

INTENSIVE ENGLISH LANGUAGE INSTITUTE

ADELAIDE ♦ SOUTH AUSTRALIA



Conditions of Enrolment

1. About the Intensive English Language Institute

The Intensive English Language Institute (IELI) is the trading name of a not-for-profit association. The IELI has provided English Language courses under agreement with Flinders University since 1995. The registered provider for courses offered by the IELI is the Community for Global Communication Inc, provider code 02916F.

2. Mission Statement

The purpose of the Intensive English Language Institute is to help students improve their English language skills. Our program also helps students understand Australian culture. Students at the advanced levels will gain specific academic, professional or general English skills to help them in their future plans. At the IELI, we believe that students and staff must work together to create a learning experience that is both challenging and supportive. Our mission is to create a learning community in which each student has the best possible chance to reach his or her educational goals. Through helping students work together as an international community, IELI seeks to encourage cross-cultural communication and understanding which we believe will contribute to a better future for all.

3. Student Details and Privacy Rules

- 3.1 Through the application and enrolment process, the IELI will collect personal details about you and your course in Australia. Under Australia regulations, the school must have your correct address, phone contact and e-mail contact at all times. IELI will do random checks of this information. If your details change, you must update this information at the Front Desk within one week.
- 3.2 The IELI may give your personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach of your student visa conditions to the Australian government and designated authorities as required under the ESOS Act or the National Code 2007. We will also cooperate with police and other authorities if you are involved in an accident or suspected criminal activity.
- 3.3 Information given on the homestay request form will be used to select a suitable homestay family for you. Information from this form will be shared with the homestay family.
- 3.4 Personal contact information will also be used if students do not contact the school when they are absent, or if they do not contact the homestay family when they do not expect to return home on time. IELI considers this a duty of care to ensure that students are safe.
- 3.5 In all other cases, the IELI will respect your privacy. Scholarship students may need to give permission for the school to communicate with the scholarship sponsor as a condition of their scholarship

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- 3.6 IELI may use your image for promotional purposes. This means IELI might put it on Facebook, the IELI website, or use it in IELI advertising campaigns. Please notify IELI if you wish for your image to not be included in any marketing material.

4. Teaching Hours and Attendance

- 4.1 IELI is an INTENSIVE course of study. In all courses, you will have 22 hours of classroom teaching. You can expect 3 hours of homework per day. Hours may vary according to your study skills and ability. You may take another 1.5-4.5 hours of study of elective classes for no additional charge. The approximate times of study are as follows:

General English: 9:30-3:30 Daily

English for Academic Preparation (begins at Level 4): 9:30-3:30 Daily

English for Business and IT Studies (begins at Level 4): 9:00-1:00 four days per week, 9:00-4:00 Tuesdays

English for Health Studies (begins at Level 6): 9:00-4:00 except Tuesday

English for Health and OET Studies (begins at Level 6) 9:00-4:00 except Friday

- 4.2 Australian immigration rules require 80% attendance as a requirement of a student visa.
- 4.3 Attendance will be taken daily and reported weekly. If you are late to class two times, it will count as one absence. IELI will send warning letters to students when attendance drops below 85%.
- 4.4 If you miss class because you are sick, please follow the steps below:
- Call the office (8201-5084) before 9:30 on the day of the absence.
 - Go to a doctor to get a medical certificate if you have missed more than one day.
 - Discuss any attendance difficulties with the IELI director BEFORE your attendance drops below 80%.
- 4.5 If your attendance drops to 80%, the IELI will send an Intent to Report Letter. You will then have 20 working days to appeal the attendance warning through the internal appeals process (see Section 10).
- 4.6 If the internal appeals process indicates that the attendance was reported correctly, and that you do not have any evidence of medical reasons for your poor attendance, your attendance will be reported to DIAC. You may decide to use the external appeals process (Section 11). You should continue to attend class while the external appeal is considered.
- 4.7 For purposes of DIAC reporting, a 'term' at IELI is defined as any two consecutive sessions (10 weeks).

5. Grading Policy and Academic Progress

- 5.1 When you arrive at IELI, you will take a placement test. You will be placed in levels according to your scores on the IELI placement exams. TOEFL scores and IELTS scores do not result in automatic placement.
- 5.2 After you begin your course, you will progress to higher levels by achieving proficiency goals for each level. Generally, students complete each level in 10 weeks, but individual progress varies according to effort, English language background, and ability. You will receive grades on course work throughout the session. You may discuss your progress with individual classroom teachers at any time.
- 5.4 You must achieve an average score of 75% over two sessions (10 weeks) in order to pass to the next level.

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- 5.5 If you achieve an average score of 85% , you may pass to the next level in only one session (5 weeks).
- 5.6 Satisfactory progress at IELI requires that you complete each class within 20 weeks.
- 5.7 IELI will try to help you as much as possible. If your marks are very low, your teacher may suggest that you move to a lower level. Your teacher will also suggest extra study materials or extra classes that can help you get a better mark. It is YOUR RESPONSIBILITY to work hard, attend class every day, and follow your teachers suggestions for improving.
- 5.8 If you fail to complete a skill level within 10 weeks, you may be required to take additional extra classes or meet with the IELI director or tutor to improve your mark. Failure to attend extra classes when required will be considered if you appeal IELI's decision to report you for failure to progress.
- 5.9 If you fail to complete a skill level within 15 weeks and you have followed the suggestions in 5.7 and 5.8, an intervention plan will be offered to you. This may include reducing your class hours for one session, attendance in a remedial study class, or tutoring. Failure to follow this plan will be considered if you appeal IELI's decision to report you for failure to progress.
- 5.9 If you fail to complete a class within 20 weeks and this failure is due to lack of work, poor attendance, or failure to follow an extra study plan, you may be reported to immigration. You can appeal this decision within 20 working days (10 Section 11).
- 5.10 If you have a problem which is affecting your studies, you should discuss these with the IELI Director as soon as possible. She will help you with your adjustment to study in Australia. She may also suggest a counselor or other professional help for you. Solving problems as early as possible will help your progress in the IELI program.

6 Academic Honesty and Behavioural Expectations

- 6.1 You must do your own work on individual assignments and tests. At the advanced levels, students learn Australian expectations of academic honesty. You will be expected to follow these rules carefully.
- 6.2 You must cooperate with others on group projects and in class work.
- 6.3 You must show respect to IELI teachers, staff and students at all times.
- 6.4 You must not prevent others from learning by disturbing classes or not cooperating during class time.
- 6.5 You must follow the rules of Flinders University and the laws of Australia.
- 6.6 IELI understands that it is not always easy to understand the rules of a new culture. Therefore, teachers and staff will explain these expectations in more details as necessary. Please ask questions if you do not understand specific rules and guidelines.
- 6.7 If you are not meeting the expectations of IELI, a meeting will be arranged with the IELI director. This meeting will explain which behaviours are not acceptable, and the director will work with you to suggest ways to change the behaviour.
- 6.8 If you are unable or unwilling to meet IELI's expectations of academic honesty or behavioural conduct, you may be asked to leave IELI. You will have 20 working days to appeal this decision (Section 10).
- 6.9 Enrolment at IELI may also be suspended or cancelled for failure to pay course fees. Students have 20 working days to appeal a decision cancel enrolment due to non-payment of fees. However, students will not be allowed to continue to attend classes if fees for the study period have not been received.

7. Payment Policy

- 7.1 All IELI invoices must be paid on the due date. In order to get a COE, the first payment must be made for 50% of tuition or full tuition for courses of 24 weeks or less. OSHC must also be paid for full visa length cover as a condition of immigration.
- 7.2 Second payments must be made no later than 2 weeks before the beginning of the second study period.
- 7.3 Students will not be allowed to study at IELI if they have not paid for any study period.
- 7.4 If payment problems cannot be resolved, IELI may cancel your COE for failure to pay. You will have 20 working days to appeal this decision

8 Refund Policy

- 8.1 All refund or course changes must be requested in writing and must follow IELI and immigration rules and policies.
- 8.2 All changes to enrolment may affect your student visa and course cancellations will be reported to immigration by IELI. Students are advised to check with immigration.
- 8.3 If students have received a discount for courses of 30+ weeks, this discount will be deducted from refunds if the new course length is less than 30 weeks.
- 8.4 This agreement and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia's consumer protection laws.
- 8.5 All refunds will be paid within 20 days of receiving written notification of changes to course and a request for a refund of fees with correct bank details.

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Before Course Commencement	
Visa refusal	100% refund of all fees less administrative fee of 5% of course fees to a maximum of \$500.
IELI cancels a course	100% of all fees
Student cancels 30 days or more before course commencement day (testing day)	100% refund of tuition fees and health cover (OSHC) less \$500 administrative fee
Student cancels less than 30 days before course commencement day (testing day)	75% refund of tuition fee 100% refund of OSHC No refund of Enrolment Fee or Homestay placement fee
After Course Commencement	
Student defers course due to late arrival of visa	Full tuition will be credited to later sessions.
Student cancels course after deferral has been granted, or student fails to arrive without telling the school or defers after the first day of the session (testing day)	No refund for first 5 week session. 75% refund for forward sessions. 100% refund for OSHC. No refund for Enrolment or Homestay placement fee
Enrolment is cancelled for Visa breach or student behaviour	No refund for current session + 5 weeks. 75% refund for forward sessions.
Student cancels enrolment in the middle of a course.	No refund for 10 weeks from date of cancellation 75% refund for forward sessions. (25% cancellation fee charged for unpaid sessions) Student should apply to their health cover provider for refund of OSHC.
Holiday Breaks or Deferrals	
Student requests holiday break or deferral 20 days or more before the beginning of any session.	100% of fees will be forwarded to future sessions. If the student shortens their course due to the break, 75% of fees will be refunded.
Student requests holiday break or deferral less than 20 days before the beginning of any 5 week session.	75% of fees will be forwarded to future sessions.
Student requests holiday break or deferral after the first day of any session.	No refund for the session.
Early Course Completion	
Full course completion <i>The student must complete a cancellation form and the IELI COE will be cancelled.</i>	100% refund for unused sessions less the discount for student 30+ weeks if the course is shortened to less than 30 weeks
Partial course completion	100% of unused classes to a maximum of 10 weeks
*Course completion for package visa students depends on the level of study required for their university level.	All students must complete Level 6B. IELTS 6.5 must complete Level 7A IELTS 7.0 or 7.5 must complete Level 7B
*Course completion for ELICOS only is completion of the highest available level at IELI, currently 7B.	Students who have extended their study at IELI are limited to 5 weeks of part-time study upon completion of one component ONLY of the course.
Homestay Fees and Bond	
Damage to homestay	Amount will be deducted from bond.
Leaving homestay with less than 2 weeks' notice	Amount will be deducted from bond.

9 Rules for Course Holiday, Deferral or Suspension of Course

- 9.1: The IELI schedule includes 4 short holiday breaks of 1-2 weeks per year. IELI also allows **ONE** five week flexible holiday for any student who has enrolled for a course of 30 weeks or longer. The dates of this 5 week break must match the dates of a regularly scheduled session. The holiday cannot spread over two separate session dates.

Students may not take a second break within their study period. Therefore, students must plan carefully for holidays including weddings and other holiday trips home due to homesickness. These personal events do not meet the criteria of the National Code 2007 for course deferrals.

Students must request this holiday break by completing a Holiday Break Request form at least 20 days before the scheduled break.

Students who have applied for shorter study periods, including extension courses which are less than 30 weeks, will not be allowed to have a holiday break.

- 9.2 The National Code 2007 allows students to request a deferral or suspension of studies when
- The student can document a death or serious illness in the immediate family;
 - The student can document a medical or psychological condition which prevents them from studying;
 - The student can document the experience of a traumatic event which has made studying difficult.
- 9.3 Your course can also be suspended by IELI under the conditions in 6 above. If IELI suspends your studies, you have 20 working days to appeal. (see Section 10).
- 9.5 Deferral or Suspension of Course may affect your visa. Please consult DIAC for further information.

10 Problem Resolution and Appeals Process

We hope that all students will be happy with the program and services at IELI. If you have a question or problem, IELI believes that good communication is important. The procedures below will help students communicate any concerns they have with IELI. You can bring a support person to help you at any point in this process.

- 10.1 Most problems can be solved through **Informal Communication**
- 10.1.1 If you have a question or concern, please talk to your teacher, front desk staff, or the IELI director. In all cases, IELI staff will listen carefully and answer your questions. If we cannot meet your requests, we will explain the procedures and rules which apply to the request.
- 10.2 You can use the Formal Complaints Process if you are not happy with IELI's decision.
- 10.2.1 Write a letter about your problem. In your letter, tell us what you want IELI to do. Include any documents which help explain your side of the problem.
- 10.2.2 IELI will study the problem carefully and give a written decision on the complaint.
- 10.3 You also have the right to appeal decisions by IELI which will affect your student visa status. If IELI notifies you that the school plans to report you to DIAC for failure to attend, failure to make satisfactory progress, failure to pay or misconduct as explained in 6.0 above, you have 20 working days to begin an **Internal Appeals Process**. IELI will not report you to immigration until after 20 working days have passed or until the appeal process is completed. IELI will allow you to continue to study except if the breach is failure to pay your fees.

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- 10.3.1 If you decide to appeal a decision, write a letter to explain your side of the problem. Include any documents which help explain your side of the problem.
- 10.2.2 IELI will study the problem carefully and give a written decision.
- 10.4 If you are not happy with any IELI decision, you have the right to an **External Appeal**.
- 10.4.1 Please let IELI know that you want to make an External Appeal. The Office of Consumer and Business Affairs is the appropriate body to appeal decisions made by the IELI. They will investigate whether IELI has followed the regulations and procedures carefully. They will also check that these rules were made available to you as a condition of enrolment. They will not be able to request that IELI change their internal rules. IELI will pay any expenses incurred by this external appeal. You should continue to attend class while the external appeal is considered. Contact details for the Office of Consumer and Business Affairs are given below.
- Office of Consumer and Business Affairs (OCBA)
Business & Occupational ServicesnGround Floor, Chesser House
91-97 Grenfell Street, GPO Box 1407, Adelaide SA 5001 DX225
Telephone: 1300 138 918 Facsimile: (08) 8204 9771*
- 10.4.2 If the external appeal overturns the decision of the IELI, you will be allowed to continue to study at IELI, and IELI will continue to monitor your attendance and progress. If the external body agrees with IELI's decision, IELI will report you to Immigration.
- 10.4.3 IELI will only allow one external appeal per a single issue.
- 10.5 You have the right to be represented or supported at any stage of the IELI Problem Resolution and Appeals process.
- 10.6 This agreement and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia's consumer protection laws. This process does not remove your right to pursue other legal remedies if you are not satisfied with the results of the resolution or appeals process.
- 10.7 You also have the right to report IELI to relevant authorities if you believe that they have broken regulations set out in the National Code 2007 or any consumer protection laws. You can make this report to Office of Consumer and Business Affairs, GPO Box 1407, Adelaide, SA 5001 under consumer protection laws. You can also report to DEEWR at esosmailbox@deewr.gov.au or fax 6123-5870.

11 Termination of this Agreement

IELI may terminate this Agreement and cancel your enrolment at IELI with 7 days written notice in the following situations

- 11.1 You are not following the agreement as in the following examples:
- a) You do not start your course on the start date. (If you cannot arrive in time, please contact us as soon as possible for a new start date.)
 - b) You cancel your course either before or after the start date.
 - c) You fail to pay your fees by the due date
 - d) You breach your student visa conditions.
 - e) IELI has reasons to believe that you are not a Genuine Temporary Entrant under Australian legislation under s499 of the Migration Act 1958.

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- 12** IELI Offers the following support services. Please don't hesitate to ask us to help!
- 12.1 Airport Reception—Let us know your local address and flight details at least 5 days before your arrival. A friendly IELI staff member will pick you up free of charge.
 - 12.2 Orientation—This service will help you get started in Adelaide. You will get an orientation schedule on the first day of your course.
 - 12.3 IELI Homestay—To learn more about homestay check out our webpage.
 - 12.4 Flinders University ID Card—This card will allow you to access Flinders University facilities (Health Centre, Library, Internet Service, Computer Centre, Sport Centre)
 - 12.5 IELI Library—We have lots of books and listening materials for you. You can also get a list of useful websites for study. Your teachers will explain your weak areas, but it is your job to get help and materials to improve.
 - 12.6 IELI Activities—Learning English can be fun. Join the Activities Team on Saturdays to learn more about Adelaide and practice speaking English. IELI activities also include Friday afternoon soccer and the IELI Guitar club. Finally, you can also join clubs at Flinders University.
 - 12.7 IELI ENGLISH Lounge—This is a comfortable place for tea, lunch or relaxing, but you have to speak English!
 - 12.8 Student Advising and Welfare Counselling—Right now you are probably feeling pretty good about coming to Australia. However, in any new experience little things can go wrong. At IELI, we want to help you every step of the way. The IELI Director, Bonnie Cothren provides advising and welfare counseling for students. If she cannot help you, she will help you find legal, counseling or other services in Adelaide to provide support for you.

I AGREE TO THE RULES AND PROCEDURES OF THE INTENSIVE ENGLISH LANGUAGE INSTITUTE AS EXPLAINED ABOVE.

Student's Signature

Student's Name (Printed Clearly)

Date: _____