

**EXPLORE
ENGLISH**

MELBOURNE'S PREMIER ENGLISH SCHOOL

International Student Handbook

www.exploreenglish.edu.au | +61 3 9655 0600

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We are Melbourne's premier English school

Study a range of English language courses in a safe and quality learning environment with Explore English, in the heart of Melbourne's CBD. We offer General English, IELTS Preparation, English for Academic Purposes (EAP), PTE Academic Preparation and English for Business.

As language Explorers, our students are welcomed into our learning community. Our classes are fun and interactive with plenty of opportunity to practise and improve English language skills in a supportive classroom environment. We also offer regular whole school excursions to explore the wonders of Melbourne and the surrounding area. These excursions provide real-life situations to further practise English skills in fun and relaxed settings.

Key College Staff

Managing Director – Gary Coonar

Academic Manager – Jakki Postlethwaite

Assistant Director of Studies (ADOS) – Anna Young

ELICOS Teaching Staff – Experienced, qualified and passionate teachers facilitate our courses

Student Services Officer – Holly McLean

Student Welfare Coordinator – Michelle Cassell

Explore Café Manager – Gemma Pigott

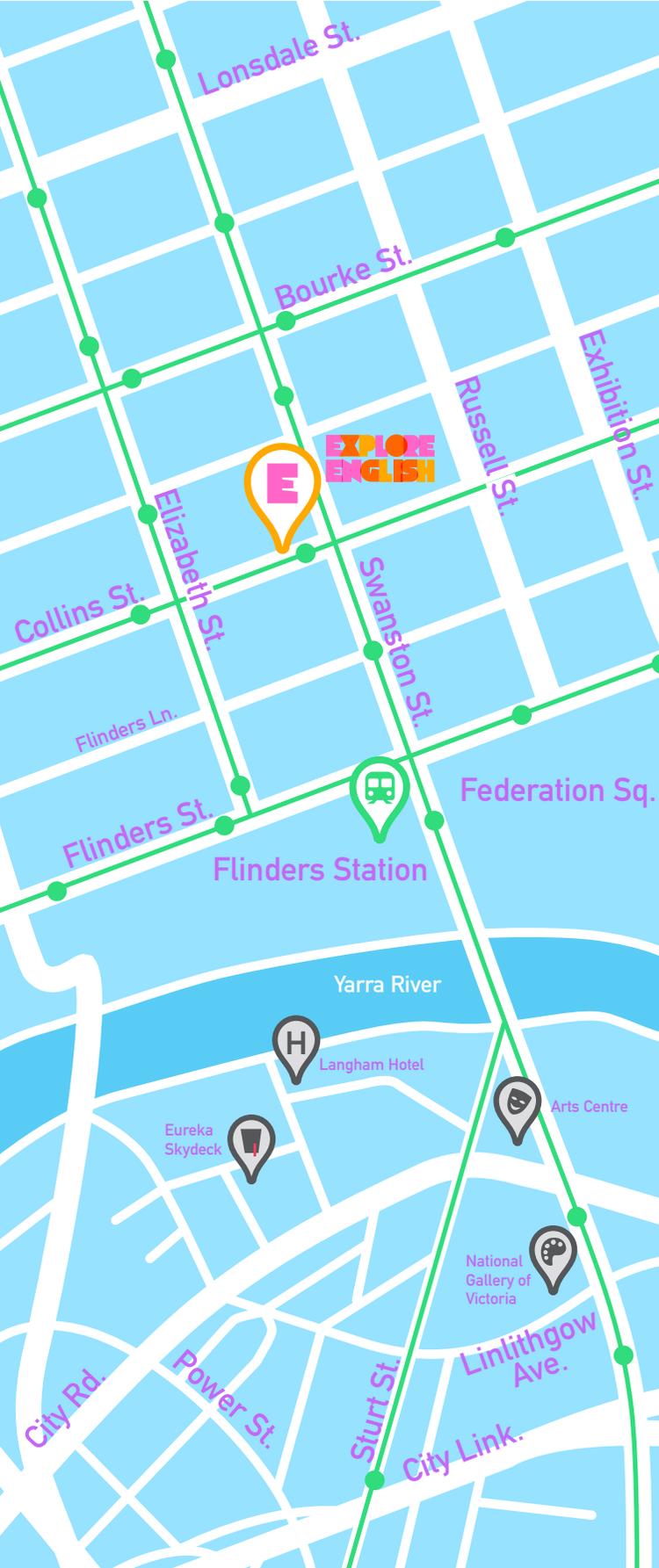
Important Contact Information

Address: Level 9, 250 Collins Street Melbourne 3000

Phone: +61 3 9655 0600 (8.00am – 6.00pm, AEST)

Website: exploreenglish.edu.au





Our Location and Campus Facilities

The Explore English campus is located on Level 9, 250 Collins Street, in the centre of Melbourne's CBD. Melbourne is Australia's second largest city. It is famous for its parks, historic buildings, excellent food and coffee and its wide range of sporting events (The Australian F1 Grand Prix, the Australian Open, the Australian Motorcycle Grand Prix and Australian Rules Football). Many people refer to Melbourne as the sporting capital of the world.

Explore English's central location in Collins Street, means it can be easily accessed via public transport, and it is within the free travel zone. Flinders Street station, which connects trains from all over Melbourne, is a 5-minute walk away. Southern Cross station is a 10-minute walk, or a short tram ride away. Students can take any of the free trams from outside the campus.

We are also perfectly located for exploring Melbourne's famous Bourke Street Mall shopping district. We are close to a variety of dining, touring and recreational activities as well.

On campus, student amenities include a kitchen area with microwaves, a refrigerator and a large common area with WiFi access. There is also a barista coffee machine. Students enjoy the Explore Café which offers discounted prices on a range of drinks. Our classrooms are equipped with modern technology to encourage full student participation.



Living in Melbourne

Public Transport

Melbourne has an extensive public transport system of buses, trains and trams. Tram travel around the CBD is free.

When travelling outside the CBD on public transport, a MYKI card is needed. MYKI cards are available from the information desk at either Flinders Street or Southern Cross stations, or online at www.ptv.vic.gov.au/tickets/myki. Remember, international students are not entitled to student concession fares in Victoria. When using public transport, a valid ticket is always needed. Fines apply when travelling without the correct ticket. Please ask one of our friendly Student Services Officers for more information.

Cycling

Melbourne is a bicycle-friendly city and there are great bike paths around the CBD. Bicycles can be bought from approximately \$50. Students can also hire bicycles in the city. Learn more at melbournebikeshare.com.au.

Please remember that it is compulsory to wear a helmet when riding a bicycle in Victoria.

Driving in Australia

A licence from another country is only valid for use for 3 months in Australia. It must also be translated by NAATI.

Smoking

In Australia, it is illegal to smoke anywhere in public buildings (toilets and hallways, for example), this includes colleges, restaurants, bars and hotels. Smoking must be done outside, at least 4 metres from the entrance of public buildings.



Living Costs in Australia

Australia is a modern, welcoming and affordable country, which enjoys one of the highest standards of living in the world. As an indication only, a single student should budget approximately \$20,000 per year, or about \$350-\$400 per week, for living expenses.

The cost of living in Melbourne varies greatly, depending on personal needs and tastes. Exchange rate fluctuations may also affect budgeting. As a guide, the living costs indicated below are based on two people sharing an unfurnished two-bedroom apartment, flat or house (please be aware that these costs can change). The amounts are in Australian dollars (\$AUD), are estimates only and will vary from person-to-person.

- Bond (refundable security deposit on a rental property) \$1000
- General (furniture, utility connection fees, etc.) \$1000
- Overseas Student Health Cover from \$1500 Single Cover (with BUPA)
- Rent per person (weekly \$150; annually \$7,800)
- Food and drink (weekly from \$100; annually \$2,600)
- Travel (up to 10 km from city - weekly \$22; annually \$1,144)
- Telephone (weekly \$20; annually \$1000)
- Gas, electricity, water (weekly \$20; annually \$1000)
- Books, stationery, photocopying (annually \$500)
- Personal expenses (clothes, entertainment) (weekly \$40; annually \$2,080)

Please contact us if you would like to have your housing requirements organised by Explore English.

Accommodation Options

Explore English can arrange accommodation prior to students arriving onshore. There are several options:

Homestay

Homestay offers students the opportunity to experience everyday Melbourne living in a family home. Hosts are normally welcoming and helpful, which makes it a popular choice for younger students and those studying short-term English courses. Meals are usually included in the cost.





Hostels

Hostel living in Australia, a convenient and cost-effective option for students, is operated by organisations such as Youth Hostels Australia (YHA) and the Young Men's Christian Association (YMCA). Generally, students share kitchen and bathroom facilities.

Rental/Share House

Students at Explore English who choose to rent with friends or fellow students, usually have to provide their own furniture. Landlords require a security bond, equal to one month's rent, as well as one month's rent in advance.

Student Visa Requirements

An international student is a person who is not an Australian Citizen or Permanent Resident, is enrolled at an Australian education institution and has been granted a student visa by the Department of Home Affairs (DHA) to study in Australia. All international students applying to study English (ELICOS) in Australia, usually have a student, tourist or working holiday visa. Some visas can take up to six months to process, so be sure to allow time. For all visa inquiries and applications, please contact the Australian Embassy or High Commission in your country. The DHA states that: "to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you. Assessment factors include your financial ability, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information about student visas is available on the DHA's website: homeaffairs.gov.au





Course Assessment and Progress

Explore English is required by the National Code of Practice to check attendance and course progress to ensure students are attending class and doing well in their studies. Assessments take place at the end of each week for all English courses. Assessment tasks cover all four macro skills – reading, writing, speaking and listening- as well as grammar and vocabulary. Classroom teachers also assess language skills during class. Students will make good progress in their English language studies if they use English as much as possible, participate regularly during class and complete all homework tasks, course assignments, tests and activities. Students will be given advanced warning of the time and form of any summative assessments and will not be expected to sit an assessment they have not prepared for.

In preparation for assessments, some support mechanisms might include:

- Developing a learning contract with the class teacher, ADOS or Student Welfare Coordinator
- Having individual sessions with a teacher (there may be an extra cost for this)
- Completing extra tasks set by the class teacher to work on a particular area of weakness
- Having a student mentor / ambassador appointed to help students in class
- Attending free elective and support classes offered by Explore English
- Attending classes regularly...

**... Asking for help
when unsure of
what to do or
do not
understand**

Assessments are administered on a weekly basis as follows:

Week 1 – Formative quiz

Week 2 – Formative quiz

Week 3 – Summative test

Week 4 – Formative quiz

Week 5 – Formative quiz

Week 6 – Summative test

Week 7 – Formative quiz

Week 8 – Formative quiz

Week 9 – Summative test

Student Progress Reports

After each “Big Test” (summative test in weeks 3, 6 and 9), teachers write individual student progress reports that clearly outline current assessment results and any support mechanisms to assist the student learning process.

Course Delivery

All students are required to attend 20 hours of face-to-face tuition per week. Courses provided by Explore English incorporate communicative language teaching methodologies, which encourage student participation and engagement. During class, students also attend a series of excursions and have plenty of opportunity to use technology. Classes are delivered in the morning or evening. Students may request to move from day to evening, but this may necessitate an additional cost of the difference between the two sessions. These requests will be granted if there is availability.



Study Melbourne Student Centre

Study Melbourne is a centre for international students which gives free advice, information, and referral and practical support from Monday to Friday, 9am – 5pm. Study Melbourne offers help in many languages, provides free interpreting services, and has free WiFi and computer facilities.

Study Melbourne can help students with:

- **General Information** about living, working and studying in Melbourne
- **Accommodation**
- **Health**
- **Employment and workplace rights**
- **Legal Problems**

Study Melbourne also organises meetup events to help with meeting new people, learning new things and finding support in a new community. Study Melbourne is in the CBD, about a 10-minute walk from Explore English.

Address: 17 Hardware Lane, Melbourne 3000

PH: 1800 056 449

Website: studymelbourne.vic.gov.au

Student Support Services and Student Welfare

Our Student Services Officer is available to assist students with general enquiries about their studies, for example they can request documentation, ask about their attendance and information about the campus. All students enrolling at Explore English also have access to the Student Welfare Coordinator who helps students cope with the many challenges they can face when studying away from home. We make every effort to help students feel at home and smoothly transition into their new surroundings.

We regularly consult with students to gather feedback on their experience at Explore English, and continually develop and improve our services accordingly. The result is a supportive and safe environment that plays a crucial role in ensuring that every student is able to reach their full potential.

Student Orientation

Orientation takes place on the Friday before a student's first class commences, and attendance is compulsory. It is held on Level 9, 250 Collins Street at 10:00 a.m. A notification and a reminder are sent closer to the date from our admissions team. The session gives information about the available courses at Explore English. It is also a good time to ask any questions about studying with Explore English, or living in Melbourne.

Overseas Student Health Cover (OSHC)

Australia's Medicare system is only for residents of Australia (it does not cover international students). Student visa holders are required to have OSHC and will need to buy a valid OSHC policy for the duration of their studies. Unless students can provide evidence of OSHC, Explore English will organise OSHC for them and an invoice for the cost of this insurance will be sent. Working holiday and tourist visas holders are recommended to buy OSHC for the duration of their stay, prior to departing their home country.

Explore English uses BUPA as its provider of OSHC. For more information, please visit their website at bupa.com.au/health-insurance/cover/oshc/about-oshc



Holly McLean
Student Services Officer



Michelle Cassell
Student Welfare Coordinator

Courses

A variety of courses are offered at Explore English. All courses run 4 days a week and are available for day or evening study. Please note, courses are subject to availability. Our courses are:

General English

The General English course is specifically designed for students who want to improve their English language skills in the areas of reading, writing, listening and speaking.

The emphasis is on communication and the course aims to provide students with the required skills and confidence to communicate with native English speakers on regular topics in day-to-day conversation.

4 DAYS A WEEK

CRICOS	085252K
DURATION	2-52 Weeks
LEVELS	Elementary to Advanced

IELTS Preparation

The International English Language Testing System (IELTS) is a standardised English language proficiency test for higher education and global migration.

IELTS assesses English skills on the parameters of reading, writing, listening and speaking.

4 DAYS A WEEK

CRICOS	085253J
DURATION	24 Weeks
LEVELS	Upper-Intermediate

"My experience here has been amazing!! They really care about you and your learning process, they'll make you feel at home. I could never be living this experience in other school!"

Lauren Garcia.



All of our English courses are NEAS approved. Some information here about what NEAS is.



English for Academic Purposes

The objective of the English for Academic Purposes (EAP) course is to equip students with the academic skills necessary for success in higher study in Australia.

With this course, students can enter certain universities or colleges at the Certificate, Diploma, Undergraduate and Postgraduate levels, with confidence.

4 DAYS A WEEK

CRICOS	085251M
DURATION	10 Weeks
LEVELS	Upper-intermediate to Advanced

PTE Academic Preparation

A perfect course offered by Explore English for students who would like to prepare for the PTE Academic Test. The Australian government now accepts PTE Academic Test scores for higher studies as well as immigration purposes. The course provides ample practice to students by using Pearson approved textbooks and mock exams. Students will receive regular hints about and tips for PTE Academic preparation and how to pass the proficiency test.

4 DAYS A WEEK

CRICOS	092019E
DURATION	10 Weeks
LEVELS	Upper-intermediate to Advanced

Cambridge Exam Preparation

This course provides students with the necessary knowledge of exam structure and how to improve time-management skills to create an effective exam strategy for optimal success.

Our course end dates coincide with exam dates to enable a seamless test experience for our students.

4 DAYS A WEEK

CRICOS	096903M
DURATION	12 Weeks
LEVELS	Upper-intermediate to Advanced

****All our teachers have university degrees and English language teaching certificates. We choose teachers that are passionate and engaging.***



All of our English courses are NEAS approved. Some information here about what NEAS is.

Learning Outside the Classroom

As part of the learning process, Explore English fully encourages outside class activities and excursions. All our activities have solid learning outcomes that are related to each course level. Students visit a variety of interesting places to develop an appreciation of the social and cultural aspects of their programme.

Excursions

Explore the delights of Melbourne and the surrounding area with friends. We recognise how hard our students work in the classroom and as a special reward, every 5 weeks, students and teachers participate in a school excursion. It is a great way to mingle with other students, make new friends and interact with the locals in an authentic learning environment. Worksheets are given to students so that excursions have an academic component as well. Some of our popular excursions include:

- Paint Balling
- Royal Botanical Gardens
- Cricket
- Football
- Archery
- Coffee Tours
- Movies
- Yoga
- Surfing
- Trampolining
- Visiting Art Galleries
- Tenpin Bowling
- Visiting Museums
- Ice Skating
- Federation Square

Every week, students are invited to sign up for the social activities and free classes. Below is a sample of the free classes and activities that are offered.

FREE
elective classes
OPTIONAL FOR ALL STUDENTS
4 days a week 2:45-3:45 Monday to Thursday

Monday: Grammar and Writing
Tuesday: Listening and Speaking
Wednesday: Meditation and Wellbeing
Thursday: Excursion



Timetables

No School
ON FRIDAYS!



Morning Classes

(8:30AM - 2:30PM). 4 days a week, Monday to Thursday

Session 1	Break	Session 2	Break	Session 3
8:30 - 10:00	15 minutes	10:15 - 12:30	45 minutes	1:15 - 2:30



Evening Classes

(4:30PM - 9:45PM). 4 evenings a week, Monday to Thursday

Session 1	Break	Session 2
4:30 - 7:00	15 minutes	7:15 - 9:45

Refund Policy

Full Refund of Course Fees

Explore English will make a full refund of course fees paid in advance...

- when an application for a student visa is unsuccessful (Explore English reserves the right to retain an Administration Fee of \$200). Fees paid in advance will be refunded within two weeks, or
- if more than 10 weeks' written notice is given of the intention to withdraw from the course prior to the course commencement (Explore English reserves the right to retain an Administration Fee of \$200), or
- if Explore English is unable to commence the delivery of a course on the agreed starting date, a full refund will be made within two weeks of the course not being provided, in accordance with the refund guidelines of the Education Services for Overseas Students (ESOS) Act.

Partial Refund

Explore English will provide a partial refund of course fees paid in advance...

- where students provide written notice of their intention to withdraw from the course prior to the course commencement. The partial refund will be less a \$200 Administration Fee.
 - If more than 4 and up to 10 weeks' written notice is provided of the intention to withdraw from the course prior to the course commencement. The partial refund will be 70% of course fees, less a \$200 Administration Fee.
 - Where less than 4 weeks' written notice of the intention to withdraw from the course is provided prior to course commencement. The partial refund will be 25% of tuition fees, less a \$200 Administration Fee.

No Fee Refund

Explore English will not refund any fees:

- Where a student withdraws from the course after commencement of the course. This includes course fees, enrolment fee, cost of learning resources, OSHC and airport pickup.
- In the event where an extension to the student's visa is not granted and the course has commenced. Students are advised not to enrol if they believe their visa will not be extended.
- In an event where a student applies and is granted approval by Explore English to transfer to another registered provider, prior to completion of six months' study of the principal course.
- In an event where the student's enrolment is cancelled as a result of implementation of the Student Disciplinary Policy or breach of student visa conditions.



Payment of Refund

All refunds for which a student is eligible will be forwarded, within two weeks, to the person who paid the fees, unless the student is transferring to another registered provider in Australia, in which case any refund may be remitted to that registered provider. Explore English will provide the student with a statement detailing the calculation of the refund. Refunds will be made to the account from which the fees were initially received. An authorisation letter must be provided if a student wishes to nominate a different bank account.

Request for Refund

Students who wish to apply for a refund of course fees, in accordance with the Refund Policy, should do so by completing the Student Request Form on our website.

Approvals

All refunds must be approved by the Finance Manager. Exemptions to any of the above mentioned conditions may only occur where the student has extenuating circumstances, or there are compassionate grounds.

Student Guidelines

Explore English will:

- Ensure that students are provided with access to the Complaints and Appeals Process
- Pay refunds in Australian dollars only.
- Pay offshore refunds by bank transfer.

For further information regarding refunds call +61 3 96550600, or email info@exploreenglish.edu.au

Privacy Policy

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework and administered by the Victorian Government, which is the registering authority. The requirements of the registering authority may mean the release of personal information for the purposes of audit, or for collection of data by Commonwealth and State Government departments and agencies, and the fund manager of the ESOS assurance agency. It is a requirement of the Australian Qualifications Framework that students can access personal information held by Explore English, and may request corrections to information that is incorrect or out of date. Apply to the Academic Manager to view your own records. To read the full Explore English Privacy Policy, please refer to exploreenglish.edu.au.

Complaints and Appeals Process

Explore English has a complaints and appeals procedure to ensure that all complaints are dealt with in a timely and constructive manner for all parties. If there is something that cannot be resolved informally, seek the advice and assistance of our Student Welfare Coordinator, who can assist with explaining the full Complaints Process. Please see the full Complaints Process Matrix below:

COMPLAINTS PROCESS

If you cannot resolve an issue with the person responsible, contact Michelle, the Student Welfare Coordinator, for assistance.

Could Michelle solve the problem?

NO _____ YES! ✓

↓
Contact Jakki Postlethwaite, the Academic Manager of Explore English.

Could Jakki solve the problem?

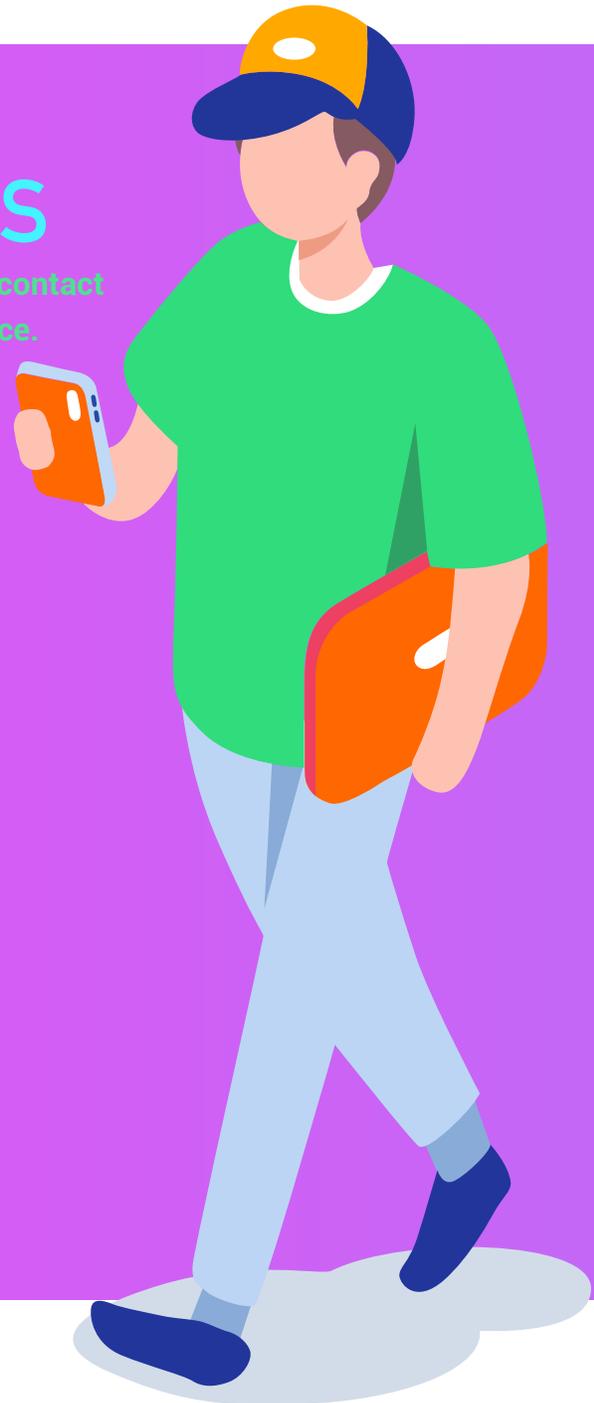
NO _____ YES! ✓

↓
Contact Gary Connor, the Managing Director of MCIE & EE.

Could Gary solve the problem?

NO _____ YES! ✓

↓
Contact the Overseas Student Ombudsman to resolve your issue:
+61 262760111 | ombudsman@ombudsman.gov.au | www.oso.gov.au



Attendance Monitoring Process

If you have not complied with the attendance conditions of your Student Visa, Explore English will take the following steps:

1. Issue a 1st Warning Letter when your current attendance goes below 90%. You will need to meet with our Assistant Director of Studies to discuss the reasons for this drop in your attendance.
2. A 2nd Warning Letter is issued when your current attendance goes below 85%. You will need to meet with our Academic Manager to discuss the reasons for this continued fall in your attendance and possible resolutions to improve this.
3. A 3rd Warning Letter is issued when your projected attendance goes below 85%. At this stage, your agent is also notified of your poor attendance. You will need to meet with our Academic Manager to discuss the reasons for this continued fall in your attendance and suggestions about how to improve this. You will also be asked if you have any medical certificates to account for your absences.
4. When your projected attendance goes below 80%, you may be issued an ITR (Intention to Report). You will need to arrange a meeting with our Academic Manager to explain the reasons for your absence from class and to produce any evidence to support your claims. It is important to understand that when your projected attendance is between 70% and 80%, it is ultimately the Academic Manager's decision about whether to report you to the Department of Home Affairs (DHA) for failure to meet the attendance requirements of your student visa. You will have 20 business days from receiving this notice to access our complaints and appeals process. If your projected attendance is below 70%, the Academic Manager's obligation is to report you to the DHA.

1st Warning



Current attendance goes below 90%.
Meeting with the Assistant Director of Studies.

2nd Warning



Current attendance goes below 85%.
Meeting with the Academic Manager.

3rd Warning



Projected attendance goes below 85%.
Your agent will be notified.
Meeting with the Academic Manager.

Intention to Report



Projected attendance goes below 80%.
You may be issued an ITR.
Meeting with the Academic Manager.
Your visa and course could be cancelled.

Bullying and Cyber-Bullying Policy

Explore English has a 100% Zero Tolerance Policy on Bullying and Cyber-bullying. Students have the right to...

- study in an environment free from bullying,
- be respected and valued regardless of personal characteristics or background,
- have opportunities to reach their full potential and participate in all aspects of the school experience, and
- make a complaint if being bullied and protection from victimisation if making a complaint.

If you, or someone you know, is having a problem with bullying, please speak to our Student Welfare Coordinator.

Transfer of Student Enrolment

The National Code 2018 restricts the capacity of students to transfer to other training providers prior to completing six months of their principal course. Explore English does not actively encourage students to transfer to, or from, other registered providers.

To apply for a transfer to Explore English, prospective students need to provide the following:

- Completed application form (available from Reception or the Explore English website, **exploreenglish.edu.au**) and provide originals or certified copies of the following documentation:
 - Passport
 - Appropriate study visa
 - Proof of health cover
 - Proof of English language proficiency
 - Release letter from original registered provider

On receipt of an application for Transfer of Enrolment, the International Admissions Manager will ensure that the student has completed at least six months of his or her principal course of study unless:

- The original registered provider has ceased to be registered or the course has ceased to be registered
- The original registered provider has provided a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government, or state or territory government, that prevents the student from continuing his or her principal course
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

Students should seek advice from the DHA on whether a new visa is required.

Australian Consumer Law

As a consumer, every student has the right to receive factual and accurate information about the courses offered by Explore English before making an enrolment decision. To ensure this, Explore English has stringent policies and procedures in place. It is very important to read this brochure carefully before enrolling in a course to ensure that the course meets personal requirements and that the fees and obligations as an international student are understood.

The availability of the Fees Payment and Refund Policy and the Complaints and Appeals Policy and Procedure does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Student requests for Deferment, Suspension or Cancellation of Studies

Students may initiate a request to defer commencement of studies, or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer or suspend the commencement of studies, must apply to do so in writing to Explore English.

The reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (for example, a hospital procedure)
- Bereavement (death of an immediate family member)
- Serious illness of an immediate family member
- Major political upheaval or natural disaster in the home country requiring emergency travel, and which has impacted the student's studies
- A traumatic experience, which could include involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime, and which has impacted the student (these cases should be supported by police or psychologist's reports)
- An instance where Explore English was unable to offer a pre-requisite unit, or the student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

If you know that you will not be attending classes during the study period, you should contact the Student Welfare Coordinator, or the ADoS or Academic Manager, and arrange an appointment to discuss your circumstances. After your meeting, and after providing documented evidence supporting circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to complete and submit an application in writing.

Provider Initiated Suspension or Cancellation

Explore English may decide to suspend or cancel a student's enrolment on its own initiative in response to:

- Misbehaviour by student
- The student's failure to pay an amount he or she was required to pay to Explore English to undertake or continue the course as stated in the written agreement
- Breach of course progress or attendance requirements by the student, which must occur in accordance with the National Code 2018, Standard 8. In case of deferral, suspension or cancellation initiated by Explore English, the student will be provided with a notice of Intention to Report and 20 working days to access Explore English's internal complaints and appeals process.

A student is not given this opportunity to appeal when the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Some of the scenarios related to this situation are listed here:

- The student is missing
- The student has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- The student has engaged, or threatened to engage, in behaviour that is reasonably believed to endanger the student or others
- The student is at risk of committing a criminal offence.

Explore English may defer an enrolment where the course is not being offered at the proposed date, site, or other reasons where it is necessary to cancel the course. In such cases, a refund shall be processed as required, or alternative courses offered. Deferral of commencement, suspension of enrolment, and cancellation of enrolment has to be reported to the Department of Home Affairs (DHA) by Explore English and this may affect the status of a student visa.

Student Requests

To lodge a request or issue with Explore English, go to bit.ly/EErequest and fill out the form!

Text Eriq (our AI Assistant) on 0408 609 706 to ask questions about your attendance, course dates, class times and much more.

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding study experience and has put in place laws which promote quality education and consumer protection rights for overseas students.

These laws are known as the ESOS Framework and they include the ESOS Act 2000 and the National Code 2018. MCIE is governed by the ESOS Framework and is committed to fulfil its obligations under the Act. For a full description of the ESOS Framework refer to: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Change of COE

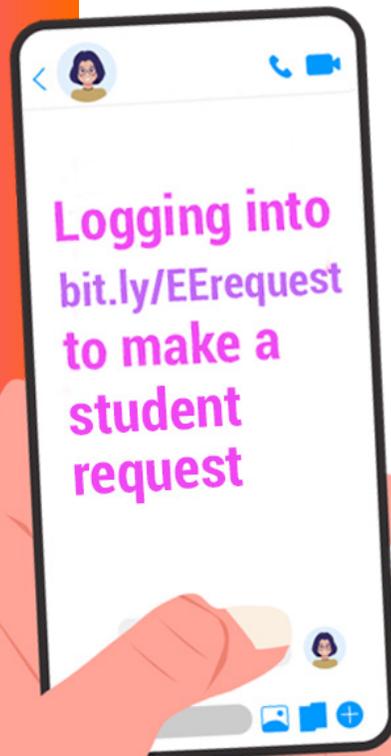
Please be aware that there is a cost of \$50.00 to be paid to Explore English for any changes made to a COE.

Resource Fee

Please note that a \$70.00 resource fee is required for General English and IELTS (1st book), \$100 for Cambridge, and \$150 for EAP courses.

Replacement of Certificate

There is a cost of \$20.00 for replacement or duplication of certificates and/or other documentation.



Access and Equity

The aim of this Policy is to ensure Explore English meets the needs of individuals and the community as a whole through the integration of access and equity guidelines.

The key principles of this Policy are:

- Explore English recognises the need for implementation of equity principles via the fair allocation of resources
- All students will be recruited in an ethical and responsible manner, consistent with the requirements of the training program
- Explore English recognises the right to equal opportunity without discrimination for all members of the community.

With these principles in mind, the objectives of this Policy are to:

- Incorporate non-discriminatory student selection procedures that encourage fair access for members of under-represented groups
- Ensure access and equity issues are considered when developing programs

Important Numbers / Places

- Emergency Police, Fire & Ambulance
- Lifeline 24 Hour Telephone Counselling
- Immigrant Women's Domestic Violence Service
(This service provides support and information to women from Culturally and Linguistically diverse backgrounds in their first language)
- Legal Services Victoria Legal Aid
- Public Emergency Department – The Royal Melbourne Hospital
- The Alfred Hospital
- 100 Collins St Medical Centre
- Direct Line - 24 Hour Drug and Alcohol Counselling Information and Referral Service
- Beyond Blue *(support and advice on mental health)*
- Department of Home Affairs (DHA)

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13-1114
(03) 8413-6800

(03) 9269-0234
(03) 9342-7666
(03) 9076-2000
(03) 9654-5600
(03) 9416-1818

1300-224-636
Visa and Citizenship Melbourne Office 2 Lonsdale Street Melbourne VIC 3000

Department of Education and Employment

This Student Handbook explains the rights of a student studying in Australia under the Education Services for Overseas Students Act 2000 and should be read in conjunction with the ESOS framework information. The Explore English website also contains a link to the ESOS framework.

Further information available at:
education.gov.au, www.employment.gov.au



+61 3 9655 0600 

info@exploreenglish.edu.au 

www.exploreenglish.edu.au 

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Level 9, 250 Collins Street. Melbourne VIC 3000 Australia 

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