



**CRICOS ID: 03711M**

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# **STUDENT HANDBOOK**

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## **Introduction**

Intellect English's (Intellect) Management and staff would like to warmly welcome you. Intellect is an educational provider specialising in ELICOS and located in Victoria State of Australia. We are committed to provide quality education and enabling students to advance their career by attaining their educational goals.

We endeavour to provide conducive teaching and learning environment and facilities to deliver quality education. Our staff fully understand the aspirations and goals of our students. Our focus would always be on making sure that our students are able to achieve their educational goals by imparting quality education.

Our primary and only goal is to provide highest quality education to our students and make them achieve academic excellence.

## **Our College Profile**

We understand the aspirations of our students and have focused our philosophy on imparting excellent quality education. We are committed to providing a warm and caring educational environment and make our students achieve leadership in their chosen profession. We pledge to apply best practice in teaching and assessment, with a dedicated team of highly qualified ELICOS teachers and administration staff with extensive education and industry experience. We are confident that our students will have an enjoyable and enriching experience by choosing Intellect as their pathway to success.

## **Mission statement**

Our mission at Intellect is to provide outstanding English programs and services that are responsive to our student's needs. We accomplish this mission by providing high quality teaching and learning to promote fulfilment of knowledge transfer requirements and encourage academic excellence in our surrounding communities.

## **Facilities**

As a student, at Intellect you can avail of our numerous facilities, including:

- excellent teaching facilities with computer and data projectors
- student computer with easy access for students
- access to Information resources
- free internet access
- student recreation area
- photocopy and printing facilities.
- tea and coffee making facilities

## **Our Ethos**

Intellect is committed to providing the highest quality English training to its students, irrespective of nationality, gender or belief. Through the dedicated pursuit of excellence in teaching and dynamism in course content, Intellect will foster in its students rational thought, intellectual integrity and social responsibility.

## **College Locations**

Intellect campus is located in Coburg and close to all amenities making it easily accessible by various modes of public transport (train, trams and buses)

The campus is easily accessible by road and by public transport. There is a train, bus and tram stop within walking distance of the college, providing easy and convenient access to the city and to various suburbs.

### Contact Information

Tel: +61 3 8383 9627

Email: [info@Intellectenglish.com.au](mailto:info@Intellectenglish.com.au)

Web: [www.Intellectenglish.com.au](http://www.Intellectenglish.com.au)

### Emergency Contacts (24 hrs)

CEO

0419 332 787

[info@Intellectenglish.com.au](mailto:info@Intellectenglish.com.au)

### Important Policies and Forms

As an ELICOS education provider, Intellect has set of policies, procedures and related Forms under its regulatory framework. Students are strongly advised to refer to the college website at [www.Intellectenglish.com.au](http://www.Intellectenglish.com.au) to access key policies, procedures and forms.

If you are unsure about the policies, procedures and forms related to your concern/issue, or the required policy is not listed on the website, you should immediately contact our staff at the college or via email [info@Intellectenglish.com.au](mailto:info@Intellectenglish.com.au)

### Accreditation and Articulation

Intellect is an accredited and recognised provider of ELICOS programs by ASQA (Australian Skills Quality Authority).

<b><i>Our Organisation currently delivers following ELICOS program to overseas students:</i></b>	
	<b>CRICOS Course Code</b>
General English (Starter, Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate, Advanced)	<i>098065F</i>

### Settling in Melbourne

Welcome to multicultural Melbourne, the capital of the state of Victoria. Melbourne is a very safe city by world standards.

The crime rate is low and it has excellent emergency and hospital facilities.

Source: [www.visitvictoria.com.au](http://www.visitvictoria.com.au)



### Places to Visit

There are many exciting and interesting things to do while living in Melbourne, and because Intellect is located close to public transport, it is easier and quicker to get around. Places in Melbourne that you should think about visiting include:

- ❖ Melbourne Zoo – take the Upfield train line from Melbourne Central or Flinders St station and alight at Royal Park.
- ❖ Crown Casino and Entertainment Complex/Southbank – a short walk from Flinders St Station.
- ❖ Queen Victoria Market.
- ❖ St. Kilda beach – a 40-min tram ride from the city, on tram 16 (Swanston St) or 96 (Bourke St).

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❖ Chinatown – on Little Bourke St.

If you would like more information about the many tourist attractions and places of interest in and around the city, Melbourne's Tourist Information Office is located at Federation Square, opposite Flinders St Station. This office is open 7 days a week and offers information about Melbourne and Victoria.

For more information on Melbourne's many attractions, you may also visit the state tourism website at [www.tourism.vic.gov.au](http://www.tourism.vic.gov.au).

Local doctors, dentists and supermarkets are located in Melbourne CBD and inner-city suburbs. Melbourne has several local churches and community groups.

Victoria is home to some of the most attractive areas in Australia, including the Yarra Valley wine district, Puffing Billy, Great Ocean Road and Surf Coast, Mornington Peninsula, penguins at Phillip Island, etc., all within a few hours' drive of Melbourne.

Several tourism agencies in and around the city arrange tours to these destinations.

### ***Sports and Fitness***

Melbourne is the sporting capital of Australia. It hosts the Australian Open Tennis in January, the F1 Grand Prix in March, and the AFL Grand Final in September/October. The historic Melbourne Cricket Ground (MCG) is often the locale for exciting international cricket and several other sports. There are plenty of pool and gym facilities located around Melbourne. The closest public fitness centre to Intellect's Franklin St campus is the Melbourne Baths located in a historic 19th century building on the corner of Swanston and Victoria Streets.

### ***Public Transport***

Intellect's campus is located on Sydney Road, Coburg. We recommend students not to drive to College, as the cost of petrol and parking can be expensive and inconvenient.

The Melbourne Public Transport Corporation has created a pamphlet to help you with fares and other public transport information.

### ***Driving in Australia***

In Australia, you must either have an Australian Driver's Licence or an International Driving Permit. Cars are driven on the left side of the road in all states of Australia. If the International Permit or Licence is not in English, you must carry a certified translation.

Australia has very strict driving laws. When driving around, it is the law that you must wear your seat belt. We also recommend that you do not drink and drive. It is very dangerous and if you are caught by the police, you may lose your licence.

If you are going to go out drinking with friends, get one of them not to drink, so that they can do the driving for all of you. This is called organising a designated driver.

Alternatively, get a taxi home. Taxis can be requested at any time of the day or night on all days, by calling the taxi service provider and giving them your pick-up address.

Australia also has speed limits which all drivers must follow. You must not go over the speed limit by more than 3km; speeding incurs heavy fines and you may also lose your licence.

If you are going out for a weekend or on term break, remember that Australia is a very big country and it can be very easy to get lost. Always have a map of the area you are travelling to. Before you leave, tell someone where you are going and when you will be back. Always carry plenty of water when going on a long trip.

You should also go to a police station before driving, just to check if there are any road rules in Australia that you are not familiar with.

Finally, if your car breaks down, do not walk off to find help: someone is likely to find you as you are to find them, and staying with your car allows you to have shelter against rain, or Australia's harsh sun.

If renting a car, make sure that the only person who drives is the person who has signed on as the registered driver, otherwise your insurance may not cover you if you are in an accident.

It is not against the law in Australia to drive without insurance, but we strongly recommend that you have car insurance. You should have Third Party or Comprehensive insurance in case you have an accident.

### **Public Holidays in Victoria**

Please refer to below link for official Public Holidays in Victoria for each year

**<https://www.business.vic.gov.au/victorian-public-holidays-and-daylight-saving/victorian-public-holidays>**

### **Smoking**

Smoking is not permitted in public places, including airports, restaurants, cinemas and shopping centres. So please observe the signs on the front of all buildings. Intellect also has a non-smoking policy that prohibits smoking anywhere in the building, including toilets and recreational areas.

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

When you first arrive in Australia, it is a good idea to open a bank account. When you go to the bank you need to take with you your passport and a copy of your eCoE (electronic Confirmation of Enrolment). If you do not have a copy of your eCoE, please inform Intellect Reception, and we will provide a copy. There are many banks located near Intellect. You do not need to deposit money when you first open an account.

### **Cost of Living**

Before lodging your application, you should consider whether you will have enough money to set up a house in Australia as well as pay for your air-fare (including return), course tuition fees, overseas student health cover (OSHC) and all general expenses during your stay in Australia.

As a general guide, your accommodation, food, transport, clothes and expenses could cost:

- student/guardian – AUD20,290
- partner/spouse – AUD7,100
- child – AUD3,040.

You should be aware that these amounts are only an indication of everyday expenses and do not include airfare, health insurance or the cost of your course.

### **Accommodation**

Intellect will gladly assist in finding suitable accommodation. It cannot, however, enter into agreements with real estate agents or householders on your behalf.

Temporary Accommodation on Arrival: If required, temporary accommodation will be arranged for your arrival, usually for a period of one week. This is hotel-style accommodation at AUD \$80-\$120 per night.

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Home stay involves the student living with an Australian family. The cost generally includes two meals (breakfast and dinner) during the week and three meals over the weekend. Rooms may be single or shared and cost will vary accordingly, usually at \$150 to \$200 AUD per week.

Home stay families provide students with a private, single room, with bathroom and laundry facilities shared with the family. Meals are usually included in the cost, but this varies to suit the needs of the family and the student.

Self-catering home stay arrangements are sometimes available and offer a cheaper alternative. This is a reliable way to find a safe, reputable family to live with.

Private or Church-Owned Boarding Hostels are available for both tertiary and non-tertiary students. Facilities usually include kitchen and shared bathroom with self-catering to be expected. For newcomers to the country, living in a hostel is a good way to meet other students in a comfortable study environment. Cost is usually \$80 to \$150 AUD per week.

Shared Accommodation: Advertisements on student notice boards and in sections of the local newspapers will appear for one or more people to share a house or flat, often where a lease has already been taken out. This often suits students once they have been in the country for a while and are comfortable with their new country's living arrangements. Cost is usually \$80 to \$150 AUD per week.

Rental Accommodation: As with shared accommodation, units, flats, single bed sitters and even houses are available through real estate agents. These are normally unfurnished. One month's rent in advance may be charged plus a bond (or security deposit) prior to signing a lease agreement. The cost is usually \$150 to \$300 AUD per week.

A number of real estate agencies service the campus area and are easily contactable either in person or by telephone, e-mail, etc.

### **Intellect Code of Practice**

The Code of Practice requires Intellect to implement policies and management practices that maintain high professional standards in the delivery of education and teaching services and safeguard the educational interests and welfare of staff and students.

### ***Administration and Management***

Intellect will ensure that we meet the following administrative and management standards:

- Provision of qualified, experienced personnel to undertake the management and coordination of teaching delivery and assessment
- Intellect staff selection process is fair and providing ongoing professional development to its staff;
- Maintaining adequate and appropriate insurance including public liability and work cover policies.
- Intellect will provide information about substantial changes to its operations or any event that would significantly affect its ability to comply with the standards within 90 calendar days of the change occurring.
- Intellect will provide information about significant changes to its ownership within 90 calendar days of the change occurring.
- Intellect will notify the Regulator of any written agreement entered for the delivery of services on its behalf within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and within 30 calendar days of the agreement coming to an end
- Access for the Registering Authority (and its agents) to teaching records, delivery locations and staff details to enable performance auditing and to verify compliance with Conditions of continuing Registration/Endorsement.

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- Timely payment of registration fees to the Registering Authority, within 28 days of these fees being due and payable, to maintain currency of registration.
  - Up-to-date records of student enrolments, attendance, completion, assessment outcomes, results, qualifications issued complaints and appeals, and archives.
  - Strict confidentiality with respect to all personal records of students.
  - Access for staff and students to their own records.

### **Course delivery**

Intellect will:

- Arrange an orientation program for new students, prior to course commencement, with information about the course curriculum and availability of learning resources;
- Ensure that a current copy of the accredited course curriculum is available to staff and students;
- Conduct teaching and assessment in accordance with the requirements of the accredited course;
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses;

### **Staff**

All ELICOS teachers must have the following:

- a degree or diploma of at least three years full-time or equivalent (teaching or other)
- a suitable TESOL qualification or qualification that contains TESOL as a method
- appropriate TESOL teaching experience or are formally mentored by a senior staff member with this experience.

### **Teaching Environment**

Intellect will meet the following minimum teaching environment standards:

- Compliance with all laws relevant to the operation of teaching premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations;
- Provision of teaching premises of adequate size (maximum of 18 students in each classroom), equipped with heating, cooling, lighting and ventilation;
- Teaching facilities, equipment and other resource materials that meet the requirements of the course, and their regular maintenance in good order.

### **English Language Certificate and Transcript**

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

### **Re-issuing Qualifications**

If the certificate or transcript is misplaced or damaged, the student or prior student may contact Intellect to order a replacement.

Intellect will not re-issue a certificate or transcript; however, we will issue a Certified Copy of the original certificate or transcript, with a statement stating: 'this is a replacement of original document.'

The cost for a certified copy of the original document is \$200.00, which is to be paid when ordering. It may take up to two weeks for the copy of document to be completed.

### **Marketing and Recruitment**

Intellect will:

- market its courses with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course;
- not state or imply that courses other than those within the Scope of Registration on CRICOS are recognised by the registering authority;
- recruit students at all times in an ethical and responsible manner consistent with the requirements of courses; and
- ensure that application and selection processes are explicit and defensible, and equity and access principles are observed.

### **Student Information**

Intellect will advise prospective students of:

- its scope of registration on CRICOS;
- application processes and selection criteria;
- fees and costs involved in undertaking the course;
- fee refund policy;
- attendance policy;
- certificate to be issued on completion or partial completion of courses;
- assessment procedures;
- appeal procedure;
- staff responsibilities
- facilities and equipment; and
- Student support services.

### **Access and Equity Operating Principles**

Intellect aims to ensure the following:

- Access to employment and teaching is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Teaching services are delivered in a non-discriminatory, open and respectful manner.
- Staff members are cognisant access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs.
- Facilities are updated to provide reasonable access to students of all levels of mobility, and physical and intellectual capacity.
- Student selection for teaching opportunities includes and reflects the diverse student population.
- Students from traditionally disadvantaged groups are actively encouraged to participate, with specific assistance offered to those most disadvantaged.
- Culturally inclusive language, literacy and numeracy advice and assistance is employed in enabling students to meet personal teaching goals.
- Accountability for Intellect's performance in adhering to the principles of this policy, and the opportunity for feedback for quality improvement.

Students are prohibited from offering gifts to Intellect staff. Intellect staff and students are required to comply with access and equity requirements at all times.

### **Student Recruitment, Selection and Enrolment Process**

Applications for admission by an overseas student or an intending overseas must be made using the Application for enrolment. Students must complete the Application for enrolment and send the completed

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application to Intellect along with all supporting documents. Completed Application for enrolment is processed by Intellect and the application assessed against the selection criteria of the course and information provided in the application. The participants for each course offered by Intellect will be selected in a manner that reflects access and equity principles. Completion of the Application for enrolment does not imply that Intellect will make an offer to the student.

## **Procedure**

*Intellect will follow the following step by step process, once completed application along with all supporting documents are received either from the applicant directly or from his/her education agent (approved by Intellect):*

1. All the required information is completed on the application form including signature of applicant and date.
2. Assesses the applicant's previous educational qualification(s) (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification.
3. Applicant's English language skills will be assessed via pre entry test
4. Details of the student entered into the student management system.
5. Applicant and/or the education will be sent an offer letter and student agreement by the admission's officer generated from student management system

Applicants wishing to accept the offer must pay the fee requested in the letter of offer. Once the fee is received by Intellect along with signed student agreement, the admission officer will:

1. Ensure the student agreement is duly signed and dated by the applicant
2. An Electronic Confirmation of Enrolment (eCOE) is generated from PRISMS and sent to the Student/education agent to facilitate the issuing of a student visa (if required).
3. If the applicant is overseas, applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to Australia once the student visa is granted.
4. Soft copy of the eCOE is saved on Intellect drive and student management system updated
5. Intellect will do an internal audit on an ongoing basis for the applications finalised during the week to ensure all applications have required supporting documents and the application form and student agreements are duly signed and dated.
6. Any discrepancies found during the process will be immediately rectified by the Admissions officer

## **Academic Information**

### **Course Information**

You will receive 20 hours of face-to-face teaching per week and 5-10 hours of self-study.

### **Computers**

Computers are for the use of all Intellect students for study purposes and are available at the designated times.

Please note that the computers can become very busy close to assignment deadlines. Please use the computers in a responsible manner to ensure everyone has the opportunity to complete their assignments.

### **School-Aged Dependants**

If you are bringing children aged between five and 18 years old with you to Australia under a dependent on student visa, as part of the condition of this visa, they will be required to attend school full-time. You

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need to be aware of schooling obligations and options for school-aged children, and understand that you may be required to pay full fees if they are enrolled in either a government or non-government school. They are not required to attend CRICOS-registered schools because dependants are not student visa holders.

## Orientation

All participants are required to attend and participate in the orientation program organised by Intellect prior to the commencement of their course.

During the orientation program, you will have the opportunity to meet Intellect teaching staff and to familiarise yourself with the college campus, including location of amenities, exits, safety marshalling points, contact details, etc.

At the program, you will also receive information about Intellect's teaching and assessment procedures, including method, format and purpose of assessment. You will learn about the Course, and the certificate issued when upon successful completion.

Attendance at orientation is compulsory. The orientation program is a valuable opportunity for you to meet and mingle with Intellect personnel and new students, to ask questions, and to prepare for the commencement of your study at Intellect.

*Documentation and information to be provided at the orientation includes:*

- Emergency and Health Facilities
- Legal Services
- Transport and travel between campuses
- Study support and welfare related services
- Security measures
- Ban on littering, spitting and urinating in public places
- Intellect fees and fee refunds
- Assessment
- Communication (e.g. internet and mobile phones)
- Complaints and appeals
- Student code of behaviour
- Course progress requirements
- Keeping address and contact details up-to-date
- Use of Complaints and Suggestion box for speedy redresses of complaints/concern
- Student handbook (even though the students were given this copy before enrolment)
- Intellect staff and contact details
- Student complaints and appeals procedure
- Student behaviour procedure
- Obtained the names and contact details of key administrative personnel in the Intellect
- Attendance policy
- Internal and external support services available to students in the transition to life and study in a new environment
- Facilities and resources
- Keeping a valid OSHC while on student visa
- Use of public transport
- Use of taxis
- Rail and road crossings

- Safety measures in the home
- Information regarding adjusting to life in Australia

### **Overseas Student Health Cover**

Overseas Student Health Cover (OSHC) is insurance that provides cover on the costs for medical and hospital care for international students while they are in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation (commonly referred to as Health Fund) before applying for your visa.

You will need to purchase OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. A brochure for OSHC is available from Intellect. It is the participant's responsibility to check the conditions of their health cover.

We can arrange the cover for you on production of a completed application form and a bank draft or bank cheque payable to the insurance provider. The participant will then be issued with a membership card upon processing of the application by the OSHC. The cost of coverage for a single student is \$408 per year\*, and for a family \$3501 per year\*. These fees are payable annually in advance.

**\*These prices are determined by Insurance Provider(s) and may be subject to change at any time**

### **Refund Policy**

#### **Purpose**

The *Education Services for Overseas Students (ESOS) Act 2000* and the National Code 2018 are part of the ESOS framework governing the responsibilities of education providers towards overseas students.

The purpose of this policy is to ensure that Intellect adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give Intellect sufficient notice, while at the same time protecting Intellect from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe.

#### **Scope**

This policy and procedure apply to all the prospective and enrolled international students at Intellect who pay part or full advance fees when applying for a place at Intellect

#### **References**

ESOS Act (2000) / National Code of Practice 2018

### **DEFINITIONS**

**Course:** An ELICOS program of study at Intellect.

**Fee:** means fees Intellect receives, directly or indirectly, from:

- (i) an overseas student or intending overseas student; or
- (ii) another person who pays the fees on behalf of an overseas student or intending overseas student;

that are directly related to the provision of a course that the Intellect is providing, or offering to provide, to the student; and

“Fees” only means **tuition fees** not third party or ancillary fees such as admission fee, OSHC fee, resources, student kit or material fee.

**Resources:** Cost of learning materials and resources indicated in the Student Agreement which each student is required to purchase at the time of joining the course

**Application/Enrolment Fee:** Covers the administrative costs of enrolment

**Fee Due Date:** As per the dates on the student agreement

**Pre-paid Fee:** Fees paid in advance prior to course commencement.

**Agreed Start Date:** for a course means the day on which the course was scheduled to start, or a later day agreed between the *Intellect* for the course and the student.

## POLICY

**A refund of tuition fees will only be granted in accordance with the refund policy set out below:**

Fee Refund Conditions	Refund Applicable
<p><b>For these refund conditions the terms</b></p> <ul style="list-style-type: none"> <li>“Fees” only means <b>tuition fees</b> not third party or ancillary fees such as admission fee, OSHC fee or resources fee.</li> </ul>	<p><b>For these refund conditions the terms</b></p> <ul style="list-style-type: none"> <li>“Fees” only means <b>tuition fees</b> not third party or ancillary fees.</li> </ul>
<p>1. If an intending overseas student is not granted a student visa from Australian High Commission/ Australian Embassy/Department of Home Affairs (DHA) for any reason,(Documentary evidence of visa refusal is required)</p>	<p>1. All fees paid in advance will be refunded, minus administration and processing charges of AUD\$500.00.</p>
<p>2. If Intellect receives a written notice of withdrawal more than 28 days before the agreed start date of the course.</p>	<p>2. The refund will be 25% of the fees paid in advance by the student for the course “minus an administration and processing charge of AUD\$500.00.</p>
<p>3. If Intellect receives a written notice of withdrawal more than 14 days but less than 28 days before the agreed start date of the course</p>	<p>3. The refund will be 15% of the fees paid in advance by the student for the course " minus an administration and processing charge of AUD\$500.00.</p>
<p>4. If written notice is received 14 days or less before the commencement date of the course</p>	<p>4 There will be no refund of any fees paid in advance for the course.</p>
<p>5 If the student withdraws after the agreed start date of the course</p>	<p>5. There will be no refund of any fees paid in advance for the course. Students will also have to pay the balance of any fees due for remainder of their current course of study.</p>

<p>6. If a student's visa is cancelled due to their breach of international student visa conditions or Intellect Policies and Procedures or Student Misbehaviour after the commencement of the course</p>	<p>6. Maintaining the conditions of the visa grant and following Intellect's policies and procedures as agreed is the student's responsibility. There will be no refund of any fees paid in advance for the course. Students will also have to pay the balance of any fees due for remainder of the current course of study.</p>
<p>7. If a student's visa expires whilst studying a <b>course</b> and they are not able to complete their <b>course</b> because their application for an extension of visa is not granted by DHA</p>	<p>8. All unused fees paid in advance for the course in the minus administration and processing charges of AU\$500.00 will be refunded. Calculation of 'unused fees' is in accordance with applicable ESOS regulations.</p>
<p>9. If a student is granted a deferment or temporary suspension of studies after the commencement of a course</p>	<p>9. Intellect will hold all fees paid in advance for the period of the suspension/deferment. If the student does not return or commence on the agreed date without the approval of Intellect the student is deemed to have inactively withdrawn, and their enrolment will be cancelled. There will be no refund of any fees paid in advance for the course</p>
<p>10. <b>In cases of Provider default.</b> Intellect <i>defaults</i>, in relation to an overseas student or intending overseas student and a course, if either of the following occurs:</p> <ul style="list-style-type: none"> <li>• Intellect fails to start to provide the course to the student on the agreed starting day;</li> <li>• the course ceases to be provided to the student at any time after it starts but before it is completed; and</li> <li>• the student has not withdrawn before the default day.</li> </ul>	<p>10. Full refund of unused fees paid in advance. The calculation of 'unused fees' is in accordance with applicable ESOS regulations.</p> <p><b>Role of TPS in these circumstances</b></p> <p>The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:</p> <ul style="list-style-type: none"> <li>• complete their studies in another course or with another education provider or</li> <li>• receive a refund of their unspent tuition fees.</li> </ul> <p>For more information on the role of TPS visit (<a href="http://www.tps.gov.au">www.tps.gov.au</a>)</p>

Intellect is also required to notify TPS regarding the outcome of the refund request in case of visa refusals including the amount refunded and date of refund. In case of provider default; an outcome must be recorded to notify TPS if the student was placed in an alternate course or refunded the fee.

**(Note: The date for calculation of the refund will be the date formally received and acknowledged by Intellect and in accordance with ESOS regulations)**

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## Process for Claiming Refunds

- Refund applications must be made in writing on the Application for Refund Form; and set out the reasons for the application; and be accompanied by supporting documents as may be appropriate; and be forwarded directly to Student Admissions at Intellect.
- Refund applications will not be processed where the signature on the Application for Refund Form does not match the Student's signature as shown on other documents provided by the Student for admission to the College and the Student agreement.
- Refund will normally be made in the currency of the student's country of permanent residence and payable in that country.
- The funds covering the fees must be cleared (i.e. cheques cleared, telegraphic transfers received etc).
- All debts to Intellect must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.
- Where a Student is dissatisfied with a decision to provide or not to provide a refund he or she may appeal that decision in accordance with the Complaints and Appeals Procedures of Intellect.
- This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- All refunds will be paid within Four (4) weeks of receipt of student claim with all fully completed required documentary evidences

## Appeals

Once a decision is made on a student's application for fee refund, the student will be notified in writing of the outcome, including reasons for the decision.

Student should also refer to Intellect's "**Complaints and Appeals Policy**", available from the college and/or it's website at [www.Intellectenglish.com.au](http://www.Intellectenglish.com.au) for information on lodging an appeal against a decision, should they wish to do so.

## Student Attendance Policy and Procedure

The purpose of this policy is to ensure Intellect systematically monitor students' compliance with student visa conditions relating to attendance. Registered providers report students, under section 19 of the ESOS Act, who have breached the attendance requirements.

Intellect will monitor, record and assess the course attendance of each student for the course in which the student is currently enrolled.

Intellect will assess each student's attendance at the end of each week to check if students are either at risk of falling below 80% or have in fact fallen below 80%.

During the orientation programme, all students are informed of the student visa condition relating to course attendance. Under the Attendance Policy, a student has breached the policy if the student has not successfully maintained an attendance above 80% over the duration of the program they are enrolled in.

## Policy

Intellect will record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled. Intellect will provide, to staff and students, a policy and procedure that specify the:

- a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours
- b. manner in which attendance and absences are recorded and calculated
- c. process for assessing satisfactory attendance
- d. process for determining the point at which the student has failed to meet satisfactory attendance, and
- e. procedure for notifying students that they have failed to meet satisfactory attendance requirements.

Intellect will contact and counsel students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80 per cent).

Intellect will regularly assess the attendance of the student in accordance with the registered provider's attendance policies and procedures.

Intellect will notify the student in writing of its intention to report the student for not achieving satisfactory attendance in their course.

Intellect will inform student in writing that he or she is able to access the registered provider's complaints and appeals process as per Standard 10 (Complaints and appeals) and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Intellect, Intellect will notify the Secretary of DET through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

For the CRICOS registered courses Intellect will only decide not to report the student for breaching the 80 per cent attendance requirement where:

- a. that decision is consistent with its documented attendance policies and procedures, and
- b. the student records clearly indicate that the student is maintaining satisfactory course progress, and
- c. the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.
- d. the student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

### **Procedures**

All students must maintain an attendance rate of at least 80% during the course duration.

Attendance is calculated by totalling the number of available scheduled hours and dividing them by 80%. The balance is the total time a student may be absent during their course.

*eg A student enrolls into a program that runs for 24 study weeks. The contact hours for that course are 20 hours per week. The total contact hours for that program are  $24 \times 20 = 480$  hours. 80% of 480 is 384, meaning the student can miss 96 hours in that course.*

Attendance is recorded daily on a roll and any student arriving late, is recorded. Students who are absent for the full class are marked as absent for the full day.

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At the end of the week, the rolls are entered into the student management system and weekly reports are evaluated by the PEO, or their delegate.

Students identified at risk will be counselled, and students who drop below the 80% rate will be sent intent to report letter.

Intellect will contact and counsel students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80 per cent).

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- b. the student records clearly indicate that the student is maintaining satisfactory course progress, and
- c. the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.
- d. the student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

#### Warning and Intention to Report Letters

- a. Each week the PEO, or their delegate will draw a report from the Student Management System on all students' overall attendance. Students below 90% attendance are posted and/or emailed a letter outlining the student's current overall attendance.
- b. Students below 85% attendance are posted and/or emailed a Warning Letter outlining the student's current overall attendance and reminding the student of the laws in regards to maintaining an attendance over 80%
- c. Students that fall below 80% attendance are posted and emailed an Intention to Report Letter. This letter notifies the students of their current overall attendance and of Intellect's intention to report them to immigration for poor attendance. This letter also explains the appeals process both internal and external. It also very clearly states that the students have the right to an appeal as per Standard 10 of the National Code.

#### **Procedure for Reporting Students for Unsatisfactory Attendance by Notifying DET/DHA of Visa Breach**

The following process should be followed when reporting a student for breach of their visa requirements relating to unsatisfactory course progress.

Refer to the "PRISMS - Provider User Guide" to assist in the following process.

1. If appeal lodged, wait until appeal is heard and finalised before progressing. Once finalised and the intent to report is to proceed continue.
2. If no appeal lodged or it is finalised, Administrative Officer advises the PEO of intent to advise breach on PRISMS.
3. PEO checks all the facts and documentation related to the case and if everything is in order, authorises the report to be entered into PRISMS.
4. Follow the PRISMS - Provider User Guide on page 58 for Reporting Requirements

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**Note:**

- *Section 19(2) of the ESOS Act 2000 requires providers to report the student for unsatisfactory course progress 'as soon as practicable' after the breach occurs. Good practice would be to report the student through PRISMS within 5 days of finalising the decision to report (ie. within 5 days of 3.9 i., ii., or iii. occurring).*

**Request for Leave of Absence**

Students wishing to apply for leave must inform the college by filling in a Leave of Absence form, available at reception. The Intellect may grant a Leave of Absence or Deferment in special circumstances. An appropriate reason for wanting to take leave, as determined by the College, must be given. You are required to provide evidence (such as medical certificates) before your leave is approved.

If you are travelling overseas, a photocopy of your valid air ticket must be attached to your application form. Intellect will notify you in writing within seven days, after careful consideration of your case. Students who are granted leave are required to organise alternative arrangements for study with the respective teachers, to compensate for classes missed. Failure to comply with this policy may result in suspension from the course of study.

**Illness**

If you are feeling unwell during class time, notify your teacher and report to reception. An appointment with a doctor or dentist can be arranged for you. If you fall sick while you're living with people, you must inform your host family (in the case of home stay arrangements) or flat/house mates. Students who are unable to attend classes (due to an illness or any other reason) must telephone the college by 10 am on the day of their absence and leave a message for their teacher(s) that day.

If you are absent due to an illness, you must obtain a medical certificate from your doctor and give it to the Student Services Officer when you return to class. We will make a photocopy of your medical certificate for our records and return the original to you.

It is strongly recommended that you keep all originals of the medical certificates issued to you in the event that you need to furnish them for the DHA in the future. Where an assessment is missed, the medical certificate allows you to reschedule the assessment to a later date.

A medical certificate does not exempt the student from undertaking class work or activities for that day. Additional work may need to be successfully completed to compensate for the absence. The student must cooperate with Intellect in arranging additional lessons to compensate for classes missed. If you are unable to attend classes due to extenuating personal circumstances, it is essential for you to contact the Student Services Officer as soon as practicable.

**Student Code of Behaviour**

The Student Code of Behaviour requires all students to respect and adhere to the following rights:

- ❖ The right to be treated to be treated fairly, with respect and without discrimination, regardless of religious or political beliefs, cultural background, race, ethnicity, gender, sexual orientation, marital status, age, disability or socio-economic status;
- ❖ The right to be free from all forms of intimidation;
- ❖ The right to work in a safe, clean, orderly and cooperative environment;
- ❖ The right to have personal property (including computer files and student work) and the Intellect property protected from damage or other misuse;

- ❖ The right to have any disputes settled in a fair and rational manner (this is accomplished by the Appeal Procedure);
- ❖ The right to work and learn in a supportive environment without interference from others;
- ❖ The right to express and share ideas and to ask questions; and
- ❖ The right to be treated with politeness and courteously at all times.

Consequences for non-compliance with the Student Code of Behaviour: The following procedure will be followed, and further steps will be undertaken depending upon the severity of breach:

- ❖ The Student Support Officer investigates the matter and collects the evidence;
- ❖ The involved parties are given counselling by the Student Support Officer and it is recorded in their folder;
- ❖ The issue is resolved in a win-win situation wherever possible; and
- ❖ In case of serious breach the issue is fully investigated and evidence collected; a student found guilty is dealt with by CEO as per college policy and according to State/ Commonwealth law.

### **Personal Information**

Participants are required to maintain up-to-date records of their personal contact details including residential address in both Victoria and in their home country, telephone numbers (local and in their home country) and personal e-mail addresses.

In the event of a change in personal contact details you are required by law to notify us within seven days, and provide your new contact details. We will update this information on the government's record-keeping system (PRISMS).

### **Use of Personal Details**

Participants need to be aware that Australian Law, ESOS Act 2000 and the National Code, requires us to provide personal information about you to:

- ❖ Commonwealth agencies,
- ❖ State agencies, and
- ❖ Secretary of TPS (Tuition protection scheme).

Intellect is also required, under Section 19 of the ESOS Act 2000, to inform the department about:

- ❖ changes to the participant's enrolment, and
- ❖ breaches of student visa conditions relating to unsatisfactory academic performance.

We are required to notify the Department of Education and Training (DET) within 31 days of accepting an international student, of details of each participant, including, as applicable:

- ❖ full name, gender, date of birth, nationality and country of birth;
- ❖ amount of money paid prior to confirmation of enrolment;
- ❖ whether premium has been paid for health insurance;
- ❖ an estimate of the total amount the participant is required to pay to undertake the course;
- ❖ visa details if the participant holds an Australian visa;
- ❖ the office where the participant's application for a student visa was (or is expected to be) made;
- ❖ the participant's passport number;
- ❖ results of English language proficiency tests taken;
- ❖ starting date and expected date of completion;
- ❖ termination of studies by an accepted participant before completion of the course; or
- ❖ changes to course or duration of study.

### **Dress Code**

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Students are required to dress in a manner that is neat and does not offend others. Skimpy clothing, beachwear, bike shorts, tight/crop tops, very short skirts and thongs are considered inappropriate. Teachers have the right to refuse a student permission to enter a classroom if they consider the student's dress to be inappropriate. It can be a good idea to start accumulating a work-appropriate wardrobe now. Think about all the time and money you will save at the end of your course when you have to attend all those job interviews!

### ***Mobile Phones***

Mobile phones must be switched off during classes and in corridors because they are disruptive for both the teacher and your peers. Using mobile phones during classes is unacceptable.

Notices will not go into effect until received by Intellect. This agreement does not remove the student's right to take further action under Australia's Consumer Protection Law nor does it prevent the student from pursuing other legal remedies.

### ***Course Leave***

In order to comply with the requirements of the ESOS Act, a student visa holder who requests Course leave must be reported to DHA. The Act requires that Course leave be granted on documented medical, compassionate, or exceptional grounds.

Certified copies of all supporting documentation must be held on file in cases where the leave is assessed as compliant with the conditions of the ESOS. If leave is assessed as non-compliant, students are advised that the granting of leave may result in the cancellation of their student visa.

Students who are issued non-compliant leave must not remain in Australia for the duration of their leave and may be required to apply for a new student visa for their return to Australia. Intellect advises students to report to DHA prior to departing Australia in order to ensure that their visa is cancelled without prejudice. Students who are granted compliant leave are subject to DHA investigation and may be granted permission by DHA to remain in Australia.

### ***Course Discontinuation***

Intellect is required to report to DHA any changes to student's enrolment status, including discontinuation from a course.

### ***Early Completion***

Intellect is required to report to DHA all student visa holders who finish one or more units earlier than the expected date of Course completion. Students who complete their Course of study early must either enrol in another CRICOS-registered Course or depart Australia immediately, unless they have received authorisation from the DHA to remain in Australia.

### ***Contact Details***

It is a condition of the student visa that students must inform Intellect of their current residential details and update Intellect of any change of address within seven days. Students must provide their current address and contact telephone number to Intellect. Intellect is required by law to maintain a record of a student's residential address so that they can be contacted when necessary. Intellect will confirm student contact details in writing at least once every six months.

### ***Visa Extension***

Students must submit an application for visa extension before their current visa expires. Visa extensions are subject to approval by the DHA. DHA requires students to make an appointment to lodge their application for visa extension and students should ensure that this is done approximately one month prior to their current visa expiry date.

### ***Permission to Work***

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Students who are granted a student visa with work rights are limited to 20 hours per week while their Course is in session. Student work entitlements being measured as 40 hours per fortnight when the session is on. They may work full time during session breaks. Student visa holders found to be working in excess of their limited work rights are subject to mandatory visa cancellation. Students are eligible to work upon the commencement of their studies with Intellect.

### **Online Services at DHA's website**

DHA regularly updates their website to provide the latest information and deliver student services online. Students will find that availing of some or all of these services, where available online, will save them time and enable DHA to provide a faster response.

Intellect recommends that students regularly check the DHA website, to remain up-to-date on visa rules and regulations. For further information, please visit <http://www.homeaffairs.gov.au>.

### **Visa Conditions**

Participants who have been issued a Student Visa and are enrolled at Intellect as international students are subject to a number of special requirements as part of the conditions of the student visa.

Failure to comply with these requirements can lead to the cancellation of your visa, compelling you to leave Australia without receiving your qualification.

Therefore, please read these carefully and if you have any questions please contact a member of staff for assistance in understanding the requirements.

### **Breaches of Student Visa Conditions**

Student visas are granted by the DHA on the basis of evidence that satisfies applicable assessment factors such as financial ability, English proficiency, likely compliance with visa conditions, etc.

In the event of a participant breaching their visa conditions relating to satisfactory academic progress, Intellect will contact the participant in writing, detailing particulars of the breach (es), and will

- ❖ advise the student of the need to see an officer within 28 days to explain the breach,
- ❖ ask the student to bring requisite photographic identification, and

Intellect is required to notify DHA without delay if any of its students fail to meet the minimum academic and attendance requirements.

### **Deferment, Suspension or Cancellation of Studies**

Intellect has a policy which addresses the procedures that Intellect will follow in deferring, suspending or cancelling a student's enrolment.

Copies of the detailed policy are available at the reception desk and on the website at [www.Intellectenglish.com.au](http://www.Intellectenglish.com.au)

Students are able to initiate deferral or cancellation of their studies only in certain limited circumstances as described below.

Students may also have their enrolment suspended due to misbehaviours which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Intellect to defer, suspend or cancel their studies.

Intellect may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student

- the student's failure to pay an amount he or she was required to pay Intellect to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student.

### **Changing Education Providers, and Intellect Policy**

The policy describes the requirements for transferring from one provider to another and vice-versa for International Students.

This policy is to ensure that the College does not enrol:

- any transferring international student prior to completion of 6 months of their principal course unless:
  - the original provider has ceased to be registered or the course in which the student is enrolled in ceases to be registered.
  - the original provider has had a sanction imposed on its registration by the Australian and / or State Governments that prevents the student from continuing their principal course.
  - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
  - any government sponsor of the student considers the change to the student to be in the student's best interest and has provided written support for that change.

This policy details the procedures for assessing applications to transfer within this period.

The Intellect's policies support the intent of Standard 7 and ESOS Regulation Section 10 and consider individual circumstances and will provide a letter of release at no cost to the student. The Intellect will always advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

The Intellect will ensure this policy is available to both staff and students by including it in the Staff and Student Handbook.

### **Policy**

Under this policy the Intellect will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

### **Enrolling a Transferring Student - Conditions and Exceptions**

Under this policy the Intellect will **not** enrol any transferring international student prior to completion of 6 months of their principal course except for conditions listed in Standard 7 of the National Code 2018:

- the original provider has ceased to be registered or the course in which the student is enrolled in ceases to be registered.
- the original provider has had a sanction imposed on its registration by the Australian and / or State Governments that prevents the student from continuing their principal course.

- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS <sup>[1]</sup><sub>[SEP]</sub>
- any government sponsor of the student considers the change to the student to be in the student's best interest and has provided written support for that change.

Further, the Intellect will not enrol an overseas student who has already been enrolled in the same course unless:

- a) the student has not complete the relevant course and the registered provider provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS

### **Six Months – It's Meaning**

The first 6 months in a principal course will be calculated from the date the student starts the course; and

If a student has had a break in between his/her course, the period of break is not counted in the calculation of 6 months.

### **Procedure for Assessing Application for Transferring away from Intellect**

Intellect will follow the below mentioned procedure to consider application for transfer requests prior to the overseas student completing six months of their principal course:

- Student makes a written request to the College for transfer to another provider.
- The student must provide a valid enrolment offer from another registered provider.
- With these documents sighted, the College will assess the transfer request considering the following questions:
  - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Intellect's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
  - there is evidence of compassionate or compelling circumstances
  - Intellect fails to deliver the course as outlined in the written agreement
  - there is evidence that the overseas student's reasonable expectations about their current course are not being met
  - there is evidence that the overseas student was misled by Intellect or an education or migration agent regarding Intellect or its course and the course is therefore unsuitable to their needs and/or study objectives
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- If the answers to the above are satisfactory and in accordance with policy, the release will be granted at no charge to the student. The student will also be advised of the need to contact DHA to seek advice on whether a new student visa is required.
- The College will report student's release and record the date of effect and reason for release in PRISMS.
- If any of the answers are unclear, they should be referred to the CEO, who will interview the student to gain a full understanding of the circumstances.
- The CEO will then decide on the outcome of the interview, consequently either rejecting the application for transfer or approving it.

- The College will inform the student in writing of a negative outcome with reasons and student's right to access the Intellect's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- The above assessment procedure should not take more than 7 working days once the student has provided all the necessary documentation;
- Intellect will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

### **Grounds for Refusal**

Intellect will refuse the request of a release if following exists:

- Transfer is detrimental (refer below) to the student;
- The student is under the restricted period;
- Transfer is being requested to avoid payment of fee; and
- Transfer is requested to avoid being reported to DHA on account of low attendance and unsatisfactory course progress before engaging with Intellect's intervention strategy to assist the overseas student in accordance with Standard 8.

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors, such as those outlined above, include:

- if the transfer may jeopardise the student's progression through a package of courses
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student and;  
if the student is trying to avoid being reported to DHA for failure to meet the provider's attendance or course progress requirements.

When a request for release is refused, the student will be provided with written response stating the reason for the refusal.

The student will be given advice in writing that it is possible to appeal the decision if the student so chooses.

### **Compelling and Compassionate Circumstances which Intellect will consider are:**

Those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident or
  - A crime committed against the student or
  - The student has been a witness to a crime
- And this has impacted on the student (these cases should be supported by police or psychologists' reports).

### **Refund of Fees**

If a student transfers to another provider, any refunds of course fees paid to Intellect will be in accordance with the Intellect's refund policy.

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## Complaints and Appeals Policy

Intellect has a documented complaints and appeals policy together with procedures that cover the action to be taken in the event of a complaint or appeal, the required follow-up to the complaint or appeal, the recording of the complaint or appeal and the action taken. Copies of the detailed policy are available at the reception desk and on the website at [www.Intellectenglish.com.au](http://www.Intellectenglish.com.au).

Informal Process: Any student with a question or complaint may raise the matter with staff of the Intellect and attempt an informal resolution of the question or complaint.

Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the Intellect staff member involved determines that the issue question or complaint was relevant to the wider operation of the Intellect.

Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Formal Complaints: Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaint form and contact the Intellect Student Support Officer to arrange a meeting.

At this meeting the complaint can be raised and a resolution attempted. Each party to the complaint may be accompanied and assisted by a support person at any relevant meetings.

If a student is dissatisfied with the outcome of the formal complaint process, then they may institute an appeals process by completing the appeals form.

External Appeal Process: The purpose of the external appeals process is to consider whether the Intellect has followed its student complaint and appeals procedure, not to make a decision in place of the Intellect. For example, if a student appeals against his or her subject results and goes through the Intellect internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

Overseas Students wishing to lodge an external appeal should contact the Overseas Student Ombudsman.

For contact details and information on how to make a complaint, please go to <http://www.oso.gov.au/making-a-complaint/>.

Frequently Asked Questions (FAQs) for overseas students/providers and other information about the Overseas Students Ombudsman are available at <http://www.oso.gov.au/frequently-asked-questions/>.

## Learning Support and Guidance

The Student Support Officer is available to support you and discuss any concerns you may have during your studies with us. Intellect's experienced student support staff are available to advise students in all aspects of student life. The Student Support Officer can help:

- ❖ with a personal/cultural problem, if you have stressful circumstances or emotional issues which interfere with your studies;
- ❖ if you are worried that you may have chosen a Course that may not suit your needs or aptitudes;
- ❖ with decision making, and mediating conflict or interpersonal communication problems;
- ❖ if you are encountering or worried about harassment or discrimination;
- ❖ with adjustment difficulties;
- ❖ with administrative problems or complaints; and

- ❖ with guidance on further career pathways and academic progress.

### **Personal Counselling Services**

Personal counselling is available to all students and may take the form of advice or referral to other services. These services are provided in accordance with the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- ❖ appeal/conflict resolution
- ❖ relationship issues
- ❖ stress and coping
- ❖ access and equity issues
- ❖ student welfare and support
- ❖ study skills
- ❖ referrals to other agencies/professionals

### **Post Course and Exit Counselling Services**

These include assistance with job seeking, resume and interview skills, educational advice and mentoring. Students are advised of this service towards the completion of their course.

### **Flexible Delivery and Assessment Procedures**

Intellect recognises that not all participants learn in the same manner, and that with a degree of flexibility in Course delivery, participants who may not learn best with traditional learning and assessment methods, will achieve good results. Intellect will make any necessary adjustment to meet the needs of a variety of participants.

Difficulties with completing written assessments will not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency. These adjustments may include having someone read assessment materials to participants and record a participant's spoken response to assessment questions. Intellect undertakes to assist participants achieve the required competency standards where it is within our ability.

### **Learning Support Strategies**

Teachers at Intellect will employ a variety of learning support strategies, including:

- ❖ demonstrating procedures;
- ❖ ensuring individual support and advice to students;
- ❖ encouraging students to work at their own pace;
- ❖ where necessary, inviting students to record teaching sessions on audio tape; and
- ❖ providing written learning material and illustrations to reinforce learning.

Your teachers will:

- ❖ recognise the cultural diversity of all students;
- ❖ ensure fair and unbiased treatment of all students;
- ❖ encourage full participation and assist all students to achieve the course outcomes; and
- ❖ provide equal and equitable access to resources.

### **Additional Learning Support**

We endeavour to provide equitable assessments at all times. When planning assessments, we take into account the diverse needs of overseas students, including cultural differences, people from non-English speaking backgrounds and people with literacy and/or numeracy issues.

If there is a need for extra support, Intellect will provide the service, such as:

- ❖ English support in class: Intellect has staff with full English language qualifications and experience.

- ❖ One-on-one support: Teachers will provide more intensive tuition on a case-by-case basis.
- ❖ Library resources: On our premises, will be available for students and trainers during office hours.
- ❖ Referral of students with specific learning difficulties beyond Intellect's expertise to external agencies.

### **Further Study**

Students are advised to consult with us for further study options close to the completion of their Course. The Australian Higher Education system is continuously changing to provide better opportunities for students.

As a policy of Intellect, we will be making arrangements with other higher education providers on an ongoing basis to provide our students with career pathways, should they wish to pursue further studies after successfully completing their studies at Intellect.

### **Student Welfare**

#### **Harassment and Discrimination Policy**

We are required under Australian law to ensure that we provide a workplace and educational environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and treated fairly.

We will ensure that our staff understand their roles and responsibilities in creating such a workplace, by a process of teaching, communication, and mentoring, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

**BULLYING** is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**CONFIDENTIALITY** refers to information kept in trust and divulged only to those who need to know and are authorised to view the information.

**DISCRIMINATION** is unfair or unequal treatment on the basis of membership in, or association with, a group or category of people. Equal opportunity laws prohibit discrimination on the basis of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, and sexual orientation. Victimisation is also treated as another ground of discrimination.

**HARASSMENT** is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**RACIAL HARASSMENT** occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocation of least favourable jobs, and singling out for unfair treatment.

**SEXUAL HARASSMENT** is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures; questions about a

person's private or sexual life; requests for sexual favours; smutty jokes, phone calls, emails, facsimiles or messages; offensive noises; or displays of sexually graphic or suggestive material.

**VICTIMISATION** includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment may include adverse changes to the work environment, denial of access to resources or work, etc.

### ***Specific principles***

All staff and participants at Intellect have the right to work or study in an environment free of any form of harassment and discrimination. Intellect guarantees that:

- ❖ All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- ❖ When the management is informed of any harassment or discrimination, will take immediate and appropriate action to address it.
- ❖ In dealing with all complaints, the rights of all individuals will be respected and their confidentiality maintained.
- ❖ Wherever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to Intellect.
- ❖ Both parties named in the complaint (i.e. the person making the complaint as well as the person against whom the complaint has been made) will receive information, support and assistance in resolving the issue.
- ❖ Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation, should be victimised.

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers. All staff and participants are expected to participate in the complaint resolution process in good faith. Frivolous or malicious complaints are strictly frowned upon.

### ***Stress***

Studying can be very rewarding but it can also be stressful. In order to minimise stress, consider adopting the following strategies:

- ❖ Organise your notes and handouts so they can be easily retrieved.
- ❖ Design a personal study timetable and use it! All subjects require work, in and out of class time.
- ❖ Manage your time so you can stick to your study timetable.
- ❖ Use this diary, clearly indicating when assignments are due, group meetings are scheduled and any other important dates.
- ❖ Start your assignments when you receive them. Don't leave them until the last minute.

If you are having difficulties with a particular class, see your instructor immediately for advice. If you feel that you are not able to manage your stress effectively please see the student services officer for help.

### **General Information**

#### ***Lending Your Property***

Students are advised not to lend any of their original work or textbooks to another student. If you are working in a group, and if the need to share your work arises, you should keep the original and make photocopies for sharing.

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Always retain an electronic copy of your work and important details. No extensions on submission dates will be given to students who do not have their assignment because they have given it to another student or misplaced/lost their work.

### **Lost and Found**

If you lose or find something inside the college building, please report it to the reception desk. Please mark your name on all articles you use in the classroom. If you lose traveller's cheques or credit cards, report it to the appropriate provider; you may also want to report it to the police. Provider contact details can be found in the phone book.

### **Security**

The college takes every care to provide a secure study environment for its students and staff. Intellect students are strongly advised to keep personal and valuable items with them at all times when on the campus. The school is not liable for the loss of any personal property. If you have any concerns for your safety or personal belongings, please notify reception immediately.

### **Standards**

Intellect's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and teaching services. Policies and procedures safeguard the interests and welfare of students. Intellect is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

### **Feedback and Quality Improvement**

Intellect collects statistical information regularly to monitor, maintain and achieve continuous improvement in the delivery of teaching. The college values and welcomes constructive feedback from students and staff regarding improvements to existing educational and student services.

Feedback is used for evaluation through student surveys. Students will be asked to complete:

- a feedback survey on the day of orientation
- a feedback survey on quality of teaching
- a feedback survey on education agent

Intellect also has a complaint/suggestion/feedback box for students to provide feedback/complaint/suggestion at any time on the teaching and services provided by Intellect.

### **ID Cards**

Student ID cards are available from the reception and will be issued at the time of enrolment. This card is to be used in college when requested. You may avail of student discount rates at museums, cinemas, etc. upon presentation of your student ID. However, please note that train, tram and bus transport concessions are not available to overseas students on a student visa.

### **Discipline**

Intellect attempts to provide teaching services in a spirit of cooperation and mutual respect. If a staff member is unhappy or dissatisfied with the behaviour or performance of a participant the staff has the authority to:

- ❖ warn the participant that their behaviour is unsuitable, or
- ❖ ask a participant to leave the class, without refund or transfer into another course, or
- ❖ immediately cancel the class.

Participants who wish to express a complaint in relation to the disciplinary action taken may do so in accordance with our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the staff and the Director of Studies and the appropriate action will be taken.

### **Obligations under ESOS Act**

The ESOS Act 2000 is Commonwealth Government legislation that ensures that providers of education and teaching are regulated in the delivery of education services to international students. All providers and Courses available to international students are required to be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The Act also specifies the obligations and restrictions that international students are required to observe for full compliance with the conditions of their student visa. Under the Act, education providers are required to monitor student compliance with these conditions, and report to the Department of Home Affairs (DHA).

### **Full-Time Study**

Holders of a student visa can only be enrolled at Intellect in a full-time Course of study. Intellect defines normal full time enrolment as a minimum of 20 contact hours per week.

### **Part-Time Study**

Part time study is only permitted during the final session of the course to complete the course requirements in case one or more units have to be repeated. Please note that credit granted for previous studies, and/or failing to meet pre-requisite requirements, do NOT exempt a student from the requirement of full-time enrolment. You must be enrolled full time regardless of the session you commence in. When applying for extensions that will involve part-time study, you must obtain a letter from Intellect confirming that your part-time enrolment has been approved for the specified term.

### **Distance Education**

International students cannot enrol in distance education courses in Australia. Full-time study must be undertaken on campus, full-time.

### **Occupational Health and Safety Policy**

It is Intellect's responsibility to provide a safe and healthy working environment for all employees, and the employee's duty to take reasonable care for the health and safety of others within the workplace. This includes the provision of:

- ❖ a workplace that is safe to work in, with working procedures that are safe to use
- ❖ adequate staff teaching encompassing topics such as safe work procedures, infection control procedures and appropriate hygiene
- ❖ properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers
- ❖ a clean and suitably designed workplace, with safe storage of goods such as chemicals.

In order to maintain a safe working and learning environment, Intellect personnel are required to:

- ❖ implement procedures and practices in accordance with State and Local Government Health regulations
- ❖ store and dispose of waste according to health regulations
- ❖ clean walls, floor and working surfaces to meet health & safety standards without damage
- ❖ check all equipment for maintenance requirements
- ❖ refer equipment for repair as required
- ❖ store equipment safely
- ❖ identify fire hazards and take precautions to prevent fire

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- ❖ use safe techniques for lifting and carrying
  - ❖ ensure participant safety at all times
  - ❖ follow procedures for operator safety
  - ❖ identify and report all unsafe situations
  - ❖ implement regular fire drills and provide first aid courses to all staff and participants
  - ❖ display first aid and safety procedures for all staff and participants
  - ❖ report any identified Occupational Health and Safety hazard to the appropriate staff.

### **Privacy**

Information is collected on the written agreement and during your enrolment in order to meet the College obligations under the ESOS Act and the National Code 2018; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme (TPS) Director and the Secretary

In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

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## The ESOS framework – providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act 2000* and the National Code 2018.

### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

### Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au).

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

### Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider’s attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

### Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	<ul style="list-style-type: none"> <li>• Speak with your provider</li> <li>• Go to your provider’s website</li> </ul>
Department of Education and Training (DET)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> <li>• <a href="http://www.education.gov.au">www.education.gov.au</a></li> <li>• ESOS Helpline +61 2 6240 5069</li> </ul>
Department of Home Affairs (DHA)	For visa matters	<ul style="list-style-type: none"> <li>• <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a></li> <li>• Phone 131 881 in Australia</li> <li>• Contact the DHA office in your country</li> </ul>