner complaint form which is recorded in the register established for that purpose and also placed in the learner's personal file.

The outcome and resolution of any complaint or grievance must be recorded in writing, including reasons for any decision and future actions. A copy of this decision must be provided to the learner/s involved and copies placed in the files of those who may be involved.

Further information about complaints and appeals is in the Learner Grievance Policy on the Institute web-site.

### **Assessment**

At the Institute, assessment for learning and of learning are planned and conducted in accordance with contemporary, best practice approaches used in English language and education and training, and as such are intended to provide valuable, consistent and informed feedback for learners and academic staff.

## Orientation

The Institute orientation programme will cover at least the following areas.

- registration;
- where to get course or other specific information;
- rules, regulations and policies;
- learning at the Institute - physical and IT resources, learning management system and cultural orientation;
- learner welfare and well-being: learner services, support and advocacy and financial support;
- international/overseas learners - life in Australia - things to know and do;
- other useful policies and procedures;
- key dates;
- the Australian Qualifications Framework (AQF);
- satisfactory academic performance and attendance;
- compliance with applicable legislation;
- access and equity: special needs assessment;
- deferring, suspending or cancelling enrolment;
- fees and other charges;
- emergency procedures; and
- facilities e.g. kitchens, bathrooms, photocopier, scanners, etc.

## Registration

Unless otherwise advised, registration opens one week prior to the course or semester beginning i.e. before classes commence.

Learners need to be aware that they must register at the beginning of each course or semester and confirm their class and other schedules.

As far as possible, academic staff will try to provide learners with the same or a very similar schedule each semester, during longer courses, but this will depend on a range of factors.

Learners who fail to register or do so incorrectly may be regarded as non-attending and may be subject to having their enrolment suspended or cancelled.

## **Compliance with legislation**

As a registered ELICOS CRICOS provider, the Institute is obliged to ensure that all academic, teaching and non-academic staff, and all international/overseas learners, comply with prevailing legal provisions and any rules or regulations which arise from them.

## **Harassment and discrimination**

The Institute prohibits all forms of harassment and discrimination whether this involves learners, academic and non-academic staff or visitors to the campus. All academic and non-academic staff and learners must understand their roles and responsibilities for creating a harassment-free environment.

Learners should also note that they are subject to the Anti-Discrimination Act 1977 which prohibits all forms of harassment, victimisation, bullying, and discrimination by and against learners.

To comply with legal/regulatory requirements, the Institute informs learners during induction/orientation of their legal obligations that provide a harassment-free environment for all learners and staff. Accordingly, all learners and staff at the Institute should avoid the following unwanted and potentially unlawful behaviour.

***Bullying/harassment:*** Any unwelcome, un-invited and/or offensive behaviour or comment that intimidates, embarrasses, offends, humiliates and/or undermines a person. This may include verbal abuse, physical assault, unjustified criticism, sarcasm, undue pressure and sabotage.

***Breach of confidentiality:*** Spreading or providing information given in trust and/or confidentially.

***Discrimination:*** Treating other people unequally because they belong to a particular group or category of people such as gender, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, disability, age or sexual orientation.

***Racial vilification:*** Where and when a person is threatened or abused or taunted on the grounds of their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic.

***Sexual harassment:*** A verbal or physical action implicating sexual indications or conduct which is unwelcome and/or un-invited by the recipient. It may include

inappropriate comments, kissing/touching, or displays of sexually graphic or suggestive material.

*Victimisation:* Includes any unfavourable treatment as a result of involvement in an equal opportunity complaint. Unfavourable treatment may include adverse changes to the work environment and/or denial of access to resources or work.

The Institute requires all learners and staff to adhere to the following principles when dealing with issues of harassment and discrimination:

- all reports of harassment and discrimination will be treated seriously and impartially;
- when senior members of the Institute staff are informed of harassment or discrimination, they will take immediate and appropriate action to investigate and address it;
- in dealing with all complaints of harassment and discrimination, the rights of all individuals will be respected and confidentiality maintained;
- whenever possible, all complaints will be resolved by discussion, co-operation and conciliation;
- no person making a complaint, or assisting in the investigation of a complaint should be victimised; and
- all staff and learners are expected to participate in the complaint resolution process in good faith.

## **Occupational health and safety**

In New South Wales, provision for occupational health and safety is regulated by the Work Health & Safety Act 2011 and Work Health & Safety Regulations 2011 ([www.workcovernsw.gov.au](http://www.workcovernsw.gov.au)). It is both a legal and ethical obligation of the Institute to abide by legislative requirements.

The Institute is committed to providing a safe and healthy working environment, in compliance with legislation. This duty of care in relation to health and safety extends to all parties directly or indirectly involved with the Institute including but not limited to consultants, contractors, learners, visitors and employees.

All Institute staff are required to implement workplace health and safety policies, procedures and plans to ensure safe educational and working environments. The Institute's Workplace Health and Safety policy provides guidance on decision-making in this regard.

*The Education Services for Overseas Students (Esos) Act 2000*

As a provider of education services to international/overseas learners, the Institute is required to comply with the regulations and requirements of the Education Services for Overseas Students Act (Esos). Compliance is not subject to the discretion of the Institute and is required by law. Institute policies, procedures and systems are designed to address these legal requirements.

Requirements and obligations under the Act and regulations include:

- providing details of courses and learners;
- maintaining attendance records for international/overseas learners;
- keeping records of all academic progress and results;
- providing a learner support-welfare system;
- maintaining appropriate size and quality of academic, training and support staff;
- protecting the privacy of international/overseas learners and staff;
- recognising the qualifications and statements of attainment issued by other registered training and higher education organisations;
- ensuring that learners are provided with full details of their conditions of enrolment; and
- displaying the CRICOS Provider Code as required by the Esos Act, in all its documents and website.

## Esos Framework

Australia has a reputation as a safe, progressive and dynamic place to study and the Institute strives to maintain this reputation by providing quality education and consumer protection specifically developed for international/overseas learners.

The Education Services for Overseas Students (Esos) Act 2000 and associated legislation is the legal framework governing the responsibility of education institutions towards international/overseas learners. These laws set out the rights and responsibilities of international/overseas learners. The Esos framework sets out standards for Australian education providers offering education services to international/overseas learners.

These standards cover a range of information international/overseas learners have a right to know and services that must be offered. The Commonwealth Department of Education is responsible for administering the Esos act and its associated instruments.

The Esos framework protects learners' rights by ensuring the following:



- a right to receive information about the courses, fees, modes of study and other information from the provider prior to enrolment;
- a right to sign a written acceptance agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of tuition and other fees; and
- a right to get the education paid for (the Esos framework includes consumer protection that allows learners to receive a refund or be placed in another course if the provider defaults in providing the course).

Services/ provisions offered include:

- appropriate induction and access to welfare services to help learners study and adjust to life in Australia;
- information about recognition of prior learning (RPL);
- situations in which enrolment can be deferred, suspended or cancelled;
- what the provider's requirements are for satisfactory progress in courses and what support is available if not progressing well;
- a complaints and appeals process; and
- prohibiting another education provider from enrolling a learner who wants to transfer to another course, but has not completed six months of the principal course of study the learner planned to undertake in Australia (prior to six months learners need provider's permission);

International/overseas learners on student visas have the following responsibilities:

- complying with visa conditions at all times;
- maintaining overseas student health cover (OSHC) for the period of stay;
- abiding by the terms of the learner acceptance contract with the Institute;
- informing the Institute of change of address and contact details;
- maintaining satisfactory course progress and attendance; and
- if you are under 18, maintaining approved accommodation, support and general

welfare.

### **Tuition protection service (TPS)**

It is important for international/overseas learners to understand that the purpose of the Tuition Protection Service (TPS) is to establish a single mechanism to place learners when a provider cannot meet its obligations, or as a last resort, to provide refunds of un-expended pre-paid tuition fees.

### **Privacy and confidentiality**

The Institute works in strict accordance with the Privacy Act 1988, which obliges it to follow 10 national privacy principles in handling the personal information provided by learners and all staff. These principles are:

*Collection:* The Institute collects only the information necessary and individuals will be told the purposes for which the information is collected.

*Use and disclosure.* Personal information will not be used or disclosed for a secondary purpose unless the individual consents, or a prescribed exception applies.

*Data quality:* The Institute will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date.

*Data security:* The Institute will take all reasonable steps to protect the personal information it holds from mis-use and loss and from unauthorised access, modification or disclosure.

*Openness:* This documents how the Institute manages personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.

*Access and correction:* Individuals will be given access to the information held except to the extent that prescribed exceptions apply. Information errors described by individuals will be corrected and updated where appropriate.

*Unique identifiers:* Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. The Institute will not assign unique identifiers except where necessary to carry out their functions efficiently.

*Anonymity:* Wherever possible, the organisation will provide the opportunity for individuals to interact with them without identifying themselves.

*Trans-border data flows:* The individual's privacy protection applies to the transfer of personal information out of Australia.

*Sensitive information:* The Institute will seek the consent of an individual when collecting sensitive information such as health information, or information about the individual's racial or ethnic background, or criminal record.

## **Copyright**

All Institute learners and staff must comply with the provisions of the Copyright Act, 1968. Infringement of copyright is not permissible. All learners and staff should note the following conditions which relate to copying or reproducing materials.

A person may copy one or more articles in each issue of a newspaper or magazine relating to the same subject matter.

A person may copy up to 10 per cent of the number of pages in a collection of works, as long as the works being copied have not been separately published.

A person must acknowledge the copyright holder by stating the title of the work, its author/artist, and the name of the publisher.

A person must maintain a register of the copies being made.

Learners may copy only up to 10 per cent of a chapter of work e.g. books and articles.

While using any form of material that is copyrighted or subject to a copyright claim, Institute staff must take reasonable steps to get prior approval from the concerned source

## **Discrimination and disability**

The Institute is subject to the provisions of the Disability Discrimination Act, 1992 which applies to all staff and learners who may be working in different ways with people who have a disability. The Institute does not allow any discrimination against any person, including those who may have a temporary, long-term or permanent disability. This includes prohibiting indirect discrimination and/or harassment based on disability.

The Institute has formal procedures to address complaints lodged by anyone who believes that they have been discriminated against based on disability, or having an association with someone who is disabled.

Given the need to address this matter systematically, on completing orientation, all learners will be asked to complete and sign an induction form that acknowledges their understandings and the need to comply with the Disability Discrimination Act. They will also certify that they understand the need to comply with any visa conditions and are aware of their rights and responsibilities while studying at the Institute.

## ***Student Visa related policies***

### **Change of education provider**

International/overseas earners who have been enrolled in their principal course at the Institute and studying for more than six (6) months, do not require a formal release letter. However, international/overseas learners who have not yet completed six (6) months on a long i.e. two or more semesters, or equivalent of full-time study in their principal programme, are restricted from transferring to another Australian education provider.

If an international/overseas learner is enrolled in more than one programme of study, the principal programme is the final programme. International/overseas earners wishing to transfer to another Australian education provider before completing six (6) months of study, must apply in writing for a release letter. Under normal circumstances, such a release letter will be forthcoming if:

- the Institute has cancelled or ceased to offer the course/s in question;
- sanctions imposed on the Institute by the Australian government prevent learners from continuing in the courses;
- a government sponsor deems that the transfer of the learner is in the best interest of the learner and provides written support for the transfer;
- the Institute is satisfied that exceptional circumstances apply to a learner's situation; and
- to be considered for release, a learner must provide a valid offer of enrolment from another registered provider.

Where international/overseas learners are aged under 18, the Institute will provide a letter of release only when it has written confirmation from a parent or guardian supporting the transfer, and where a learner is not being cared for by a parent a suitable nominated guardian in Australia.

Any new enrolment offer with a different provider should confirm that the provider will accept responsibility for approving an international/overseas learner's accommodation, support and other, more general welfare provisions and arrangements.

The final decision on the grant of a release letter rests with the Institute's Academic Manager, who may grant the release or seek evidence which substantiates the learner's actions. If granted, the release letter will be provided to the learner at no cost.

Importantly, approval for a transfer of enrolment to another Australian education provider does not automatically mean the Institute agrees to refund fees or other monies already paid to it. For additional information about costs and refunds, please see the Institute's fees and other charges policy.

## **Deferring, suspending or cancelling enrolment**

The Institute is governed by two requirements: the National Code of Practice 2018 (Standard 8); and Section 19 of the Education Services for Overseas Students (ESOS) Act. These require the Institute to clearly document its procedures for assessing, approving, reporting and recording the processes involved in deferring, suspending or cancelling an international/overseas learner's enrolment. Enrolment or study can be deferred or suspended either on the initiation of the learner or on the initiation of the Institute.

### **Deferring, suspending or cancelling enrolment initiated by a learner**

The Institute recognises that situations will arise where studies need to be postponed, suspended or deferred for some time, and it will do everything it can to accommodate learner needs. It should be noted however, that international/overseas learners on student visas can only defer or suspend their studies on compassionate grounds, or where there are other compelling circumstances.

The Institute may agree to suspend an enrolment upon request from an international/overseas learner if there is appropriate and sufficient documentary evidence provided, which indicates the causes why a learner may need to temporarily defer or suspend their studies, because:

- there are compelling circumstances beyond the control of the learner;
- there are compassionate circumstances e.g. bereavement or natural disaster;
- severe illness or disability evidenced by a medical certificate; and
- political or natural events that affect the learner's capacity to continue study.

It is important to note that international/overseas learners on student visas who require an absence from the Institute of greater than six (6) months, must withdraw from the programme in which they are currently enrolled. Learners who no longer wish to study at the Institute may cancel their enrolment.

Where learners wish to withdraw or otherwise vary the conditions of their enrolment, they should file the appropriate course variation form. Deferral and/or cancellation is subject to approval from both the Institute's accounts department and learner services, which may be withheld pending settlement of any outstanding fees and charges.

Where learners request deferral of the next course, term or semester prior to it having commenced, normally such a request will be approved, and the fees paid transferred to the subsequent semester. If the learner subsequently withdraws, the Institute will not refund fees.

### **Deferring suspending, or cancelling enrolment initiated by the Institute**



The Institute may initiate suspension or cancellation of an enrolment or study for any of the following grounds:

- failure to comply with or meet the disciplinary requirements of the Institute;
- unsatisfactory course progress;
- unsatisfactory attendance;
- serious academic misconduct and/or plagiarism;
- inability to meet visa conditions;
- alleged bullying and victimisation of other learners and/or staff;
- failing to meet unit or course requirements including pre-requisites; and
- failing to pay fees.

### **Procedures for deferring, suspending or cancelling enrolment**

Prior to their enrolment learners will be advised that all instances of deferment suspension or cancellation may affect their existing visa status.

Where a suspension or cancellation is not initiated by the learner, or where it is initiated by the Institute, the learners involved will be informed in advance about the Institute's intention to suspend or cancel their enrolment, and they will have 20 working days to avail themselves of the Institute's internal appeals process.

If learners make use of the Institute's internal complaints and appeal processes, suspension or cancellation of an enrolment or study will not take effect until the internal process is exhausted, unless extenuating circumstances relating to the welfare of the learner apply. If the appeal is successful, the suspension or cancellation of an enrolment or study will be set aside while the issues involved are resolved to the satisfaction of the learner and the Institute.

### **Learner initiated deferment, suspension or cancellation**

The first step requires the learner to complete a course variation form and submit it to the Institute. This should be supported by necessary evidence to justify the claimed grounds for deferment, suspension or cancellation and ensure current and outstanding fees and charges have been settled.

Once the Institute receives an application for deferment, suspension or cancellation it will be reviewed by an appropriate member of the Institute's staff who will forward the request to the Academic Manager with any recommendation. After due consideration, the Academic Manager will make a decision and convey this to the learner via the staff member handling the matter. The maximum time for a deferral is six (6) months.

Importantly, a member of the Institute staff will advise the learner about any likely impact on visa conditions, and if deferment, suspension or cancellation is granted, the Institute will also notify the Department of Education within 14 days of the event as required under Section 19 of the Esos Act. Copies of all documents and any decisions made will be retained on the learner's file.

### **Institute initiated deferment, suspension or cancellation**

The first step here is the Institute advising the learner of its intention to suspend or cancel an enrolment by sending an SMS, e-mail or letter. This communication will address the reason/s for the intention.

The Institute's communication will make clear that the learner has the opportunity to utilise the Institute's internal appeals process within 20 working days and an appeal form will be provided as an attachment.

Should a learner appeal the decision to suspend or cancel an enrolment, the processes and procedures contained in the Institute's documentation will be followed.

If the learner fails to appeal within 20 working days, the member of staff involved will advise the Academic Manager to suspend or cancel an enrolment, following which the Institute will notify the Department of Education within 14 days of the event as required under Section 19 of the Esos Act.

Importantly, learners will be advised of the likely impact of the Institute's actions on their visa conditions, and all materials related to the case placed on the learner's file for future reference if required.

### **Re-enrolling after cancellation**

If a learner wants to continue and complete study at the Institute, they may apply at a later date with sufficient justification to be able to gain re-enrolment. Re-enrolment of a learner whose enrolment was previously cancelled will be at the discretion of the Academic Manager.

### **Withdrawing**

Learners can withdraw or discontinue their studies by following Institute withdrawal procedures. If a learner is withdrawing to transfer to another provider, they must meet the requirements of the National Code 2018, and cannot withdraw from the course (if this is the principal course) prior to completing six (6) months of study with the Institute.

Learners must also clear any outstanding fees and materials such as library books, with the accounts department 28 days prior to the term or course commencement date. If it is fewer than 28 days, the Institute will require full payment of the term or course tuition fee.

If a learner wishes to withdraw and qualifies, they must complete and submit a course variation form. There is no obligation on the part of the Institute to re-enrol any learner who has previously withdrawn from a course. Learners who have withdrawn, may re-apply at a later date, subject to any restrictions on their visa status that may apply. Any such re-application will be considered through the normal application processes.

### **Inactive withdrawal**

If a learner does not return to the Institute after the elapse of any deferral period, the Institute will send a notice to attend. If the learner fails to do so, the Institute may then cancel the enrolment.

Inactivity by overseas learners may have an adverse impact their student visa when any deferment, suspension, cancellation or withdrawal is made from their study programme. Learners should seek advice from the Department of Home Affairs, or their migration/education agent for further information and options.

### **Procedures for approving leaves of absence**

Standard 8 of the National Code of Practice 2018 states that providers must have documented procedures for assessing, approving and recording deferment or suspension of study for international/overseas learners. Providers must inform international/overseas learners that deferment suspension or cancellation of enrolment may affect their student visas.

This procedure outlines the circumstances for the application, assessment and approval of the leave of absence when instigated by either an international/overseas learner or registered provider. This procedure applies to all international/overseas learners studying at the Institute.

### **Procedures for applying for leave of absence**

Short-term leave from studies will normally not affect the length of a visa for those from overseas. International/overseas learners who wish to take leave from studies during a course, term or semester, e.g. leave to return to their home country, must apply for leave from studies prior to taking leave unless circumstances are beyond their control. International/overseas learners must obtain a letter from the Institute regarding any approved leave of absence.

When assessing short-term leave from study applications, the Institute will consider the number of classes to be missed during leave and how this may affect a learner's results at the end of the course, term or semester. Assessment of any short-term leave from studies application is also considered under the compassionate or compelling definition.

The following table summarises the steps:

Request for leave of absence for a course term or longer	Academic Manager	Must be in writing using the course variation form. A learner must be present in person to apply for leave of absence or authorise a legal representative to do so.
Assessment for leave of absence	Learner services	Must be in writing using a leave form. A learner must be present in person to apply for leave of absence or authorise a legal representative to do so.

## Tuition and related costs

Tuition fees at the Institute mean the course fees for a proposed programme of study, and do not cover the cost of additional materials, stationery and other administrative charges all of which may arise from time to time. Learners will need to forward general documents requested to receive the services that are outlined in the learner acceptance contract.

### Tuition fee payment

Learners must pay tuition fees 28 calendar days prior to the start of each course, term or semester whichever applies. A reminder and an invoice will be sent to all continuing learners 14 days prior to the fee due date

### Extension of due dates

A fee extension of payment is not a right, but a privilege that may be offered at the discretion of the Institute to learners in extenuating circumstances. This may be possible for learners who are suffering extreme hardship and difficulty meeting payment terms as outlined in their agreement. A fee payment extension is available for up to the first week of the semester start date.

Learners need to complete and submit a tuition fee payment plan form which is available at the accounts department.

Upon receiving a completed form with supporting evidence, the accounts department will forward the forms with the learner accounts record to the Academic Manager who will make the final decision on the application and the learner will be informed of the outcome within five (5) working days of the application date.

Learners must adhere to the payment plan submitted in the tuition fee payment plan form. Without exceptional circumstances, late payment by more than seven (7) days will result in enrolment being cancelled for non-payment of fees.

### Payment methods

Institute fees and charges may be paid by cheque, electronic funds transfer, credit card and /or debit card or (in limited circumstances) in cash.

Cheques (personal or bank) must be made payable to the Pacific English Institute and submitted to the accounts department, or mailed to Pacific English Institute 91-95 Rawson St Auburn NSW 2144. Should a cheque be dis-honoured, the learner will be charged a \$A 35.0 penalty fee. Late fees are charged as per procedures.

Credit cards (Visa, MasterCard and American Express) can be used by completing a credit card authorisation form available from the accounts department. An additional surcharge of 3.0 per cent for American Express cards.

Cash payments are accepted, but learners are encouraged to pay via the bank. The Institute may accept cash in limited circumstances (i.e. if a learner has requested it in advance. )

Electronic funds transfer (EFT) is available with the following details:

## FEES AND CHARGES LIST

### TUITION FEES LIST

Course Code	Course Name	CRICOS Code	Duration	Tuition Fee
EAP	English for Academic Purposes		1 to 10 Weeks	\$200.00 per week*
GE	General English Basic to Advanced		1 to 60 Weeks	\$200.00 per week
IELTSP	IELTS Preparation Program		1 to 20 Weeks	\$200.00 per week
PTE	PTE Academic		1 to 20 Weeks	\$200.00 per week

### OTHER ADMINISTRATION / SERVICE CHARGES

SN	Description	Form Type/Contact	Charges*
1.	Application (non-refundable)	Offer letter	\$200
2.	Interim transcript	Form A	1 <sup>st</sup> copy is free, thereafter \$25
3.	Reference letter	Form A	\$15
4.	Student ID card	Form A	1 <sup>st</sup> copy is free, thereafter \$20
5.	Release letter	Form A	No charge
6.	Statement of Attainment	Form A	1 <sup>st</sup> copy is free, thereafter \$50
7.	Testamur and final transcript	Form A	1 <sup>st</sup> copy is free, thereafter \$100

8.	Request for class section change	Form B	No charge
9.	Leave request	Form B	No charge
10.	Change of course	Form C	\$175
11.	Change of commencement date/ Deferral of the course	Form C	\$175 (if overseas, 1st change is free)
12.	Withdrawal/ cancellation/ course transfer 28 days prior to term start (conditions apply for the principal course of study)	Form C	Charges vary
13.	Re-issue CoE	Form C	\$175
14.	Administration fee refund	Tuition fee refund form	\$200
15.	Re-assessment	Request for re-assessment form	No charge if re-attempted before result reporting by the trainer, if not, \$200 per unit
16.	Appeal of assessment/ reassessment	Appeal form	No charges apply
17.	Printing	Reception	10 cents per B/W page - \$5 vouchers available from Reception
18.	Airport pickup	Airport pickup form	\$200
19.	Accommodation placement	Accommodation placement form	\$200
20.	OSHC (see Accounts Dept. for details)	Accounts Dept.	Refer to AHM
21.	American Express payment	Accounts Dept.	3% of value of transaction
22.	Debit card/ bank card payment	Accounts Dept.	No Charges
23.	Late payment of fees (2 weeks after due date)	Accounts Dept.	\$100

\* Charges are valid as at **01 March 2019**. All fees are in Australian Dollars, and are subject to change without notice. Please contact Accounts Dept. for current fees.



## Cancellation and refund policy

### Tuition fee refund policy - application process

The Institute operates in strict compliance with the Education Services for Overseas Students (ESOS) Act and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Accordingly, it recognises that there will be times when international/overseas learners will request a refund of the tuition fees they have paid in advance of commencing study at the Institute.

To assist learners in this regard, the Institute has established and will apply the procedures outlined below when addressing tuition fee refunds.

All applications for a refund of tuition fees by an international/overseas learner or other persons or entities responsible for fee payment must be lodged with the Institute in writing using the Institute's tuition fee refund form, available from the Institute's website or from on-campus reception.

All learners should note that all application fees, those incurred for the recognition of prior learning and/or current competence, re-assessment and learner services are non-refundable if incurred prior to the date of application for any refund.

Applications for a refund of tuition fees will be acknowledged by the Institute within seven (7) days of the application having been received.

All applications for a refund of tuition fees by a learner or other persons or entities responsible for fee payment will be finalised within 28 days of lodgement of the application. Incomplete refund applications may cause delays beyond 28 days.

All tuition fee refunds must be approved by the Academic Manager, prior to any refund being paid.

Where tuition fees have been paid to the Institute by a third party the Institute, reserves the right to notify that person or entity that a request of refund has been made.

Any and all refunds approved by the Institute are payable to the person or entity from whom the tuition fees were received. Such refunds are paid in Australian dollars (AUD) only.

The Institute cannot take responsibility or liability for any changes in refund amounts due to foreign exchange rate fluctuations or bank fees and charges levied by banking/financial institutions.

If an application for refund of tuition fees is declined by the Institute, it will notify the applicant of any decision to decline the refund in writing within 28 days of receiving the refund application, and will outline the reasons for the decision.

Refund applications declined the Institute are subject to an internal appeal to the Academic Manager. All appeals must be made in writing and addressed to the principal and made within 28 days of receiving written notification of the refund application being declined.

Denial of a refund under this policy or the accessing of the Institute's internal appeals process does not remove the right for further action or to the pursuit of other legal remedies under Australian consumer protection laws.

### **Tuition fee refund policy - general refunds**

In accordance with current legislative requirements and the general application process, any refunds will be subject to the following under the Institute's general refund provisions.

If the application for a refund is made in respect of the principal (main) course of study, as applicable to any student visa for international/overseas learners, then no refund will be paid relating to the tuition fees for the first six (6) months of the principal course of study. Tuition fees paid for periods beyond the first six (6) months of study in the principal course, that are refundable will be repaid less any deductions that might apply.

If an application for a refund is made more than 28 days prior to the commencement of the next semester or study period, the Institute will provide a full refund of tuition fees, less any applicable and necessary deductions.

If international/overseas learners withdraw fewer than 28 days before the starting date of the next semester or period of study, they will forfeit 50 per cent of their tuition fees, for that semester. The Institute will refund any remaining tuition fees already paid in advance, minus any applicable deductions.

The Institute cannot provide tuition fee refunds for learners who withdraw from a course of study after the course/semester commences. However, any additional tuition fees paid beyond the current course/semester, will be repaid minus any applicable deductions.

If an international/overseas candidate's application for a student visa is rejected prior to commencement of their proposed course of study, they will be eligible, upon application to the Institute, for a full refund of tuition fees, subject to the deduction of \$A 150.00 non-refundable application fee and a \$A 200.00 refund administration fee. For this refund to be processed, candidates need to provide a certified copy of their visa rejection letter from the Department of Home Affairs.

If an international/overseas learner holds a valid student visa at the time of enrolment with the Institute, but, after commencing their course of study, the visa expires and a subsequent visa application is applied for and rejected, learners will be eligible to apply for a refund for any tuition fees paid to the Institute on a pro-rata basis (calculated on a weekly basis as using the Institute's academic calendar) minus any applicable deductions. For this refund to be processed, candidates need to provide a certified copy of their visa rejection letter from the Department of Home Affairs.

In the event that international/overseas learners transfer to a second or subsequent Institute course, without completing the first course in which they were enrolled, then they are ineligible for a refund relating to tuition fees for the first course of study. The Institute will provide credit for the tuition fees already paid, pro rata towards tuition fees for the second course of study. Tuition fees paid in advance of the current semester for the first course, will be credited in full towards the tuition fees applicable to a second course of study. And if the amount credited is greater than the tuition fees required, it will be refunded within 28 days of learners commencing the second course of study.

In the event that either an international/overseas learner or the Institute defaults on their obligations under the Education Services for Overseas Students (Esos) Act and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, then the preceding does not apply and learners are referred instead to the subsequent sections regarding tuition fee refunds.

### **Tuition fee refund policy – learner default**

Under s27 and s28 of the Education Services for Overseas Students (Esos) Act an education provider may refuse to provide or continue providing a course of study to in one or more of the following circumstances.

- learners have failed to pay an amount they were liable to pay to the provider, directly or indirectly, in order to undertake the course;
- learners breached a condition of their student visas; and/or
- learners' misbehaviour of a serious nature.

In the event of one or more of the circumstances noted immediately above occurring, the Institute may refuse to provide or continue a learner's course of study. Accordingly, the actions of the learner will be considered as a default by the Institute unless the learner is apprised otherwise in writing.

If learners default in this manner, and then request a refund of tuition fees paid to the Institute, they may be eligible for a refund of tuition fees subject to the following conditions, which should be read in conjunction with the section titled Tuition fee refund policy - application process, which appears earlier.

1. Any unspent tuition fees that are deemed refundable, will be returned to the learner or person or entity responsible for the payment of tuition fees, within 28 days of a valid refund request being approved by the Institute. Any refunds will automatically be subject to the subsequent clauses of this section.
2. The Institute does not refund tuition fees to defaulting learners who withdraw from their course of study after the commencement date of the current course/semester. Tuition fees paid in advance of a current course/semester will be refunded subject to any applicable deductions.

3. If a defaulting learner's enrolment is cancelled due to a breach of their visa conditions, (e.g. not meeting the minimum legislative requirements for course attendance or satisfactory course progress) there will be no refund of course tuition fees for the course/semester. Tuition fees paid in advance of the current course/semester will be refunded subject to any applicable deductions.
4. Where the learner has enrolled in a package of ELICOS and VET courses, he/she is not allowed to seek transfer or withdrawal without completing first six months of principal course (which is the VET course). This rule is to ensure the integrity of visa program as set out by Immigration Department. If the learner's CoE is cancelled for the attendance or any other reasons without completing first six months of Principal course, any tuition fees paid for commenced course i.e. ELICOS and fees paid for first six months of VET course would be forfeited/non-refundable.
5. The Institute will not refund tuition fees for any learner who is suspended and or excluded in the course/semester in which they are studying, where the learner has breached the Institute's rules and/or code of conduct as described in the Learner Handbook and on the Institute's web-site.

### **Tuition fee refund policy - Institute default**

Within the terms of the Education Services for Overseas Students (Esos) Act, the Institute is deemed to have defaulted on its obligations to international/overseas learners if the course offered does not commence on the agreed starting day, or the course ceases being provided after the starting date and before it is completed, or the course is not provided fully to because the Institute has had a sanction imposed. In the event that the Institute defaults on the basis of any of the above circumstances, the following procedures will take effect, subject to the relevant policies mentioned immediately above.

1. In the first instance any learner affected by a default on the part of the Institute will first be offered enrolment in an alternative Institute course at no extra cost. This offer is subject to and in line with existing student visa conditions and requirements. If a learner accepts the offer of enrolment in an alternative Institute course, the learner will be issued a new Letter of Offer and Written Agreement within 14 days of the date of default. If a learner does not accept the Institute's offer the full refund of unspent tuition fees will be paid within 14 days of the date of default.
2. The Institute will not impose any administration fee or other charge on refunds that are due to its default.
3. Within 14 days, the Institute will provide learners a written statement explaining how refund amounts have been calculated.
4. In the unlikely event that the Institute is unable to provide a refund or place the

learner in an alternative Institute course, the tuition protection scheme (TPS) administered by the Commonwealth will place the learner in a suitable alternative course at no extra cost to them.

5. If a learner is unable to find a suitable enrolment at an alternative provider within provisions of the tuition protection scheme, the scheme will pay a tuition fee refund calculated by the fund manager. For further information please see [www.aei.gov.au](http://www.aei.gov.au).

### **Accommodation fee refund**

The following section applies to international/overseas learners who have paid an accommodation fee either prior to or following their arrival in Australia.

1. If a learner cancels their accommodation more than 14 days before arrival, any fees paid for accommodation will be refunded, minus any applicable deductions imposed by the accommodation provider.
2. If a learner cancels their arranged accommodation fewer than 14 days before their arrival, the fees paid for accommodation will be refunded minus a cancellation fee equivalent to one week's accommodation, and any applicable deductions imposed by the accommodation provider.
3. Once in Australia, a learner is required to give at least 28 days' notice of their intention to cancel their accommodation. No refund will be provided for a notice period unless mutually agreed in writing by the accommodation provider. Any refunds payable for periods after the 28 days will be refunded, minus any applicable deductions imposed by the accommodation provider.

\*Applicable Deductions- This refers to refund administration charges of \$200.00, non-refundable application fees of \$A 150.00, bank transfer fees (if applicable) or service charges that have been incurred by learner on or before the date of refund application.

### **Enjoying your time in Australia**

We hope you enjoy studying at our Institute and staying in Australia. We are always happy to help you. If you ever have a question about anything, ask any of our staff for help and they will be happy to do so.

## Useful contact details

**Emergency (for police, ambulance, or fire): Dial 000**

Name	Address/web-site	Telephone
Australian Taxation Office	Commonwealth Offices, 2-12 Macquarie St, Parramatta NSW 2123	132 861
Bus/train information	<a href="http://www.transportnsw.info">www.transportnsw.info</a>	131 500
Community - library	<a href="http://www.sl.nsw.gov.au/public-library-">www.sl.nsw.gov.au/public-library-</a>	
Community- police	95 Marsden Street PARRAMATTA 2150	Phone: 02 9633 0799 Fax: 02 9633 0795
Community- real estate agent	<a href="http://www.realestate.com.au">www.realestate.com.au</a> <a href="http://www.domain.com.au">www.domain.com.au</a>	
Crime stoppers	<a href="http://www.crimestoppers.com.au">www. crimestoppers.com.au</a>	1800 333 000
Healthcare- AHM OSHC	77 Market St, Wollongong, NSW 2500	131317
NRMA car insurance	153-155 Church Street (opposite The Coffee Emporium) Parramatta 2150 NSW <a href="http://www.nrma.com.au/">http://www.nrma.com.au/</a>	132 132
Service NSW Parramatta	27-31 Argyle St, Parramatta NSW 2150	137788
RSPCA (animal ambulance)	<a href="https://www.rspcansw.org.au">https://www.rspcansw.org.au</a>	9770 7555
Council of International Students Australia	<a href="http://www.cisa.edu.au/">www.cisa.edu.au/</a>	
Department of Home Affairs	Ground Floor, 26 Lee St, Sydney 2000 or; 9 Wentworth St, Parramatta 2150 <a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a>	131 881
Learners - (Esos) International Student Hotline	<a href="mailto:esosmailbox@deewr.gov.au">esosmailbox@deewr.gov.au</a> <a href="https://www.studyinaustralia.gov.au">https://www.studyinaustralia.gov.au</a>	6123 5870 1300 363 079
Learners - Translating & Interpreting Service National (TIS)	<a href="https://www.immi.gov.au/media/factsheets/91tis.htm">https://www.immi.gov.au/media/factsheets/91tis.htm</a>	131 450
Telstra (telecommunications)	<a href="http://www.telstra.com.au">www.telstra.com.au</a>	132 200
Tourism Australia	<a href="http://tourism.australia.com/">tourism.australia.com/</a> Tourism Australia Head Office GPO Box 2721, Sydney NSW 1006 <a href="mailto:ask.us@tourism.australia.com">ask.us@tourism.australia.com</a>	0293601111



## 10. Revision

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