



Universal English College



Student Handbook 2020

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Document Control

The policies and procedures, and the forms included in this document are approved and implemented by UEC. This document will be electronically available to UEC staff in protected format (PDF file) in the designated folder (in G drive). Any ongoing changes made to this document will be documented as per below.

Version	Authorised By	Description of the change	Approved Date	Effective Date
Version 2.0	General Manager	Updated	2 April 2019	3 April 2019
Version 3.0	General Manager	Added transfer policy and procedure Added living and working in Australia	14 June 2019	17 June 2019

Welcome to Universal English College

It is with great pleasure that we welcome you to Universal English College (UEC). We have been delivering high-quality English language courses to international students for more than 30 years, evidenced by our NEAS accreditation, and our membership to English Australia, an assurance that industry best practice is adhered to. Our goal is to develop an environment that nurtures confidence and collegiality which allows students to reach their full potential.

UEC teachers are highly qualified, dedicated and passionate. They are supported by our team of professional staff who are committed to providing students with a high level of customer service ensuring the student experience is educational, productive and enjoyable!

We encourage students from all backgrounds to make UEC their choice to study English. I am confident our relaxed atmosphere offers an immensely enjoyable environment and opportunities for students to develop life-long friendships.

Introduction to Universal English College

Universal English College, one of Australia's leading English language schools, has over 30 years of experience in providing high-quality English courses to students from all over the world.

We are committed to providing you with the highest standard of English language learning in a caring and supportive environment.

- Reputation – one of Australia's premier English language schools
- Experience – 30 successful years in the education industry
- Quality programs and teaching
- Superb central city location
- Active social program
- A wide range of direct entry pathways/packages with leading Australian universities, TAFE and vocational colleges.
- Total Support – personalised to meet your individual study needs
- Excellent nationality mix
- Friendly and fun environment

In addition to improving your English, you will become part of a welcoming, friendly community of students from all over the world. This will make it easy and fun to make friends, share your culture, learn about others' points of view, and get to know your new city. We are committed to providing you with the highest standard of English language learning in a caring and supportive environment.

Facilities and support services provided by UEC are as follows:

- English language and study assistance programs
- Learning resource Library
- Student kitchen and break out area
- Computer room, Library/Quiet Self-Study Area, Wi-Fi access
- Counselling and student services support to assist students to adjust to study and life in Australia;

- Support services available to assist students with general or personal circumstances that may be adversely affecting student's education in Australia
- Information about any relevant legal services available to the student
- Information about emergency and health services
- Information about services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

The support services provided to the students including any referrals are supplied at no additional cost.

Campus location and contact details

UEC is centrally located within close proximity to train stations, shopping complex, restaurants and other major attractions in Sydney CBD.

The campus is located at Level 8, 338 Pitt Street, Sydney NSW 2000, just minutes away from Town Hall and Museum stations.

Phone: 02 9283 1088

Email: study@uec.edu.au

Website: www.uec.edu.au

Business hours

Reception opening hours are: Monday to Friday 8:00am – 6:30pm

Weekends and After Hours emergency contact number

Toll free number for UEC students: 1800 029 900

Before you enrol to study with us

As an international student, it is important that you read this information carefully prior to your enrolment so that you can make an informed decision before studying with us. If you have any questions, please do not hesitate to contact us: study@uec.edu.au

Legislative Requirements

Universal English College is bound by the legislation of the Australian Government including the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012. These and other associated legislations can be found at <https://internationaleducation.gov.au/>

Australia provides rigorous protection for international students through the Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.

ESOS Act

Overseas students are required to make themselves aware of the Education Services Overseas Students (ESOS) legislative framework. A description of the ESOS framework that Australian Education providers must abide by is available electronically from the Department of Education Website - refer to the links below for further important information:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
<http://www.australia.gov.au/information-and-services/education-and-training/international-students>
<http://www.studyinaustralia.gov.au/global/live-in-australia/support-services/support-services-for-students>

The Education Services for Overseas Students Act 200, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa.

What is the ESOS Framework and does it apply to me?

This is the legal framework for the provision of education services to overseas students. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students.

The framework provides a consistent national approach to the registration of education providers so that the quality of the training, and the care of students, remains high.

The Education Services for Overseas Students (ESOS) Legislative Framework is designed to ensure that Australia's reputation for delivering quality education services is maintained and that the interests of overseas students are protected. The ESOS Framework includes the following information:

- Legislation
- Provider Registration
- Tuition Protection Service
- Standards
- Information for students
- Compliance

An overview of the ESOS Framework is available:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Does the ESOS Framework apply to me?

If you're an international student on a student visa, then the ESOS Framework applies to you.

Protection for International students

As an international student, you must study in a course which can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) : <http://cricos.education.gov.au/>

CRICOS registration guarantees that the education provider you are going to study with will meet the required standards to deliver quality training to overseas students.

Your rights under the ESOS Act

The ESOS framework protects the rights of international students studying in Australia, including:

Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your institution and your institution's agent.

Your right to sign a written agreement with your institution before paying fees, setting out services to be provided, fees payable and information about refunds of course fees. Make sure you keep a copy of your written agreement.

Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event your institution is unable to teach your course. Read more about this service on the Tuition Protection Service website: <https://tps.gov.au/Home/NotLoggedIn>

The institution's responsibilities

The ESOS framework sets out the standards that Australian institutions must meet in offering education and training services to international students. 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
- Contact details of officers available to help international students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your institution'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

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 institution
- Inform your institution if you change your address
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your institution's attendance policy
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements
- Follow our policies and procedures

Following is a link to a fact sheet that contains essential information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

Australian Government Department of Education and Training – International education: ensuring quality and protecting students:

<https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

General Information

Courses Offered at UEC

English Language Programs (CRICOS Course Code: 62713J)

- General English – Day and Evening shifts
- Cambridge B2 First Preparation – Evening shift only

Academic English Program (CRICOS Course Code: 095850E)

- Day shift only

Course Entry Requirements

Minimum age: 18 years old for student visa holder

English Language Programs:

- General English:
 - Minimum entry level: IELTS 3.5 equivalent for Lower Elementary level
- Cambridge B2 First Preparation:
 - Current UEC student: successful completion of the UEC General English Intermediate Level (10 weeks with exit score of 60% or after 5 weeks of study with exit score of 85%)
 - External student: IELTS 5.0 equivalent or successful completion of the UEC entry test.

Academic English Preparation (AEP):

- AEP1: IELTS 4.5, equivalent or the successful completion of the UEC General English Elementary Level (10 weeks with exit score of 60% or after 5 weeks with exit score of 85%)
- AEP2: IELTS 5.0, equivalent or the successful completion of the UEC General English Lower Intermediate Level (10 weeks with exit score of 60% or after 5 weeks with exit score of 85%)
- AEP3: IELTS 5.5, equivalent, or the successful completion of the UEC General English Intermediate Level (10 weeks with exit score of 60% or 5 weeks with exit score of 85%) or enrolled in General English Upper Intermediate Level or Advanced Level
- or successful completion of an UEC entry test.

Shifts

General English - Day	Monday to Friday: 8:45 – 13:45 Tuesday, Wednesday and Thursday: 14:00 - 14:50 (optional)
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Academic English Program	Monday to Friday: 8:45 – 13:45 Tuesday, Wednesday and Thursday: 14:00 - 14:50
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General English - Evening Cambridge B2 First Preparation	Monday to Friday: 16:30 – 20:50
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For details of each course and program, please visit our website: <https://uec.edu.au/find-a-course/>

Course Dates in 2019

General English	Student can start on any Monday
Cambridge B2 First Preparation	11 June*, 15 July, 19 August, 23 September, 28 October, 2 December
Academic English Preparation	21 January, 25 February, 1 April, 6 May, 11 June*, 15 July, 19 August, 23 September, 28 October, 2 December

* Tuesday is a start date because Monday is a public holiday.

Orientation

It is mandatory for all students to attend Orientation which is held on the first day of class. Please arrive before 8:30 am. The program for the day is as follows:

- Check in at the Reception area on Level 5.
- You will be presented with some forms to sign, and we will view your passport
- Welcome, placement test and the total support interview
- Meet our teachers and staff while enjoying morning tea.

Full details are available at our website: <https://uec.edu.au/life-at-uec/your-first-day/>

Public Holidays

UEC will be closed during the all public holidays. Compensation will not be made on any study days lost in weeks comprising these dates.

NSW Public Holidays 2019-2021

	2019	2020	2021
New Year's Day	Tuesday 1 January	Wednesday 1 January	Friday 1 January
² Australia Day	Monday 28 January	Monday 27 January	Tuesday 26 January
Good Friday	Friday 19 April	Friday 10 April	Friday 2 April
Easter Saturday	Saturday 20 April	Saturday 11 April	Saturday 3 April
Easter Sunday	Sunday 21 April	Sunday 12 April	Sunday 4 April
Easter Monday	Monday 22 April	Monday 13 April	Monday 5 April
Anzac Day	Thursday 25 April	Saturday 25 April	Sunday 25 April
Queen's Birthday	Monday 10 June	Monday 8 June	Monday 14 June
¹ Bank Holiday	Monday 5 August	Monday 3 August	Monday 2 August
Labour Day	Monday 7 October	Monday 5 October	Monday 4 October
Christmas Day	Wednesday 25 December	Friday 25 December	Saturday 25 December
³ Additional Day			Monday 27 December
Boxing Day	Thursday 26 December	Saturday 26 December	Sunday 26 December
³ Additional Day		Monday 28 December	Tuesday 28 December

¹ Applies to banks and certain financial institutions see *Retail Trading Act 2008*.

² From 31/12/11 when Australia Day (26 January) falls on a Saturday or Sunday, there will be no public holiday on that day as the following Monday will be declared a public holiday.

³ From 31/12/11, the Act provides for an extra public holiday to be added when New Year's Day, Christmas Day or Boxing Day falls on a weekend.

College Holiday – UEC is closed

27 December 2019

Accommodation and Airport Transfer Services

Provider	What they do	Contact details:
Global Experience	Homestay provider who carefully select families depending on students' needs and preferences. This company also provides arrival and departure airport transfers.	https://www.globalexperience.com.au/ +61 2 9264 4022
Link2	Fully equipped and very modern Student Accommodation conveniently located within walking distance of the Sydney CBD. Only suitable for students over 18 years old.	https://www.link2.com.au/ +61 432 600 331
Falcon Lodge	Medium and long term accommodation just 3km from the city. Only suitable for students over 18 years old.	http://www.falconlodge.com.au/ +61 2 9955 2358

Student Support, Welfare and Guidance

The College ensures that all its students are supported in their studies.

Staff Contact

Please see the staff at reception desk if you have any enquiries. They will direct you to the appropriate staff member. Below is a list of the types of assistance we offer:

Staff	Type of Assistance
Reception	<ul style="list-style-type: none"> • Change of contact details • Course variation form • Health cover • Holiday request
Student Services Advisors	<ul style="list-style-type: none"> • Attendance • Health and Mental health concerns • Grievances • Job search and financial issues
Registrar –Accounts receivable	<ul style="list-style-type: none"> • Payments • Receipts • Invoices • Withdrawals
Marketing	<ul style="list-style-type: none"> • Enrolments • Extension of studies • Further study information

Teachers

Our teachers are enthusiastic, friendly and supportive. They create a professional yet fun learning environment. Above all, they are committed to helping you reach your personal study goals.

All our teachers are fully qualified with degrees and appropriate TESOL qualifications. We use their expertise to make accurate assessments for our students and improvements and refinements to our curriculum.

You can be sure you are learning from the best. Our professional development program for teachers ensures that their teaching standards are very high and constantly being refreshed.

Our Facilities

Located in a modern and bright building in the centre of the city, our college facilities include:

- Air-conditioned classrooms
- Well-equipped with modern audio-visual equipment in classrooms
- Student computers
- Free Wi-Fi throughout the campus
- Quiet self-study area
- Reference library with relevant resources
- Lounge / Common area
- Kitchen facilities

Equipment and Learning Resources

UEC students have access to the computers and projectors in the classrooms, as well as the books and supplementary resources available in the student library.

Assessment Methods

General English

Student's progress will be assessed, regularly. Assessments may include: quizzes, speaking test, end of course test (reading, writing, grammar, vocabulary, listening).

Academic English Preparation

Student's progress will be continuously assessed. Assessment may include: writing tasks, reading and listening tests, grammar/vocabulary tests, presentation, research essay, case studies, business reports.

Cambridge B2 Preparation

Student's progress will be continuously assessed. Assessment includes: Cambridge mock test, quizzes, practice tests.

Key Policies and Procedures

You can download our key policies and procedures from our website:

<http://www.uec.edu.au/policies-and-procedures>

Admission

UEC will ensure that the admission process is fair and equitable to all prospective students. Students will be selected into our courses based on the following requirements:

- The student must meet UEC's entry requirements which is as follows:
 - for student visa holder you must be 18 years and over
 - meet the minimum English proficiency level for each course
- The student must agree to abide by the College's policies and procedures

Special Conditions

Students who do not have a valid English language test result (IELTS/TOEFL/PTE) will be required to sit an English Placement Test on arrival. Depending on the placement test result students may be required to extend their enrolment. For information on course entry requirements refer to the Universal English College website: www.uec.edu.au.

Course Fees and Any Other Charges

The College reserves the right to charge a non-refundable Change of Enrolment fee of \$100 where a student requires a revised Letter of Offer or CoE.

Once a student has commenced their course, they may incur an administration fee or additional tuition fees if they wish to change their class, class time (Evening to Day), or transfer to another course of study.

For tuition, materials and equipment and any other miscellaneous fees and charges, please refer to our website: <https://uec.edu.au/how-to-apply/dates-fees/>

Under the ESOS legislation students are not required to pay more than 50 per cent of their tuition fees before they start the course, but may pay more if they choose to. Your enrolment in a study period is not confirmed until the required fees for that period have been paid. Shorter courses with a duration of 24 weeks or less are not subject to the 50 per cent limit.

Universal English College reserves the right to vary fees in line with CPI rises and other unforeseen changes to the costs of delivery. For the most up to date list of current fees, please refer to the UEC website: <https://uec.edu.au/how-to-apply/dates-fees/>

Course fees cannot be transferred to another person or student.

Student Attendance

Students must attend a minimum of 80% of their course to meet the minimum course attendance requirements and their student visa conditions.

Students are required to make reasonable progress on courses in which they are enrolled. ELICOS students must attend a minimum of 20 hours of face to face study per week.

Failure to meet course progress or minimum attendance requirements may result in the student being reported to the Department of Home Affairs (DHA), which could result in visa cancellation.

For more details please visit our website and read the Policies and Procedures page: [https://uec.edu.au/policies and procedures](https://uec.edu.au/policies-and-procedures)

Change of Address and Contact Details

Students are required to keep their address and contact details (including residential address, email and telephone number) up to date at all times. Any changes to these details must be notified in writing within 7 days. It is the student's responsibility to notify the College of any change to their contact details. If the student fails to do so, this may affect their visa.

Deferral, Suspension and Cancellation of Study

Students can defer, cancel, withdraw or suspend their enrolment under the conditions below.

Tuition and course fees cannot be transferred to another College or student.

Deferring your course

Students can defer or postpone their start date by providing written notice either by email or by completing the Course Variation Request Form. Universal English College will consider each case and issue a written response to indicate acceptance or rejection of the application. The new start date must be within six (6) months of the original start date. Students can defer their course start date twice within the six months of the original start date, without any fees being incurred. If a student wishes to defer a third time, fees will be charged in line with the Cancellation and Refund Policy.

Cancelling your course

Students can cancel their start before it starts by providing written notice either by email or by completing the Course Variation Request Form. Universal English College will consider each case and issue a written response to indicate acceptance or rejection of the application. Fees will apply depending on the amount of notice provided. The amount is calculated from the day the request is receiving by Universal English College in writing. See Cancellation and Refund Policy.

Cancellation from your course after commencement

Students can only withdraw from their enrolment before completing their course if their fee payments are up to date. See Cancellation and Refund Policy as fees apply. Universal English College will consider each case and issue a written response to indicate acceptance or rejection of the application. Under Australian Law, if a student cancels their enrolment to move to another provider, they must have completed six months of study in their principal course. Withdrawal requests by students who have not yet completed six months of their principal course will be assessed against the Transfer between Registered Providers Policy and Procedure. The Australian Government requests that before any transfer can be granted, a student must first submit a Letter of Offer from the other Education Provider. This must be submitted with the Course Variation Request Form, available from Reception. Requests will be assessed in line with the Refund Policy and Procedure. Balance of course fees are not refundable.

Suspending your course

Students who have already commenced their course can only suspend their studies under exceptional circumstances. The student must provide written and authentic evidence to support their situation, for example, a medical certificate from a registered practitioner. Course fees must be up to date before the application will be assessed. The maximum a student can suspend their enrolment, is three (3) months.

Students who temporarily suspend their studies or defer their course commencement and then cancel their course, may be subject to Cancellation and Refund Policy and Procedure. Fees are charged from the date of initial application.

Suspension due to unacceptable behaviour

Universal English College may suspend or cancel a student's enrolment due to unacceptable behavior. Should this occur the student will be provided with written notice detailing the reason for the suspension or cancellation. There is no refund for these cases.

Suspension due to failure to make payment

It is a condition of enrolment that students pay tuition fees in advance. A student who fails to pay their course fees may be suspended from their course until they have met their financial course obligations. Certificates will not be issued until all course fees have been paid in full.

The student has 20 working days to appeal the decision. Students who are the subject to Universal English Colleges initiated Suspension or Cancellation will have access to Universal English Colleges Complaints and Appeals Policy and Procedure. Full details of the policies and procedures are available in the Student Handbook <https://uec.edu.au/policies-and-procedures>.

Study breaks

Student visa holders over the age of 18 can apply for a maximum of 5 week's study break. Study breaks are included in your total enrolment period and course duration. Study breaks must be arranged on application. Further details are available from study@uec.edu.au

Student Transfer Policy

All decisions made by Universal English College (“UEC”) with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student’s individual circumstances and any other relevant factors.

Transferring from another registered provider

UEC will not knowingly enrol a student wishing to transfer from another registered provider’s course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

1. the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
3. the releasing registered provider has agreed to the overseas student’s release and recorded the date of effect and reason for release in PRISMS;
4. any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

Transferring to another registered provider

1. For UEC students seeking to transfer to another registered provider’s course of study prior to completing six months of their principle course, the transfer request will not generally be granted unless is it for exceptional circumstances or in the following instances:
 - I. the student will be reported because they are unable to achieve satisfactory course progress and/or attendance at the level they are studying, even after engaging with UEC’s intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
 - II. there is evidence of compassionate or compelling circumstances.
 - III. UEC fails to deliver the course as outlined in the Letter of Offer.
 - IV. there is evidence that the student’s reasonable expectations about their current course are not being met.
 - V. there is evidence that the student was misled by UEC or an education or migration agent regarding UEC or its course and the course is therefore unsuitable to their needs and/or study objectives.
 - VI. an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
 - VII. it has been agreed that the student would be better placed in a course that is not available at UEC.
 - VIII. for a request for transfer to be considered, students must complete the Course Variation Request Form.

2. A transfer to another course will not be granted where:
 - I. the transfer may jeopardise the student’s progression through a package of courses.
 - II. the student’s progress is likely to be academically disadvantaged or would not be better placed in another institution.
 - III. 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. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - IV. UEC believes the student’s application to transfer is a consequence of the adverse influence of another party.
 - V. the student has fees owing to UEC.
 - VI. the student is intentionally not participating in UEC’s intervention strategy in order to receive a release letter.
 - VII. the student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
 - VIII. there are no legitimate compassionate or compelling circumstances.
3. In order for a request for transfer to be considered and a letter of release provided, students must provide a valid Offer of Enrolment from another registered provider.
4. The outcome of the student’s application for course transfer will be provided in writing within 10 working days of receipt of application.
5. Where a student’s application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined in point 5.
6. Where a student is under 18, the student must either have written evidence from their legal guardian or parent supporting the transfer or where the student is not being cared for in Australia by a parent or suitable nominated relative, the students request to transfer must also be accompanied by written confirmation that the registered provider to whom the student wishes to transfer will accept responsibility for approving the student’s accommodation, support and general welfare arrangements.
7. There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with UEC’s Cancellation and Refund Policy and Procedure.

Transferring to another course offered by UEC

1. Students may transfer to another course offered by UEC in the following circumstances:
 - i. Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - ii. Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

2. A transfer to another course within UEC will not be granted where:
 - i. The transfer may jeopardise the student's progression through a package of courses.
 - ii. the student's progress is likely to be academically disadvantaged or would not be better placed in another institution.
 - iii. 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.
 - iv. UEC believes the student's application to transfer is a consequence of the adverse influence of another party.
 - v. The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
3. In order for a request for transfer to be considered, students must complete the Course Variation Request Form.
4. The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
 - Where a student is under 18, the student must either have written evidence from their legal guardian or parent supporting the transfer, including:
5. Written confirmation the new provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements where the student is not being cared for in Australia by a parent/legal guardian or a suitable nominated relative. Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with UEC's *Cancellation and Refund Policy and Procedure*.

Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>

Provider Default and Protection of Student Fees

Universal English College reserves the right to defer or cancel a course, change start dates, curriculum or programs at any time.

In the unlikely event Universal English College is unable to deliver your course in full, students will be offered a refund for the unused portion of pre-paid tuition fees.

The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, students may be offered enrolment in an alternative course at no extra cost. The student has the right to choose whether they would prefer a refund or to accept a place in another course. If the student chooses the alternative course, they will be issued a new Letter of Offer and acceptance agreement which they are required to sign to confirm their placement in that course. In cases of provider default the student may access the Australian Government's Tuition Protection Service (TPS). The service provides assistance to international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another provider, or
- Receive a refund of their unspent tuition fees.

Student Default

Under section 47A of the ESOS Act 2000, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn) or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- UEC refuses to provide, or continue to provide the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A (3) of the ESOS Act 2000.

If the student or intending student defaults then The College must provide a refund in accordance with the requirements under either section 47D or 47E of the ESOS Act 2000, depending on which section applies to the circumstances of the default situation.

Privacy statement

Universal English College is committed to protecting student's privacy.

Information is collected on the Application Form and during your enrolment in order to meet our obligations under various NSW and Australian legislations - in this process, it may be disclosed to relevant third parties including but not limited to your family, homestay families, agents, external service providers, further studies institutions, and various employees of the College as required. These include the Privacy Act 1988, the ESOS Act 2000 and the National Code 2018. This is also done 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 Privacy Act 1988; 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 during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

From time to time, Universal English College may be related to other entities (related entities) and this Privacy Policy applies if your personal information is dealt with by those related entities.

Students can request for access to their personal information held in their student files by submitting to the Registrar the Student Request for Access to Own Personal Information form available at Reception.

Publicity

The student (and where applicable, the parent or guardian) agrees to grant Universal English College and all subsidiaries, affiliated companies, franchisees and licensees, (collectively permission to use my name and/or likeness; and/or quotation (“the quotation”) and/or any writings I may create about my experience (“writings”) as written below:

- a. will own the quotations and the writings, the still photographs, audio and/or video footage in which I appear, and the words spoken in the video footage, and have the unrestricted right to publish said photographs and use such video and the quotations and the writings in any marketing and promotional materials, on all websites, and in any other material, including -sponsored and authorized social media locations and feeds, and shall have the right to license agents and other third parties to do the same - including, without limitation, Universal English College and its subsidiaries, affiliated companies, franchisees and licensees, branded or identified sites and pages within Facebook, YouTube, Twitter and other social media and internet destinations.
- b. this grant is intended to be worldwide in scope and to apply to all media now existing or hereafter developed.
- c. may display the quotation and the writings on any website or blog, and in printed promotional materials for the purpose of promoting programs, products and services, and may license to agents and third parties the right to make such uses on behalf of.
- d. shall not alter the quotation (other than editing for space considerations in a manner that does not alter the meaning or context) or the form of attribution. may edit the writings for clarity and to ensure conformity with any applicable guidelines or standards in a manner that does not alter their meaning or context.

Changes to agreed services

Where there are any changes to the agreed services that will affect the student, including any intention to relocate premises, a change of ownership, any changes to relevant third-party arrangements, or in the event Universal English College closing down, the student will be advised in writing as soon as practicable and at least 20 working days prior to the change taking effect.

Student code of conduct

Students are expected to adhere to Universal English College’s (“UEC”) Student Code of Conduct and policies and procedures at all times. UEC reserves the right to suspend or cancel a student’s enrolment for any serious breach of its policies and procedures. Refunds do not apply in such cases.

The code of conduct sets out expectations for student behaviour. UEC expects students to conduct themselves in a manner that respects the laws of Australia, its states and territories, the rules and regulations of statutory bodies, and the policies and procedures of UEC. Any breaches of the Code of Conduct are taken seriously and investigated in accordance with the Critical Incident Policy and Procedure. The student code of conduct applies to all students, whether they are on campus or participating in activities off campus.

Whilst studying at UEC, students are responsible for:

- their own health and safety and for the health and safety of others
- reporting hazards or incidents
- not displaying bullying, discriminatory or harassing behaviour
- treating others with courtesy, fairness and respect at all times.

All students enrolled in UEC courses have a right to:

- be treated with respect and dignity.
- learn in a safe environment free from danger, abuse bullying, discrimination or harassment.
- recognition of their particular cultural needs and circumstances including beliefs, ethnic background and religious practices.
- access to their own records on request.
- provide feedback on UEC services.
- access any UEC policy and/or procedure that directly relates to students.

Student obligations

As a condition of enrolment in any course offered by UEC, students are expected at all times to:

- to inform themselves of the College's rules and policies affecting them and comply with UEC policies and abide by the code of conduct
- respect the rights of others and be tolerant of others' beliefs.
- treat staff members and other students with courtesy and respect. Violence, bullying, abuse and offensive behavior are not tolerated.
- support equal opportunity.
- not behave in a way that disrupts or interferes with any teaching or day-to-day activities.
- be punctual for class and appointments.
- comply with the UEC's non-smoking restrictions
- respect the rights of others to be treated equitably, free from all unlawful discrimination and harassment, including sexual harassment.
- not engage in behaviour that is unlawful, discriminatory, harassing or bullying.
- seek approval from authorised UEC staff for the use of any materials and equipment and not vandalise UEC property.
- use and care for all UEC resources, be mindful of the need for resources to be shared by others.
- be responsible for the safety and security of their own possessions. UEC does not take responsibility for any of the student's personal property or belongings.
- be aware of and promote the safety of themselves and others. Students are not permitted to bring weapons or dangerous objects to school.
- ensure the kitchen is kept clean and tidy at all times. Respect the queue of students waiting to use the microwaves.
- dress neatly and with due regard for health, hygiene and safety. Maintain a healthy standard of personal hygiene.
- cheating or plagiarism in any form will not be tolerated
- maintain a high standard of behaviour and conduct while undertaking education activities.
- respect the rights of others to express political and religious views and not engage in any inappropriate behavior.
- ensure that personal or work commitments do not clash with class schedules and assessment dates.
- ensure the proper use of copyright material.
- take responsibility to advise staff about their individual learning needs.
- take responsibility for understanding and checking the assessment requirements and deadlines for each unit of study.
- not come to class whilst under the influence of alcohol or other drugs.
- notify UEC if unable to attend classes or appointments by calling 02 9283 1088 or sending an email to study@uec.edu.au.
- provide supporting evidence in matters of leave of absence.
- immediately inform UEC of any changes of address or contact details.
- provide a completed Course Variation Form of an intention to withdraw from a course or defer enrolment.

Student misconduct

UEC may take steps to address any situation where students are in breach of UEC's policy, the Code of Conduct or federal or state legislation. Breaches may include but are not limited to plagiarism and any behaviour that is disruptive, discourteous, unsafe, illegal or fails to meet the acceptable standards of good behaviour as outlined in this Code of Conduct.

Depending on the nature and severity of the breach, UEC may choose to resolve the issue by mediation. This process will be recorded on the student management system and written copies and outcomes will be supplied to the student.

If the issue is more serious and causes a threat to other students and/or staff to the point where UEC is no longer deemed to be a safe place, UEC may decide to suspend or cancel a student's enrolment immediately per the Deferment, Suspension and Cancellation of Enrolment Policy and Procedure. Where relevant, UEC may refer the matter to the appropriate authorities or authorised bodies. Students will be informed in writing that the suspension or cancellation of their enrolment will be reported to the immigration through the Provider Registration and International Student Management System (PRISMS) and may affect the status of their student visa.

UEC is committed to the principles of procedural fairness and natural justice. This includes:

- the right to be treated without bias
- the right to be heard
- the right to be informed of the allegations and the right to be provided with the opportunity to respond
- the right to be provided with reasons for the decision

Bullying, Discrimination and Harassment

Universal English College is committed to providing an environment that supports the Anti-Discrimination Act 1977 which recognises and positively promotes a discrimination free workplace. UEC will not discriminate toward any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, nationality, ethnic or religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age

Under NSW laws you cannot be harassed sexually or because of your gender, pregnancy, marital, race or religion, disability, age, homosexuality or transgender status. UEC will not tolerate bullying, harassment, victimization or any such conduct that has the purpose or effect of interfering with an individual's performance or health or creating an intimidating, hostile or offensive learning environment.

If you feel that someone has discriminated against you, report the harassment to UEC management. A counselling session will be held to determine the course of action to be taken. If a satisfactory solution has not then been reached, the student can contact the Anti-Discrimination Board of NSW, Stockland House, Level 4, 175-183 Castlereagh St, Sydney, NSW. Phone: (02) 9268 5544.

Monitoring Course Progress Policy and Procedure

UEC is required to monitor course progress and identify strategies to ensure satisfactory course progression. UEC will systematically monitor, record, assess and report on a students' attendance and progress in relation to their studies.

UEC will inform overseas students before they begin a course about the requirements to achieve satisfactory course progress.

UEC ensures that all students are made aware of their obligations regarding their attendance requirements, both before and during their enrolment such as during the Orientation program and in the Student Handbook.

UEC ensures all staff are aware of both the students' and the College's obligations regarding attendance requirements and monitoring.

Overview

UEC is committed to the delivery of high-quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high-quality support.

- a. UEC will monitor overseas students' course progress for each course in which the overseas student is enrolled.
- b. UEC will not issue a CoE to overseas students that exceeds the CRICOS registration duration.
- c. UEC will monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- d. UEC will clearly outline and inform the overseas student in regards to the course requirement to achieve satisfactorily during the Orientation Program prior to the commencement of studies.

Course Progress Requirements

Students are assessed during the Study Period. Every effort is made to assist students during the study period by our teachers by providing them with continuous feedback throughout the study period.

- a. The academic progress requirement for each course and level is identified below.

Academic English Program (CRICOS Course Code 095850E)

Levels	Academic Requirement
AEP1, AEP2, AEP3	65% to 74% (Grade B)

English Language Programs (CRICOS Course Code 062713J)

General English Levels	Academic Requirement
Lower Elementary	60% pass after 2 weeks
Elementary to Advanced	60% pass after 10 weeks or 85% pass after 5 weeks
Cambridge B2 First Preparation	Academic Requirement
Entry with IELTS 5.0 or equivalent	The Cambridge Mock Test score of 162 or above
Entry with IELTS 5.5 or equivalent	The Cambridge Mock Test score of 169 or above
Entry with IELTS 6.0 or equivalent	The Cambridge Mock Test score of 176 or above

- b. For pathway students entering a vocational course or higher education at the completion of their studies at UEC, benchmark requirements of the pathway provider must also be satisfied. The benchmark requirement is updated each year and is available on UEC’s website.
- c. The grade information for the Academic English Program is identified below.

Levels	A+ grade	A grade	B grade	C grade	D grade
AEP1	N/A	75 - 100%	65 - 74%	50 - 64%	<50%
AEP2	N/A	75 - 100%	65 - 74%	50 - 64%	<50%
AEP3	85 - 100%	75 - 84%	65 - 74%	50 - 64%	<50%

Reporting Overseas Students Visa Holders

- a. At the end of each study period, the Student Services Advisor will review the outcomes once it has been entered into the student management system. A report will be generated which will identify those students who are at risk of not progressing, towards the completion of their course. When an overseas student fails to meet the course progress requirements, UEC will provide the student with a Notice of Intention to Report that notifies the overseas student:
 - i. that UEC intends to report the student for unsatisfactory course progress; and
 - ii. of their rights to access the UEC’s Complaints and Appeals process within 20 working days.
- b. UEC will maintain the overseas student’s enrolment and only report a breach of course progress to the Department of Home Affairs via PRISMS if:
 - i. the internal and external complaints processes have been completed and the breach has been upheld by UEC;
 - ii. the overseas student has chosen not to access the internal complaints and appeals process within the 20 working days period;
 - iii. the overseas student has chosen not to access the external complaints and appeals process; or
 - iv. the overseas student withdraws from the internal or external appeals process by notifying UEC in writing.
- c. UEC will report an overseas student who has failed the same level twice or more, and has the recorded an attendance result below 70%. The student will be reported under unsatisfactory course progress.
- d. UEC will not report an overseas student who has a minimum of 70% attendance and has compassionate and compelling reasons for not achieving satisfactory academic progress.

Extending Course Duration

- a. UEC will only extend the ELICOS study duration if:
 - i. an overseas student has compassionate and compelling reasons and there is evidence provided that supports the reason;
 - ii. the option of extending the ELICOS studies is helping an overseas student to successfully complete his or her required studies; or
 - iii. an approved deferment or suspension of studies occurred to an overseas student.
- b. If the extended study period is longer than the current visa duration, UEC will inform the overseas student that:

- i. the student will need to apply for a new Student Visa (subclass 500) in order to complete the extended studies; and
- ii. the new duration of study will have an impact on the student's visa.

Total Support

- a. Total Support is provided to all UEC students.
- b. Total Support is an interview with each student provided in the first week and at the end of every session (typically Thursday of week 5).
- c. In the first week the teacher will discuss a study goal the student might have and provide advice on how the student may achieve it.
- d. During the second meeting, the teacher will discuss the student's progress of studies.
- e. Teachers will record the study goal, strengths, areas to work on and study recommendations for each student on the Total Support Form.
- f. The Total Support Form will be used again in the second meeting to finalise the student's progress.
- g. The Total Support Form will allow the teacher to evaluate whether or not the student is at risk of failing or if the student is able to progress to the next session.
- h. If a teacher identifies a student as failing to achieve the required result or pass a level/course, the teacher may submit the completed Total Support Form to the Academic Director; and may arrange an appointment for the student to meet with the Academic Director.
- i. The Total Support Form is included in Annexure E of this document.
- j. If a teacher lacks the specialist knowledge and skill to assist the student and the student wants to improve, the Academic Manager will arrange for an appropriate support person.
- k. The possible study goals that students may have and the possible advice is identified below.

Possible Goal	Possible Advice
Wants to improve reading and writing	Change to AEP if not currently enrolled
Needs an internationally recognised certificate of English proficiency for study or work	Enrol in Cambridge B2 First Preparation
Wants more grammar	Recommend a relevant grammar book and advise the student to access the self-study area in the Computer room

Academic Intervention Strategy

- a. The Academic Intervention Strategy (AIS) applies to all UEC students.
- b. The purpose of this intervention strategy is to identify, notify and assist students to successfully complete studies in their enrolled course.
- c. AIS will be introduced to a student who receives an unsatisfactory result at the end of a session by achieving less than 50% in the overall score.
- d. To assist a student to participate in AIS, the Academic Director must complete the Academic Intervention Strategy Form together with the student at a meeting in order to put the strategy in place.
- e. AIS form must be signed and agreed by the student and the Academic Director for approval and implementation.
- f. UEC offers the Flexi Class as part of the Academic Intervention Strategy.

- g. The Flexi Class is a compulsory class for students under the Academic Intervention Strategy.
- h. Students are not required to pay an additional cost to participate in the Flexi Class.
- i. Attendance will be marked for students who are attending the Flexi Class as part of AIS.
- j. The minimum duration of AIS is 5 weeks (5 weeks is the minimum session duration, progress report is issued every 5 weeks).
- k. When a student successfully completes a session or a level, the student will not be required to participate in AIS.
- l. The *Progress Report* will reflect whether or not a student has successfully completed a session or a level.
- m. The *Progress Report* is issued every 5 weeks at the completion of each session.
- n. When a student has participated in AIS more than once in the same level of a course and has failed to achieve the satisfactory attendance result, the student will be deemed to have failed to meet the satisfactory course progress and will receive the *Notice of Intention to Report*.

Monitoring Attendance Policy and Procedure

UEC will monitor and record the attendance of all students enrolled in an English Language CRICOS course. Students must maintain a minimum of 80% attendance for the length of their CoE and not be absent without approval for more than 5 consecutive days. UEC ensures that all students are made aware of their obligations regarding their attendance requirements, both before and during their enrolment such as during the Orientation program and in the Student Handbook.

UEC ensures all staff are aware of both the students' and the College's obligations regarding attendance requirements and monitoring.

Attendance Intervention Strategy

- a. There will be a minimum of 20 hours of face-to-face class attendance required for all ELICOS programs offered at UEC.
- b. Attendance will be marked, and is based on a minimum of 20 hours of face-to-face delivery.
- c. Teachers will mark attendance for every lesson, daily.
- d. No attendance will be marked for '*Optional*' classes.
- e. When a student is more than 15 minutes late for a lesson, the student will be marked as absent for that lesson. A lesson is made up of 45 minutes.
- f. UEC will contact the student who has been absent for more than five consecutive days without approval to check on their welfare and to notify them that they may be at risk of breaching their visa conditions.
- g. A student will receive a warning letter when the student's current attendance falls below 85%.
- h. The *Warning Letter* will be provided to the student in person by the Team Leader Student Support. On receipt of the letter, the student will:
 - i. have a face-to-face meeting with the *Team Leader Student Support*
 - ii. have an opportunity to explain their current situation
 - iii. be informed of their overall attendance
 - iv. be informed of their current attendance

- v. be informed of the consequences of not meeting the attendance requirement
 - vi. be informed of the consequences and implications of not meeting their visa requirements.
- i. The *Notice of Intention to Report* will be provided to a student when the student's current and overall attendance falls below 80%.

Complaints and Appeals

As per Standard 10 of the National Code 2018, UEC has a fair complaints and appeals process that includes access to an independent external body if necessary. If you wish to lodge a complaint or appeal a decision, you are required to obtain and complete a "Complaints and Appeals" form from our reception or request by sending an email to: study@uec.edu.au.

If a student is experiencing any difficulties or dissatisfaction, they are encouraged, in the first instance to discuss their concerns with Universal English College staff. If discussing these concerns is not deemed effective or appropriate by the student and he or she wishes to make a formal complaint, students are advised to complete a Complaints and Appeals form. For information on how to appeal a decision or make a complaint contact the Student Services Advisor or refer to the *Complaints and Appeals Policy and Procedure* at <https://uec.edu.au/policies-and-procedures>.

If the student is not satisfied with the decision, then the student can appeal externally through the Overseas Student Ombudsman www.ombudsman.gov.au

Consumer Protection

The Australian Competition & Consumer Commission (ACCC) promotes competition and fair trade in markets to benefit consumers, businesses, and the community. ACCC's primary responsibility is to ensure that individuals and businesses comply with the Australian competition, fair trading, and consumer protections laws, in particular the Competition and Consumer Act 2010.

The Australian Consumer Law offers consumer protections in the areas of:

- unfair contract terms, covering standard form consumer contracts
- consumer rights when buying goods and services
- product safety
- unsolicited consumer agreements covering door-to-door sales and telephone sales
- lay-by agreements

UEC will ensure that it is committed to ensuring that it remains compliant with the relevant legislation and regulations that protect the rights of consumers as well as fair trade, competition and accurate information in the marketplace. For more information, visit <http://consumerlaw.gov.au/consumers-and-the-acl>

If you have a question or complaint about your rights as a consumer, you may:

- want information about your consumer rights
- have a problem with a consumer good or service that you have bought or are considering buying
- want to know how a business should behave under the law
- like to make a complaint about a business

You can contact consumer protection in New South Wales, NSW Fair Trading's office at:

NSW Fair Trading 60 Station Street
Parramatta NSW 2150 Postal:
PO Box 972
Parramatta NSW 2124
Enquiries: 13 32 20
Website: <http://www.fairtrading.nsw.gov.au/>

The Overseas Students Ombudsman

The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman. The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students may have with private education and training in Australia.

International students can also go to the Overseas Students Ombudsman who are responsible for:

- investigating complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia
- providing information about best practice complaints handling to help private education providers manage internal complaints effectively
- publishing reports on problems and broader issues in international education that we identify through investigations

Students can contact OSO by phoning by phoning 1300 362 072 or emailing ombudsman@ombudsman.gov.au. For more information visit: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Students under 18

Students under 18 years of age NOT accompanied by their parents or living with close family members while in Australia and intending to apply for a student visa must have their proposed accommodation and welfare arrangements approved by Universal English College prior to their enrolment being accepted.

Holiday requests

Student visa holders over the age of 18 may be eligible to apply for a maximum of 4 week's holiday (this is not the same as a study break). You will need to book your holiday at least one week before or you will be marked as absent.

Students eligible for a study break must apply by completing the Holiday Request Form. For information on eligibility and how to apply for a holiday break see Reception or email study@uec.edu.au

Approval is conditional on meeting the following requirements at the time of the holiday request:

1. have no outstanding fees
2. have no less than 80% attendance
3. under the age of 18 must have consent from their parent or guardian
4. approved holidays may only be taken in full weeks (Monday to Friday)

Requests for a revised CoE will incur a \$100 administration fee.

Working holiday and Tourist visa holders have no attendance requirements, these students can take unlimited holidays.

Consumer Guarantee

Universal English College guarantees that its services will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

What happens if this guarantee is not met?

In the first instance, where a student is unhappy with the nature of a service provided or manner in which it is provided, they should discuss it with the Student Service Advisor, the Academic Manager, or the General Manager as they feel is most appropriate.

If the student feels this is not appropriate or it is not effective, the student should submit a complaint to the College identifying where the College has not provided a service of appropriate quality or done so in an appropriate manner, they can submit a complaint as per the Complaints and Appeals Policy.

Cancellation and Refund Policy and Procedure

Requests for refunds must be made in writing by completing the *Request for Refund Form* and emailing it to registration@uec.edu.au.

Notices of cancellations are not effective until written notification has been received by Universal English College (referred to as "UEC"). Refund applications must be accompanied with supporting documents setting out the reasons for the request.

All approved refunds will be processed within 20 working days from the date of receipt of the written request. All refunds are paid in Australian dollars to the original payment source i.e. directly to the student or the student's nominated agent. Bank charges will be deducted from the refund.

For students under 18 years of age, refunds will be paid to the parent(s) or guardian(s) of the student unless UEC receives written approval from the parent or guardian consenting for the refund to be paid directly to the student.

UEC will not authorise tuition fee transfers to any other institution or student.

Under the ESOS Act 2000 and the Tuition Protection Service (TPS), if the course is 25 weeks or more, 50% of the course tuition fees are payable before the course start date with the remaining 50% payable two weeks before the start of the second study period. The student may however elect to pay the total course tuition fees, if they choose.

UEC's refund policy clearly states the conditions under which the student may be entitled to a refund for any fees paid. It is important before the student accepts the offer, they understand the conditions and the entitlements under which a refund is applicable.

The Application Fee, Accommodation Placement Fee and/or Booking Fee are non-refundable.

Non payments of any debts to UEC will be off set against the refund amount. Refunds are applicable in accordance with the table below. If you are not satisfied with the outcome you have a right to appeal the decision, by completing the *Complaints and Appeals Form* and submitting it to registration@uec.edu.au. Complaints and Appeals are not effective until notified in writing. For information on how to appeal a decision or make a complaint contact the Student Services Advisor or refer to the *Complaints and Appeals Policy and Procedure* at <https://uec.edu.au/policies> and procedures. The availability of the complaints and appeals process does not remove the right of the student to take further action under Australia's consumer protection laws.

Refund Terms and Conditions

Circumstances	Refund
Student's visa application is rejected before or after the initial course commencement date. Copy of original letter from the Australian Embassy/Consulate must be provided).	100% refund of all unused prepaid tuition fee less \$500 Administration Fee or 5% of prepaid tuition fees, whichever is less. 100% refund of unused or prepaid accommodation, airport pick-up and OSHC fees. No refund of the Application Fee.
UEC cancels a course after it has commenced.	100% of the unused portion of prepaid course fees within 10 working days of notification of cancellation. No refund of the Application Fee.
UEC cancels a course before its commencement date.	100% refund within 10 working days of notification of cancellation.
Student provides notice of course cancellation in writing more than 28 days before course commencement.	100% of pre-paid tuition fees, accommodation and OSHC fee. No refund of the Application Fee.
Student provides notice of course cancellation between 1 day and 28 days before course commencement.	50% of pre-paid tuition fees or \$1,000 cancellation charge will be deducted, whichever is greater. No refund of the Application Fee. Students need to contact their OSHC and accommodation provider in regards to refunds. Unpaid cancellation forfeits the right to documentation.
Student provides notice of cancellation on or after course commencement.	No refund Any outstanding payments remain payable by the student. No release will be granted unless all fees have been paid in full. Students need to contact their OSHC and accommodation provider in regards to refunds.
If a student breaches their visa conditions (such as unsatisfactory course progress and/or failure to maintain 80% attendance, failure to start course on agreed start date, failure to pay tuition fees on the due date) resulting in their studies being cancelled.	No refund
Cancellation or suspension of enrolment by UEC due to student misbehaviour or non-compliance with the Student Code of Conduct.	No refund
Course Change Evening English to Day English or vice versa after course commencement.	No refund
Student transferring from another provider has not completed 6 months of their principle course and is unable to obtain release.	100% of pre-paid course fees. No refund of the Application Fee.

Please note:

1. UEC does not accept responsibility for any fees paid by the student to their Education Agent.
2. Refunds will only be paid to the nominated account specified in the *Refund Request Form*.
3. If a credit card was used for the initial payment, the refund will be returned to that credit account.

Homestay and airport pick-up cancellation and refund Policy

Service Fee and Circumstances	Refund
Placement fee	No refund
Airport pick-up arrangement confirmed	No refund
Airport transfer service: at least 5 working days' notice provided for any change to flight details	If at least 5 working days in advance notice is not provided for change to flight details, full airport pick-up fee still applies.
Home Stay Accommodation. Cancellation after booking has been confirmed, conditions apply. Students are committed to stay in their accommodation for the first 4 weeks at least, unless extreme circumstances apply.	
Cancellation notice received less than 14 days before check-in date	2 weeks' cancellation fee applies (rent in lieu of notice).
Change to accommodation after you have commenced your stay	2 weeks' notice must be provided to the current accommodation provider. The student must repay the booking fee and pay a minimum of 4 weeks accommodation for the new provider.
Accommodation Provider cancels student accommodation due to students unsatisfactory behaviour. Unacceptable behaviour might include, but is not limited to the following: violence, use or distribution of illegal drugs, anti-social behaviour, sexual abuse or harassment, or criminal activity.	No refund

Residential accommodation cancellation and refund policy

LINK2

Service Fee and Circumstances	Refund
Booking fee	No refund
Cancellation in writing more than 28 days before check-in date	100% of accommodation fee refunded
Cancellation in writing 28 to 21 days before check-in date	2 week cancellation fee
14-20 days before check-in date	3 week cancellation fee
Less than 14 days before check-in date	4 week cancellation fee

FALCON LODGE

Service Fee and Circumstances	Refund
Booking fee	No refund
Cancellation in writing at least one week before check-in date	100% of accommodation fee refunded
Cancellation in writing at least 48 hours before check-in date	50% of accommodation fee refunded
Cancellation in writing within 48 hours of arrival	No refund

Overseas student health cover (OSHC)

OSHC is non-refundable once the student's course or package has commenced.

Health and Safety

UEC is committed to support the health, safety and welfare of students and staff. Students and staff also have a legal duty to take care and protect their own health and safety and to avoid affecting the health and safety of students and staff. For more information, please refer to our policies and procedures.

Personal Safety

While Sydney is generally a safe city, there are a few important things you should remember:

- Avoid carrying large amounts of cash – \$50-\$100 is enough to cover your daily needs.
- Never leave your bag unattended at any time. Take extra care with your bag, telephone, purse, etc. in food courts and game centres, where many people assemble.
- Never carry your bank account PIN (Personal Identification Number) in your purse or wallet with your credit or debit cards.
- When at the beach, swim only between the yellow and red flags. The surf may be dangerous outside the flags.
- Ultraviolet (UV) radiation levels in Australia are higher than in other parts of the world, even during winter. Wear sun screen and a hat to protect your skin, even on cloudy days.
- Travel with a friend on trains or buses after 10.00pm.

For your safety, booking a taxi or a ride share service is the best way to get around late at night.

Taxis Combined on: 13 2227 (13CABS) or book online at 13CABS: <https://www.13cabs.com.au/>

Uber: <https://www.uber.com/au/en/>

Ola: <https://ola.com.au/>

The NSW Police offer this advice to International Students Personal Safety Tips:

- Be alert, assertive and confident
- Try and walk with other people rather than by yourself
- If travelling by train, try to travel in the carriage marked with a blue light as the train guard is there to ensure the safety of travellers
- Keep your money and wallet in your front pocket and keep your bag in front of you
- Be aware of your surroundings. Avoid text messaging and long conversations on your mobile
- At night stay in well-lit areas, where there are lots of people

Emergency Telephone Numbers

Emergency – fire, police, ambulance	000
Police Assistance Number (non-emergency)	131 444
Poisons Information	13 11 26
Translation and Interpreter Services	13 14 50
UEC phone number – weekday daytime	02 9283 1088
UEC after hour emergency – within Australia	1800 029 900
UEC after hour emergency – from outside Australia	+61 7 3377 3955

Personal Emergencies

Please be sure to notify the College of your current address, email address and telephone number. If there are any changes to these details, please advise us as soon as possible.

Beach Safety

Be careful when swimming in Australian water. Some parts of the coast have powerful currents and tides. Shark attacks are rare, but sometimes do occur. It is safest to swim at beaches that are supervised by Surf Lifeguards, these are beaches that are marked by red and yellow flags.

Health and Sickness

UEC will not issue medication to students. If you are unwell, you should visit a chemist or a doctor for advice. First Aid Officers are available at the college.

National Health Services Directory is an online search engine whereby you can search the directory to find health services near you. The website provides information about General Practice Doctors, pharmacies, hospitals and emergency departments.

Overseas Student Health Cover (OSHC)

As an international student, it is a condition of your student visa that you have appropriate Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to hospital and medical services and assists you in meeting those costs. This is usually arranged when you organise your visa.

As holding OSHC is a visa requirement, take care to maintain your cover at all times and do not fall behind in payments. If you do fall behind you will be able to continue your cover but you may not be able to claim for services, you received while you were in arrears.

UEC can help you to arrange your OSHC. If you require assistance, contact student services.

For more information on OSHC, visit our website: <https://uec.edu.au/health-and-safety/>

Mental Health

We understand that being away from your family and friends while studying in the unfamiliar environment may bring you negative feelings such as loneliness, anxiety and sadness. It is natural to experience those feelings and our student service staff are always happy to help you. Please don't be afraid to ask for help at UEC reception.

You can also access to the various support services from our website:

<https://uec.edu.au/health-and-safety/>

Student Support and Counselling Services

Our dedicated Student Services Advisors are here to help you settle in and find your way around. They are available to provide you with any assistance and support that you may need during your study with us including with your accommodation and welfare.

Students receive full assistance to achieve their study goals in Australia. Our experienced academic staff and teachers will assist students with educational matters and other queries. Students are encouraged to make an appointment with student services if they require assistance such as:

- Academic support
- Welfare support

For well-being matters students can access external organisations, including specialist counselling services. Counselling service charges will be determined by the service provider.

A full list of support services and contacts can be obtained through reception at UEC.

Course and enrolment advice

You will have the opportunity to consult with your teachers and/or our Student Services team at orientation. They are your points of contact for ongoing course advice and direction. We can also help you throughout the application process – just ask!

Further study advice

UEC offers many options for further study in Australia. Due to the high quality and reputation of our Academic English Program (AEP), we can provide you with more than 30 direct entry pathways into leading Australian universities, TAFE and colleges. You can discuss your options with our Student Service team and ask for the information on our pathway partners. We also organise visits to some popular further study institutions. Please refer to the page for our further study pathway partners.

Student personal belongings

The student agrees to take care of their own personal items at all times and agrees not to hold the College responsible for any loss, accident or mishap. UEC will not store or hold luggage or bags for students. Students will be responsible for making alternative arrangements for their personal items and bags when moving.

College excursions

The student agrees to follow all lawful and reasonable instructions given by UEC, its staff or its teachers while on UEC premises or participating in excursions, field trips or extra-curricular activities. The student will not hold UEC or its staff and teachers responsible for any accident, injury, mishap or loss that occurs on any excursion, field trip or extra-curricular activity. The student will not participate in any excursions, field trips or extra-curricular activity unless they have adequate insurance cover. The student may request UEC to arrange OSHC on their behalf.

Accommodation and airport transfer services

UEC can arrange airport transfer and accommodation services on request. All students requiring assistance with accommodation or/and airport transfer services MUST inform UEC of their placement request and flight details at least 14 DAYS prior to arrival to ensure suitable accommodation and airport transfers can be arranged.

Lost and found

When you find an item that does not belong to you at UEC, please bring it to reception. We will keep it in a safe place until we find the owner of the lost item. If you have lost an item, please check at reception as we might have your item with us.

Legal services

International students can seek legal advice in relation to immigration (Visas), discrimination and many other matters. Legal advice and assistance can be obtained for free or at a minimal cost. For further information go to Legal Aid New South Wales: <https://www.legalaid.nsw.gov.au/> Additionally, free legal services are available for international students at Redfern Legal Centre. For more information please visit their website: <https://rlc.org.au/our-services/international-students>

List of useful numbers and website addresses

Doctor	www.oshcallianzassistance.com.au 13 67 42
Postage	www.auspost.com.au/locate
Public Transport	www.opal.com.au 13 67 25
Visa	www.homeaffairs.gov.au 13 18 81
Depressed or Anxious	www.lifeline.org.au 13 11 14
JP Signature	www.jp.nsw.gov.au
Tax File Number	www.ato.gov.au 13 28 61
Interpreter Services	www.tisnational.gov.au 13 14 50
Drug & Alcohol	www.directline.org.au 1800 888 236
Victims of Crime	www.victimsservices.justice.nsw.gov.au 1800 633 063
1800 Respect	www.1800respect.org.au 13 15 00 1800 737 732
Mental Health Services	1800 011 511
Pregnancy Support Helpline	www.pregnancycounselling.com.au 1300 737 732
Housing/Homelessness Support	1800 152 152

If the service you are looking for is not listed, please contact Reception/Student Services for assistance.

Living in Sydney

Key Facts

Weather

Australia's climate varies greatly throughout the eight states and territories; there are four seasons across most of the country and a wet and dry season in the tropical north.

Australia's seasons are at opposite times to those in the northern hemisphere. December to February is summer; March to May is autumn; June to August is winter; and September to November is spring.

Sydney enjoys a temperate climate with warm summers and mild winters. That means that you'll get many opportunities to go out and explore the city. Climate is excellent in Sydney all year round. The following average daily temperatures are a guide only.

Spring (Sep – Nov) 23°C

Autumn (Mar – May) 23°C

Summer (Dec – Feb) 27°C

Winter (Jun – Aug) 18°C

Time zone and Daylight saving

With a land mass close to 7.7 million square kilometres, Australia is the world's sixth largest country and is divided into three separate time zones. Sydney is located within Australian Eastern Standard Time (AEST).

Daylight Saving Time (DST) is the practice of advancing clocks one hour during the warmer months of the year. In Australia, Daylight saving is observed in New South Wales, Victoria, South Australia, Tasmania, and the Australian Capital Territory.

Daylight Saving Time begins at 2am on the first Sunday in October, when clocks are put forward one hour. It ends at 2am (which is 3am Daylight Saving Time) on the first Sunday in April, when clocks are put back one hour.

Transport

Opal Card

Sydney has an extensive public transport system that includes trains, buses, ferries and light rail. We strongly recommend you purchase an Opal Card, which is available at train stations and convenience stores. This will enable you to travel on any mode of transport you like. Single-ride opal tickets are also available for purchase from train stations if you need them.

- Adult: Purchase this card if you are aged 16 years and over. The minimum value is \$10.
- Child/Youth: Purchase this card if you are aged 15 years and under. The minimum value is \$5.

Buses

Sydney has a large bus network that services the entire city. The main bus terminals are at Wynyard, Circular Quay and Central Station. Many buses require you to have an Opal Card or ticket before you board. You can buy single bus tickets from most convenience stores.

Ferries

Ferries operate between Circular Quay and several harbourside suburbs including Cremorne, Mosman, Pyrmont, Rose Bay and Balmain. You can also take a RiverCat from the Quay to Parramatta and the suburbs along the Parramatta river.

Light Rail

The light rail network operates from Central Station to the inner western suburbs via Pyrmont and Glebe out to Dulwich Hill.

Hints and Tips

Purchase the right ticket- Be aware that in New South Wales international students are not entitled to a student concession on public transport: if you are aged 16 years and over you must purchase an Adult Opal Card (pictured). If you travel without a valid ticket and you are caught by transport officers there is a \$200 fine.

Weekly travel reward- After your first 8 paid journeys you can enjoy half price travel for the rest of the week (from Monday to Sunday)

Daily Travel Cap- Pay no more than \$15.80 per day with an Adult card and \$7.90 per day with a Child/Youth Card.

Sunday Travel- Pay no more than \$2.70 on Sunday and take as many trips as you like!

If you have any other questions about transport in Sydney please visit Transport NSW website, call 131 500 or come see us at Reception!

Download Citymapper

If you have a smartphone this app will be your new best friend in Sydney. You can plan your trip whenever you like and get live updates on timetables and scheduling. You can download it on Google Play or the iTunes app store. <https://citymapper.com/sydney>

Useful links for Sydney transport

Transport NSW: <https://transportnsw.info/tickets-opal>

City of Sydney – Late night transport information:

<https://www.cityofsydney.nsw.gov.au/explore/getting-around/public-transport/late-night-transport>

Cost of Living

A whole year of study – minus tuition fees – is likely to cost you around AUD\$20,000. This will cover most living expenses, including accommodation, transport, food, clothes and entertainment.

Please refer to the Australian Government Website below for more information:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs/living-costs-in-australia>

Here are some common expenses:

Single & shared accommodation per week	\$120 - \$380
Weekly travel pass	\$20 - \$55
Take away lunch	\$8 - \$15
Movie ticket	\$16 - \$24
Loaf of bread	\$2 - \$5
Litres of milk	\$3 - \$5
Can of coke	\$2 - \$3
Dining out	\$25 - \$60
Regular take away coffee	\$3 - \$5
Regular Big Mac Meal at McDonalds	\$9 - \$11

The average international student in Australia spends \$350 to \$650 per week on accommodation, food, clothing, entertainment, transport, communication and incidental costs.

Banking

International students can open a bank account before they arrive in Australia. Opening an Australian bank account will allow you to earn money in Australia. This is a free service.

As an international student you need to make sure you have enough money to pay for study, books and living expenses. You also need to make sure your money is secure and that you can access it at any time. You can use a basic day to day account to pay for course fees, rent or daily living costs.

There are four major banks in Australia: ANZ, CBA, NAB and WESTPAC:

ANZ: <https://www.anz.com.au/personal/bank-accounts/life-stages/studying/>

CBA: <https://www.commbank.com.au/moving-to-australia.html>

NAB: <https://www.nab.com.au/personal/accounts/opening-a-new-personal-account>

WESTPAC: <https://www.westpac.com.au/personal-banking/bank-accounts/moving-to-australia/>

For further information on how to open a bank account with one of Australia's leading financial institutions online, simply visit their websites.

Normal bank trading hours:

30 am – 4.00 pm Monday to Thursday

30 am – 5.00 pm Friday

Some banks are open Saturday mornings.

Working in Australia

Who can work?

Students must have the correct visa to work in Australia. Only people with Working Holiday, Work and Holiday or Student visas may work while they are studying. On a Student visa, you can work for a maximum of 40 hours per fortnight. You cannot work at all if you are on a Visitor visa. Visit the Department of Home Affairs website to check your visa conditions.

<https://immi.homeaffairs.gov.au/home>

What do I need to work?

You need to apply for a tax file number at Australian Taxation Office:

<https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/>

Finding work

At UEC, we run job club sessions. In these free sessions, you will learn how to write a resume, where to look for job vacancies, and practice what to say at job interviews. For more details and how to sign up a job club, please ask at our reception.

The following websites list jobs and offer tips for resume writing and interview techniques.

- Seek - Online job search
- Indeed - Good for contract and casual work in all fields.
- One Shift - Good site for finding casual work
- CareerOne - Online job search
- Job Outlook- This site lists details about hundreds of occupations. It is useful for checking job titles and requirements

Workplace Rights

As a worker and visa holder, you will have rights under Australia's workplace laws.

For details of your work rights, please visit the government website:

<https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation>

The Fair Work Ombudsman Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

<https://www.fairwork.gov.au/>

Emergency Procedures

An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating eg. remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.

A list of Emergency contacts is displayed in each classroom and in the Student Lounge.

In the case of an emergency requiring assistance, call 000 for Fire, Ambulance or Police.

Fire Emergency

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

1. Ensure that everyone is out of danger
2. Notify the Fire Warden by calling (02) 9283 1088
3. Follow instructions of the Fire Warden
4. Call 000 and ask for Fire Department, report incident including location of incident to Emergency Services
5. You will be required to provide your name, the type of emergency, location of the emergency and assistance required.
6. If you are able and have had training in using a fire extinguisher, access and use the nearest fire extinguisher
7. Do not stand down wind or downhill of a fire.
8. If there is any chance of chemicals or explosives in the fire, evacuate the area.
9. If there is any doubt about it being an electrical fire, treat it as an electrical fire.
10. If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
11. Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

Medical Emergency

In the event of someone requiring assistance for medical assistance, the following procedure should be followed:

1. In the first instance, call the First Aid Officer on (02) 9283 1088
2. If the incident is urgent, call 000 and ask for Ambulance, report incident including location of incident to Emergency Services
3. You will be required to provide your name, the type of emergency, location of the emergency and assistance required.
4. Follow the instructions of either the First Aid Officer or Emergency Services

5. First Aid Officer and the person who identified the incident is to record the incident on a Critical Incident Report
6. The First Aid Officer is required to record the incident on the Critical Incident Register

Police Emergency

1. Only call 000 in an emergency or life-threatening situation, when urgent police assistance is required. Following is a list of incidences that should be reported to police:
2. A serious crime is in progress, being witness or just committed
3. Any situation where life or serious injury is threatened
4. A car accident where people are trapped or seriously injured
5. A serious air, rail or water incident
6. Any incident which poses an immediate threat of danger to people or property, or
7. An explosion or bomb incident or threat

Under Australian Commonwealth and State laws, it is an offence to misuse the 000-emergency services number. Action will be taken against those who misuse or make nuisance calls on the 000 line.

Evacuation Procedure

In the event of an emergency situation e.g., a fire, bomb threat, gas leak etc... all staff members and students are required to follow the Evacuation Procedures below.

An evacuation plan is provided in each classroom and area in the College.

1. Upon notification to evacuate, e.g. alarm or a warning from the Fire Warden, all staff members and students are to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate all staff members and students should:
 - a. follow the Fire Warden to the Evacuation Meeting Point
 - b. leave the building in an orderly manner, and
 - c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.

Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no staff members or students left behind in the building.

Universal English College Student Handbook 2019

Before making your decision to study with us, please download our Student Handbook from our website to learn more about studying here at UEC: <https://uec.edu.au/about-us/downloads/>

Legal Name: Universal Education Centre Pty Ltd
Trading Name: Universal English College
Phone: (02) 9293 1088
Email: study@uec.edu.au
Website: www.uec.edu.au
Postal Address: Level 8, 338 Pitt Street Sydney NSW 2000
CRICOS Provider Code: 00053J
ABN: 19 003 525 764



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