ABILITY Education Pty Limited
CRICOS Provider Code 01530K
ABN 60 075 234 007

Please contact or address mail to our Administration and Student Orientation Centre:

Central Station campus
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Fax +(612) 9211 4899
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Agent’s responsibilities

Welcome to ABILITY Education. Our agents are important to us. We aim to work in partnership with you, our agent, to provide our students with high quality English language education in a safe, friendly, enjoyable environment.

There some important points with which our agents must be familiar.

• Because ABILITY Education is responsible for actions legitimately taken on our behalf by our agents, agents must comply with:
  – The Australian Government’s Education Services for Overseas Students (ESOS) Act 2000 and associated legislation, which is the legal framework governing the responsibility of educational institutions to overseas students in Australia. Please see next section for more information relating to the ESOS framework and ABILITY Education as well as more industry information on the internet site http://www.dest.gov.au/sectors/international_education/policy_issues_reviews/key_issues/eso s/; and
  – The policies and procedures laid down in this Manual for Agents.

• Agents must market our courses ethically and responsibly.

• Agents must ensure that students are fully aware of their obligations under their student visa or any other visas.

   This includes the Australian Government’s strict requirement that holders of student visas must remain enrolled in a full time registered course and attend at least 80 per cent of the contact hours for the duration of their course. Students must also achieve satisfactory academic results throughout their course.

   Agents must ensure that students are fully aware of our cancellation and refund policies and that by signing the enrolment form they accept all conditions. Please especially note that non-refundable fees include:
   – Enrolment fees; and
   – Accommodation booking fees (including airport pick up).
ESOS framework and ABILITY Education

As part of the ESOS framework students must be informed of the following:

<table>
<thead>
<tr>
<th>ESOS requirements: Students’ rights</th>
<th>ABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student have the right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.</td>
<td>Please check our agent manual, price sheets and the back of the enrolment form for enrolment conditions. For the most up to date information please check our website.</td>
</tr>
<tr>
<td>Students have the right to sign a written agreement with their provider before or as they pay fees, setting out the services to be provided, fees payable and information about refunds of course money. They should keep a copy of your written agreement.</td>
<td>Students need to sign their Course Acceptance Agreement</td>
</tr>
<tr>
<td>Students have the right to get the education they paid for. The ESOS framework includes consumer protection that will allow them to receive a refund or to be placed in another course if their provider is unable to teach your course.</td>
<td>Please see the refund conditions on our enrolment form. If ABILITY can’t provide the course the student enrolled for a full refund will be offered.</td>
</tr>
</tbody>
</table>

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

| Orientation and access to support services to help you study and adjust to life in Australia | ABILITY students have access to an orientation guide to living in Sydney or Melbourne via our web. Students are given a hand book on their first day with a half day orientation. Students have daily access to Student Services that are open from 8.30am – 7.30pm in Sydney and in Melbourne 8.00am – 5.00pm |
| Who the contact officer or officers is for overseas students | Sydney: Leo Birch and Katie Song  
Melbourne: Aaron Caasi |
| If you can apply for course credit | Not applicable |
| When student’s enrolment can be deferred, suspended or cancelled | Please see enrolment form for these conditions |
| What the provider’s requirements are for satisfactory progress in the courses the study and what support is available if the student is not progressing well | If a student is frustrated with a lack of progress they should talk to their teacher who will assist them with techniques and extra work if they would like it. |
| If attendance will be monitored for the student’s course, and a complaints and appeals process. | 80% attendance is compulsory. There is a Grievance (complaint) & Appeals Procedure outlined in the student’s handbook: The grievance and appeals procedure is available to students at no cost and you are welcome to bring a support person or interpreter. While your grievance is being resolved you will continue to be enrolled in normal classes. The school will immediately make any changes necessary once a solution has been agreed whether it be by internal or external decision.  
1) Talk to Student Services and fill out the ‘Grievance Form’. This form will be given to a staff member to help you with your problem. They will contact you within 10 working days.  
2) If you are not happy with the solution to your problem, talk to the Student Services Officer and fill out the ‘Appeals Form’. The General Manager completes this form and will give you a written result of the outcome within 10 days.  
3) Finally if the complaint is not resolved, go to the Student Services Officer so s/he can help you contact the Department of Fair Trading (9895 0111) or ACPET (9264 4490). |
**Students need to be informed of their responsibilities (as outlined in the ESOS framework)**

As an overseas student on a student visa, they have the following responsibilities to:

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

**Contact details for students**

<table>
<thead>
<tr>
<th>Who?</th>
<th>Why?</th>
<th>How?</th>
</tr>
</thead>
</table>
| ABILITY Education | For policies and procedures that affect you | • Speak with Student Services.  
• Go to ABILITY’s website [www.ability.edu.au](http://www.ability.edu.au) |
• ESOS Helpline +61 2 6240 5069  
• Email [esosmailbox@dest.gov.au](mailto:esosmailbox@dest.gov.au) |
• Phone 131 881 in Australia  
• Contact the DIAC office in your country. |

**Monitoring and breach of Agent Contract**

At ABILITY Education we aim to work closely with our agents and to have a successful and mutual working relationship. In accordance to the National Code Standard 4 it is a legality for us to monitor the activities of our education agents.

In monitoring our agents we take preventative action by:

1. Strongly recommending all agents do the Education Agent Training Course, which can be found at [http://www.pieronline.org/eatc](http://www.pieronline.org/eatc).
2. Having written formal agreements in place with all agent partners;
3. Assisting with and contributing to visits by agents to Australia at a minimum of once per year for informational sessions and training;
4. Sending marketing staff for annual visits in the agents offices for continued training, sharing of market information, discussion of students progress, and monitoring of agents style of selling to and counselling of students;
5. Documenting proof that the agent has attended company led training and informational sessions both in their home country and in Australia;
6. Recording results from agent training sessions on the level of general knowledge of Ability Education courses and locations, and that the agent is maintaining standards of recruitment and consulting in his/her own country.

**Ongoing monitoring:**

1. Any complaint made by a student to ABILITY Education regarding lack of information or misinformation will be recorded.
2. An agent who has made a late payment on behalf of a student more than twice will be contacted and agency status reviewed.
3. Spot checks including an email questionnaire will be sent to select students twice a year.
4. Ability Education receives an end of course feedback form from all students. Questions on this form ask about the service received from the agent, including amount of program knowledge, professionalism, fees charged, etc. Should any of these issues arise, agents will be contacted when any of these issues arise so they have the opportunity to explain their side of the situation.

Agent Contract review:
In December all agent contracts, documented information and questionnaire results will be assessed.

Agent Misconduct:
If we suspect an agent of misconduct or not following the National Code, ESOS framework or the ABILITY agent manual the following procedures take place:

- collect all possible information on the misconduct
- Contact the agent and discuss the issue
- Offer training if needed
- Depending on the severity of the issue the Marketing Director can terminate the contract with the agent immediately
- Notify industry bodies

The following misconduct could result in termination of an agreement:
- Fraudulent behaviour such as sending false documents such as student identification, student's test results from our ESP tests or external exam bodies such as IELTS
- False advertising and miss representing our services
- Not passing on students’ payments

ABILITY Education will not to receive any enrolments or payments from agents or enter an agreement with an agent suspected of following in the following ways (as outlined by the National Code Standard 4)

- engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers).
- facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
- using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student, or
- providing immigration advice where not authorized under the Migration Act 1958 to do so.

Recommended agent training
We recommend all our agents to take part in the educational counsellor training at:

www.pieronline.org

Advertising on behalf of ABILITY Education
As our agents when advertising on behalf of Ability education, follow the rules as governed by Standard 1 of the National Code www.dest.gov.au/sectors/international_education/.
As at 4 March 2010

All material to be published either printed or to be produced electronically must be proofed and approved by Ability Education for accuracy and compliance.

All advertising must carry our website address for further information.

**Testing student’s English level offshore**

To ascertain a student’s English level for courses that have an entrance requirement, as our partner we will give your agency a test to give your students. We trust that you will supervise the student while they do the test and prepare proper test environment:

- No dictionaries are to be used
- This test is to be completed solely by the student applying for ABILITY Education and no one else
- The test must be completed in the nominated time as outlined by the test papers
- ABILITY holds the right to retest the student once they arrive at the school
- Within the first two weeks of the student’s course, if ABILITY Education department deems the English level of the student is too low the student will be changed to a lower level of the same course if available or to General English, until the student’s level of English is strong enough

- **Please make sure your student is aware of these facts.**

The following courses need to be pretested:

- General English Evening (Sydney only)
- English for Academic Purposes
- Business English
- Cambridge Courses
- IELTS Preparation Course

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Entry requirement</th>
<th>Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>General English Evening (Sydney only)</td>
<td>Pre intermediate (please check website for the lowest level of English offered)</td>
<td>1. GE Placement test</td>
</tr>
<tr>
<td>English for Academic Purposes Upper-intermediate</td>
<td>IELTS equivalent 5.0 in all skill areas</td>
<td>1. ESP standard test</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. EAP Questionnaire</td>
</tr>
<tr>
<td>English for Academic Purposes Advanced</td>
<td>IELTS equivalent 6.0 in all skill areas</td>
<td>1. ESP Standard test</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. EAP Questionnaire</td>
</tr>
<tr>
<td>Cambridge Course:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Preliminary English Test (PET)</td>
<td>1. Intermediate level &amp; ESP test</td>
<td>1. ESP Standard test</td>
</tr>
<tr>
<td>2. First Certificate in English (FCE)</td>
<td>2. Upper-intermediate &amp; ESP test</td>
<td></td>
</tr>
<tr>
<td>3. Certificate in Advanced English (CAE)</td>
<td>3. Advance level &amp; ESP test</td>
<td></td>
</tr>
<tr>
<td>Business English Preparation</td>
<td>Upper-intermediate level</td>
<td>1. ESP Standard test</td>
</tr>
<tr>
<td></td>
<td>ESP test</td>
<td></td>
</tr>
<tr>
<td>IELTS Preparation</td>
<td>Upper-intermediate level</td>
<td>1. ESP Standard test</td>
</tr>
<tr>
<td></td>
<td>ESP test</td>
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</tr>
</tbody>
</table>
ABILITY Education’s vision and mission

Our vision is to be Australia’s most successful college in helping people from non-English speaking backgrounds become proficient in the English language.

Our mission is to continuously improve the services we provide so that we offer an optimum learning environment. Our students are always the prime focus of our teaching. Our courses are structured to meet the needs of students in helping them to gain both competence and confidence in using English. Our teachers are well qualified and experienced, with the empathy and ability to ensure energetic and effective classes. We will continue to offer courses with reasonable fees, providing excellent value for money.

A main philosophy of ABILITY Education – supported by educational research – is that students who are happy and comfortable will learn English more effectively. We provide a warm and welcoming atmosphere at our learning centres, ensuring we offer enjoyable, dynamic classes and a student centred environment, with a balance of classroom learning and social activities.

We strive to ensure that students’ time with us will be one of the major beneficial adventures of their lives.

Visas options for our students

Information on Australian visa requirements can be obtained from the Department of Immigration and Multicultural Affairs (widely known as DIMA) at: http://www.immi.gov.au/students/index.htm.

1. Student visa

The Australian Government manages the overseas student program under which students may apply for a (temporary) student visa to undertake a full time program of study in Australia.

A student visa is issued for the duration of each course plus, if requested, a holiday of up to 8 weeks.

See Student visas – important details below as well as the above internet site.

2. Tourist visa

Tourist visas are normally issued for 4 to 6 months. Students holding such a visa may choose the English as a Second Language (ESL) course – a specifically tailored short program. Holders of tourist visas may not undertake paid employment. (However, there are opportunities for interesting unpaid work experience in Australia).

3. Working holiday visa

Twelve month working holiday visas are available to young people – mainly 18 to 30 years of age – who are citizens of specified countries, including Canada, Republic of Cyprus, Denmark, Finland, Germany, the Hong Kong Special Administrative Region of The People’s Republic of China, Ireland, Italy, Japan, the Republic of Korea, Malta, the Netherlands, Norway, Sweden, Taiwan and the United Kingdom. Also, Australia is negotiating working holiday arrangements with a number of additional countries.

Students from non-English speaking countries usually begin by improving their English ability before looking for employment. The rules for the working holiday visa scheme limit employment to 3 months in each workplace.

Student visas - important details

Student visas are issued for full time study purposes only and students must study in person on campus.

Student visas are issued only for enrolment in courses registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), including:
• **English Language Intensive Courses for Overseas Students (ELICOS)**  
  - Sydney CRICOS code 037178B (for 20 hour Standard and 23 hour Intensive General English)  
  - Melbourne CRICOS code General English 20 hours Standard: 068650D  

• **English for Academic Purposes (EAP)**  
  - Sydney CRICOS code 047807F  
  - Melbourne CRICOS code 068657G  

• **Cambridge preparation: First Certificate in English (FCE)**  
  - Sydney CRICOS code 056834F  
  - Melbourne CRICOS code 068655K  

• **Cambridge preparation: Cambridge Preliminary English Test (PET)**  
  - Sydney CRICOS course code: 064130E  
  - Melbourne CRICOS course code: 068654M  

• **Cambridge preparation: Cambridge Certificate of Advanced English (CAE)**  
  - Sydney CRICOS course code: 064129J  
  - Melbourne CRICOS course code: 068656J  

• **The International English Language Testing System (IELTS)**  
  - Sydney CRICOS code 053752K  
  - Melbourne CRICOS course code: 068652B  

• **English for High School Preparation (HSP)**  
  - Sydney CRICOS code 052238C  

• **Primary School Preparation (PSP)**  
  - no CRICOS (Sydney only) – non student visa holders

**Student visas: important notice about course attendance and progress**

It is important for our agents to stress to clients applying for a student visa to undertake an English Language course in Australia that the government requires that students must uphold their visa conditions while studying in Australia.

Students who do not meet reasonable performance requirements may have their visa cancelled and they may have to leave Australia.

Requirements include:

• **Course enrolment and attendance**  Students must remain enrolled in a full time registered course and must attend at least 80% of the course hours for the duration of their course.

  Students who lose their visas due to non-compliance with Australian visa regulations will be unable to re-enter the country for at least three years.

• **Academic results**  Students also must achieve satisfactory academic results throughout their course. This means that they must undertake our weekly tests and show that their English is improving.

  Education providers, including ABILITY Education, must advise the department if students’ results are not satisfactory. The definition of ‘satisfactory’ is determined by the education provider.

• **Unjustified absence**  ABILITY Education, like all education providers, is required to report absences of students on student visas, which are not clearly justified. The school may not take official notice of doctor’s certificates, unless the condition is serious and they are presented in advance of any absence. If a student has medical problems they must discuss the problem with DIMA. The school may be asked to provide advice on the student’s attendance and academic progress to help DIMA.

  Where a student is absent without approval or seeks retrospective approval for an absence, we are required to report to government the student’s actual attendance. This applies to all absences even where medical certificates are provided.
**Pre-visa assessment**

The Australian Department of Immigration and Multicultural Affairs conducts a pre-visa assessment of the application when international students lodge their visa applications.

The students’ passport country and course of study determines their assessment level for an Australian student visa (refer www.immi.gov.au/students/index.htm). Students must identify their assessment level, ranging from 1 to 4, as part of applying for a student visa.

Factors taken into consideration by the Department include:

- The situation in the student’s home country;
- The student’s immigration history and relation with Australia; and
- Whether the purpose and length of the course is appropriate.

Countries are ranked according to various risk factors as judged by the department. Risk factors include the past record of rates of visa cancellations, fraudulent documentation, unlawful students, applicants for protection or residence and visa application-refusal.

Pre-visa assessment applies to applicants with assessment levels 3 and 4.

We recommend a pre-visa assessment for students from assessment levels 3 and 4. This will give the student a clear indication of whether they will be able to receive a student visa.

Students should lodge a copy of ABILITY Education’s *Letter of offer* to them with their visa application.

Students should not pay the course fees or have medical tests yet.

Once the department completes the pre-visa assessment of the student’s application a letter will be sent advising whether the student is considered a *genuine* student. (People assessed as non-genuine are not granted visas.)

The student should then take medical tests (if required) and pay their fees. They should also obtain and send to the department their Confirmation of enrolment from ABILITY Education. The department then makes a final assessment of the application.

**Student visa applications**

Student visa applications should include a health certificate, dated within the previous 12 months by a doctor approved by the local Australian Embassy. This must include a compulsory x-ray chest examination.

Students from assessment levels 2, 3 and 4 are obliged to show the Department of Immigration and Multicultural Affairs that they have sufficient funds to pay for their travel, education and living costs for the duration of their stay in Australia. The money must come from an acceptable source. Please refer to the DIMA website www.immi.gov.au for more information relating to financial capacity.

**Change of address** The student must notify ABILITY Education of any change of home address within 7 days of arriving in Australia. If they change their address during their stay in Australia, students must advise ABILITY Education within 7 days.

**Health insurance and the student visa**

Students must maintain health insurance while in Australia with Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.

ABILITY Education can arrange health cover on their behalves before they arrive here. We work with the extremely reputable company Worldcare are and we issue it in blocks of 3 months. The advantages of Worldcare are:

- 85 medical outlets that have direct billing
- Worldcare representatives will process any claims
- Access to translators with doctor consultancies
As we issue in 3 month blocks here is the exact formula we use for working out which block of insurance we issue:

The length of stay = number of week enrolment + number of week optional holidays + 28 days given by Immigration as decision time
(number of weeks optional holidays = for every 6 wks we give 1 wk optional holidays )

For example: for 12 wk of enrolment students can use 2 wk of optional holidays + 4 wks (28 days) decision time = the length of stay is (12+2+4 =) 18 wks therefore the OSHC length is 6 months.

1 - 11 Week of stay: a 3 month of OSHC arrangement
12 – 24 wks of stay: a 6 month of OSHC arrangement
25 – 36 wks of stay: a 9 months of OSHC arrangement
37 – 48 wks of stay: a 12 month of OSHC arrangement
48 + wks of stay: a 15 month of OSHC arrangement

For more information on Worldcare please visit their website: https://www.oshcworldcare.com.au

Working while studying
Students are allowed to work up to 20 hours a week during course weeks and unrestricted hours during holidays (up to 8 weeks’ holidays are allowed).

Schooling in Australia for dependent children of student visa holders
Students who wish to study in Australia on a student visa and wish to bring their children, the children will need to be enrolled in a school. In Australia schooling is compulsory for all children from the ages of 5 to 15. For both primary and secondary education in NSW and Victoria, there are essentially three choices:

- **State public schools** (Dept. of Education and Training) charging the *Temporary Visa Holders Education Fee*;
- **Independent schools** - most have non-Catholic religious affiliations, eg. Anglican, Presbyterian, Jewish, Islamic and French schools. Fees range from moderate to very expensive.
- **Catholic schools** - parish primary schools and "systemic" high schools with moderate fees.

<table>
<thead>
<tr>
<th>ABILITY Education campus</th>
<th>State</th>
<th>Website</th>
<th>Contact</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Independent schools: <a href="http://www.aisnsw.edu.au">www.aisnsw.edu.au</a></td>
<td>The Association of Independent Schools Email: <a href="mailto:admin@aisnsw.edu.au">admin@aisnsw.edu.au</a> Tel: 02 9299 2845 Fax: 02 9290 2274</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Catholic schools: <a href="http://www.cecnsw.catholic.edu.au/">www.cecnsw.catholic.edu.au</a></td>
<td>Catholic Education Commission of NSW Tel: 02 9569 6111 Fax: 02 9550 0052</td>
</tr>
</tbody>
</table>
Student visas - students under 18 years (Sydney only)

The Australian Government requires all international students who will be under 18 years of age on entering Australia to study, to confirm that that they have appropriate accommodation, support and general welfare arrangements in place. If the student will be under 18 years of age at the time of entering Australia to study and live, they must either:

1. Live with their parent; or
2. Live with a relative* over 21 years of age nominated by the parent; or
3. Live with a non-relative* over 21 years of age nominated by the parent; or
4. Live with a non-relative* nominated by ABILITY Education.


If parents choose options 1. or 2. a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter from ABILITY Education is not necessary at the time of making their son’s/daughter’s student visa application.

If parents choose options 3. or 4. a CAAW letter from ABILITY Education is necessary at the time of making their student visa application.

A CAAW from ABILITY Education will only be issued in the case of option 3. when:

a. a homestay inspection is competed on the proposed homestay residence; and
b. a police check is carried out for adults over 18 years who reside at the proposed homestay residence.

A CAAW will only be issued by ABILITY Education when on successful completion of both of these procedures. Details of procedures and the appropriate forms are available from any member of the marketing staff. The student must not move into the nominated homestay until approval is granted.

It is ABILITY Education’s policy that, for students under 18 years, the student’s guardian must live at the homestay address or the homestay parent(s) must accept guardianship responsibility.

Please note that we do not accept students under the age of 18 to study at our Melbourne campus.
The application process

When a student has decided on a course, they should complete our enrolment form. It can be sent via e-mail or fax to ABILITY Education or sent via our website http://www.ability.edu.au/enrolment.html.

1. Send a filled in enrolment form stating clearly:
   a. Student’s personal details including email address
   b. Course details
   c. Accommodation and airport pick up details if applicable

2. ABILITY will send the following 4 documents:
   a. Letter of Offer (which needs to be signed by the student and sent back)
   b. Student Tax Invoice
   c. Course Acceptance Agreement
   d. Agent Tax Invoice

3. In order to confirm the booking the Agent needs to send back to ABILITY:
   a. Course Acceptance Agreement – Please note ABILITY will not accept payment until we have received the student signed Course Acceptance Agreement

4. The Agent sends the payment

5. ABILITY sends to the agent:
   a. COE (for student visa holders)
   b. Welcome letter

Please remind the student to nominate their preferred course starting date. This is often overlooked. A reminder will save everyone a lot of time in chasing up this important information.

As soon as we receive confirmation of payment by the student, we issue an E-COE (electronic confirmation of enrolment). This is a most important document for students’ visa application process.

Allow 4-6 weeks for visa and travel arrangements (12 weeks for Level 4 countries).

Once the student arrives in Sydney, we will notify the World Care Overseas Students Health Cover insurance company about the start of the student’s course. Within a week the student may collect their health insurance card from our front desk.
The process of enrolling for a course - step by step

1. **YOU**, our agent, send the application form. Allow at least six weeks for the visa application and other paperwork. Indicate if the student wants to take holidays while in Australia (up to eight weeks are allowed).

2. **YOU**, our agent, must also see that students under 18 years complete our *Guardianship Information Form* to help us determine the Guardianship and welfare arrangements that may need to be made for the student. This form should be signed by the student’s parents and the signed copy sent to us by fax, e-mail (with a scan of the signed form) or the original by mail.

3. **WE** confirm that we have received the enrolment form and advise you of the correct amount to be paid. This will be in the form of a tax invoice.

4. **YOU** must send us a student signed *Course Acceptance Agreement* so we are compliant with National Code 2007.

5. **YOU** pay the fees through overseas remittance to our correct bank account (see above). You are also able to pay by credit card. Please inform the student that a 2% surcharge will apply for accommodation fees for payment by credit card. You should also include an amount to cover bank charges and currency conversion.

6. **YOU** must tell us that you have paid the fees by sending us a fax with a copy of the receipt as a proof of payment.

**Checklist**

- All parts of enrolment form have been completed.
- The student has signed the enrolment form.
- The student understands our refund and cancellation policy.
- Enrolment form and passport details have been sent to ABILITY Education.
- Follow up with an e-mail or fax to ABILITY Education confirming that all documents have been received.
- Fax or e-mail ABILITY Education’s marketing and or admissions staff a copy of the signed student’s *Course Acceptance Agreement*, bank transfer so a E-COE (electronic confirmation of enrolment) can be issued.
- Fax or e-mail ABILITY Education’s staff of the student’s arrival details if the student has requested the airport pick up service.
You, the agent, have paid ABILITY Education before the student starts the course.

You have provided students with directions of how to get to ABILITY Education.

Payments

Credit card payment

ABILITY Education also accepts payment by Mastercard, VISA, Bankcard and all EFPTOS cards.

Payment procedure for new agents

We welcome agents who are starting a new business. During a provisionary period we request agents pay ABILITY Education Pty Limited the full fees. After the student has started we then pay the new agent’s commission.

Payment procedure for established agents

Established agents can choose whether they wish to pay ABILITY Education the full amount or pay us the total after deducting commission.

Fee reimbursement if a visa is refused

There are very few cases of rejected student visa applications. But, if a student – for any reason – has been refused a visa by the government, preventing them from starting a course for which they have already paid, the fee must be returned to the student – including the agent’s commission.

ABILITY Education must be sent the original of the letter from the Australian Embassy or Consulate that informs the student that a visa has been denied. This should be sent to reach us at least one month before the nominated course start date or by registered mail immediately the refusal is known.

Please note that the enrolment fee and accommodation booking fee are non-refundable.

Course fees at recognised Australian language schools are placed in a trust account and must not be withdrawn from the account before the student has started the course. If a visa is not granted, we must request that you, as our agent, return the part of the fee received as commission at the same time.

Student visas may be rejected, for example, if the applicant suffers from a serious illness, has a criminal record, or has overstayed their visa on a previous visit to Australia.

Agents can help us to avoid at least some rejections by making sure the student fills out the forms correctly.

Return of agent’s commission with visa refusals

We would like to maintain the current convenient way of paying commission and will continue to do so for as long as we have no problems with non-return of commissions in the case of students who are refused visas.

Agents receive the gross amount for the tuition fee from student and transfer the net amount to ABILITY Education.

Note: All cancellations must be made in writing and notice is not effective until received by ABILITY Education.

The enrolment fee is non-refundable unless a course is cancelled.
Refund Policies

<table>
<thead>
<tr>
<th>Notice of cancellation</th>
<th>Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>If a student’s visa application is rejected. (We will need to see the original letter</td>
<td>100% of tuition, accommodation, material fees and Overseas Student Health Cover fees. No</td>
</tr>
<tr>
<td>from the Australian Embassy/Consulate rejecting the application)</td>
<td>refund on enrolment fee, accommodation placement fee, guardian arrangement and guardianship (police) check fee.</td>
</tr>
<tr>
<td>ABILITY Education cancels a course</td>
<td>100% of tuition, accommodation, material fees, Overseas Student Health Cover fees and</td>
</tr>
<tr>
<td>More than 28 days’ notice of cancellation is given before the initial course starts</td>
<td>enrolment.</td>
</tr>
<tr>
<td>28 days or less notice of cancellation is given before the initial course starts</td>
<td>80% of tuition fees, 100% material fees and 100% Overseas Student Health Cover fees. No refund on enrolment fee. For accommodation fees please see Accommodation refund table</td>
</tr>
<tr>
<td>Cancellation on or after the course starts</td>
<td>50% of tuition fees for 1-24 course weeks and 100% for the remainder. 100% refund for materials and Overseas Student Health Cover.</td>
</tr>
<tr>
<td>If a student breaches their visa conditions resulting in their studies being cancelled</td>
<td>No refund</td>
</tr>
</tbody>
</table>

Refund after a student commences their course

As per the refund policy above once a student has started their course there is no refund offered. However in special cases a percentage of tuition may be refunded. In emergency situations such as a death in the immediate family of the student or a severe medical problem that results in the student needing to return home students need to notify Students Services and apply for course cancellation and a refund. Students will need to supply evidence of a medical certificate and a return flight ticket

Accommodation

ABILITY Education offers to arrange two types of accommodation for students: Homestay and student accommodation. Please check our website for accommodation providers in Sydney and Melbourne: [www.ability.edu.au/accommodation](http://www.ability.edu.au/accommodation)
Accommodation and airport pick up: cancellation and refunds policy

**Accommodation and airport pick up: cancellation and refunds policy**

### Cancellation and refund policies for Homestay

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Booking fee:</strong></td>
<td>No refund</td>
</tr>
<tr>
<td>Guardian fee</td>
<td>No refund</td>
</tr>
<tr>
<td>guardianship fee</td>
<td>No refund</td>
</tr>
<tr>
<td>Airport transfer service</td>
<td>2 working days’ notice must be given of any changes to details of inbound flights</td>
</tr>
<tr>
<td></td>
<td>If less than 2 working days’ notice is given for a change of flight details, then no refund</td>
</tr>
</tbody>
</table>

**Accommodation deposit:**
- Cancellation after the accommodation booking has been confirmed
  - 2-4 weeks’ notice: Compensation payment equivalent to 1 week accommodation fee to the accommodation provider
  - 1-2 weeks’ notice: Compensation payment equivalent to 2 weeks accommodation fee to the accommodation provider
  - Under 1 week notice: No refund

- After a student has commenced their stay: No refund
- A student wishes to change their homestay after they have commenced their stay: A student must repay the booking fee, give 2 weeks notice to the current homestay and pay a minimum of 4 weeks accommodation with the new homestay

### Cancellation and refund policies for student accommodation

<p>| | |</p>
<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Booking fee:</strong></td>
<td>No refund</td>
</tr>
<tr>
<td>Airport transfer service</td>
<td>2 working days notice must be given of any changes to details of inbound flights</td>
</tr>
<tr>
<td></td>
<td>If less than 2 working days notice is given for a change of flight details, then no refund</td>
</tr>
</tbody>
</table>

**Accommodation deposit:**
- Cancellation before students start their accommodation: A charge equivalent to 2 weeks’ accommodation will be incurred. Note that if a student arrives later than the starting date of their booked accommodation, they will be charged for the days they have missed.
- Cancellation after the students start their accommodation: No refund
Promotional material for agents

If you require promotional material, please contact us and we will send it to you promptly.

ABILITY Education - courses

We offer a range of English language courses to suit students’ needs. For full information on these courses and the campuses which offer them please visit www.ability.edu.au.

Our courses include:

- **Sydney**
  - General English Courses:
    - 20 hours, Monday to Thursday day classes
    - 23 hours, Monday to Friday day classes
    - 20 hours, Monday to Friday evening classes * students need to be pretested
    - 20 hours, Monday to Thursday day classes
  - English for Academic Purposes * students need to be pretested
    - Upper intermediate
    - Advanced
  - The International English Language Testing System (IELTS) * students need to be pretested
    - 23 hours, Monday to Friday day classes
    - 20 hours, Monday to Friday evening classes
    - 2-10 hours per week, part time evening classes
  - Cambridge Preparation courses (PET, FCE, CAE) * students need to be pretested
  - Business English Program (BEP) * students need to be pretested
  - English for High School Preparation (HSP)
  - English for Primary School Preparation (PSP)

- **Melbourne**
  - General English Courses:
    - 20 hours, Monday to Thursday day classes
  - The International English Language Testing System (IELTS) * students need to be pretested
    - 20 hours, Monday to Thursday day classes
    - 20 hours, Monday to Friday evening classes
    - 2-10 hours per week, part time evening classes
  - EAP – please check the website * students need to be pretested
Course recommendation

When counselling students or training agents, it is important to understand the needs of the student. Below is a table outlining basic recommendations for each course:

<table>
<thead>
<tr>
<th>Course name</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>General English Standard and Intensive</td>
<td>For students with all levels of English who wish to improve their communication skills with a strong emphasis on speaking. General English Intensive is ideal for students who wish to improve their English more comprehensively.</td>
</tr>
<tr>
<td>Cambridge Preliminary English Test (PET)</td>
<td>PET is ideal for students with intermediate English language skills who want an internationally recognised certificate of English proficiency which will help solidly advance their long term language goals.</td>
</tr>
<tr>
<td>First Certificate in English (FCE):</td>
<td>FCE is a must for students with an upper intermediate level of English who want internationally recognised language certification as well as improving their practical language skills for the workplace or an academic environment.</td>
</tr>
<tr>
<td>Certificate in Advanced English (CAE)</td>
<td>CAE is a comprehensive course for students with an advanced level of English. A CAE certificate is very well recognised internationally, especially in Europe, and is a great asset for working or studying in an English speaking environment.</td>
</tr>
<tr>
<td>Business English</td>
<td>Business English is for you if you need language and work skills for work in business. The course actively tests and trains students' language abilities in a variety of real-life contexts. It exposes students to the demands of the workplace.</td>
</tr>
<tr>
<td>English for Academic Purposes (EAP)</td>
<td>This course is for students who need to build or reinforce important language skills needed to study in an English speaking vocational college or university. ABILITY Education has over 40 direct pathways with different vocational colleges and universities. Students who get the appropriate mark can gain direct entry into these institutes without having to sit an IELTS test.</td>
</tr>
<tr>
<td>IELTS</td>
<td>Our IELTS preparation course is specifically designed for students who are to sit the IELTS test for entry into a vocational college or university or for students who wish to gain extra points for an application for permanent residency. For students are entering further education an ideal package would be IELTS and our EAP course to fully prepare the student for studying with Australian students.</td>
</tr>
</tbody>
</table>
Starting dates of courses

Students are able to start a general English, IELTS, or English for High School Preparation course on most Mondays. The EAP course, Business English, Cambridge Exam Preparation courses and PSP courses also have specific starting dates.

Holidays

Ability Education only closes for set public holidays and bank holidays. We offer students optional holidays based on the number of weeks for which they are enrolled. Optional holidays are granted as follows:

### Optional holidays

<table>
<thead>
<tr>
<th>Duration of course</th>
<th>Number of weeks of optional holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-23 weeks</td>
<td>2 weeks of holidays</td>
</tr>
<tr>
<td>24-35 weeks</td>
<td>4 weeks of holidays</td>
</tr>
<tr>
<td>36-41 weeks</td>
<td>6 weeks of holidays</td>
</tr>
<tr>
<td>42-50 weeks</td>
<td>8 weeks of holidays</td>
</tr>
</tbody>
</table>

Included in students fees:

- 1st textbook (this is to be written in in pencil and exchanged for a second hand textbook as the student progresses through the levels. The student will be given a new textbook if no second hand one is available.)
- Supplementary study material
- Free tea and coffee and an ABILITY cup
- Free internet

The currency for all fees shown in this *Manual for Agents* is Australian dollars.

Student ages

**General English and ESP courses:**
- Sydney: 16 years old and up. Average age 25 years old
- Melbourne: 18 years old and up. Average age 25 years old

**HSP course:**
- 12 years old to 19 years old.

**PSP course:**
- 8 years old to 11 years old.
Timetables

Sydney

3 start times:

Day courses
1. 8.30 – 2.00
2. 9.00 – 3.00

Evening courses
3. 4.00 – 8.30

Day courses –
1. Students on their first day are given a test and put in their appropriate level and the timetable will depend on their level.

2. Students are asked which time slot they would prefer (please check our website for up to date information regarding which level and which course is offered at 8.30 and 9.00 – not all levels and courses are offered at both time slots)

3. The student is placed in to class depending on numbers, nationality mix and preference.

4. If the time slot they wish to have is full they are then put on a waiting list and as soon as there is availability the student is placed into the time slot of their choice (students are informed they need to speak to Student Services who will organize their name on the list if needed). Preference is especially given to students who wish to swap times because they have a job. As students are moving all the time they normally don’t have to wait too long anyway.

Melbourne

3 start times:

Day courses
1. 8.00 – 2.00   Lower level classes for General English
2. 8.45 – 2.45   Upper level classes for General English and IELTS

Please check website the latest updates
## Sample timetable

### Sydney General English Intensive

<table>
<thead>
<tr>
<th>Times</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Times</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lesson 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>Lesson 1</strong></td>
<td></td>
</tr>
<tr>
<td>8.30 - 10.00</td>
<td>Weekly Tests</td>
<td>Grammar in Practice</td>
<td>Writing</td>
<td>Speaking skills</td>
<td>8.30 - 10.00</td>
<td>Grammar skills</td>
</tr>
<tr>
<td>Or</td>
<td></td>
<td></td>
<td></td>
<td>Pronunciation</td>
<td>Or</td>
<td></td>
</tr>
<tr>
<td>9.00 – 10.30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>9.00 – 10.30</td>
<td></td>
</tr>
<tr>
<td><strong>Morning break</strong></td>
<td>15 minutes</td>
<td></td>
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</tr>
<tr>
<td><strong>Lesson 2</strong></td>
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<td></td>
<td></td>
<td></td>
<td><strong>Lesson 2</strong></td>
<td></td>
</tr>
<tr>
<td>10.15 - 12.15</td>
<td>Weekly Grammar</td>
<td>Vocabulary</td>
<td>Reading</td>
<td>Speaking</td>
<td>10.15 - 11.45</td>
<td>Vocabulary</td>
</tr>
<tr>
<td>Or</td>
<td>Introduction/ practice</td>
<td>Listening skills</td>
<td>Comprehension skills</td>
<td></td>
<td>Or</td>
<td>practice</td>
</tr>
<tr>
<td>10.45 – 12.45</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10.45 – 12.15</td>
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</tr>
<tr>
<td><strong>Lunch break</strong></td>
<td>45 minutes</td>
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<tr>
<td><strong>Lesson 3</strong></td>
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</tr>
<tr>
<td>1.00 – 2.30</td>
<td>Speaking skills Based</td>
<td>Speaking skills based on</td>
<td>Speaking skills</td>
<td>Speaking skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Or</td>
<td>on weekly topic</td>
<td>weekly topic</td>
<td>based on weekly</td>
<td>based on weekly topic</td>
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<td></td>
</tr>
<tr>
<td>1.30 – 3.00</td>
<td></td>
<td></td>
<td>topic</td>
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</tbody>
</table>

### Sydney General English Standard Day

<table>
<thead>
<tr>
<th>Times</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lesson 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.30 - 10.00</td>
<td>Weekly Tests</td>
<td>Grammar in Practice</td>
<td>Writing</td>
<td>Speaking skills</td>
</tr>
<tr>
<td>Or</td>
<td></td>
<td></td>
<td></td>
<td>Pronunciation</td>
</tr>
<tr>
<td>9.00 – 10.30</td>
<td></td>
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<tr>
<td><strong>Lesson 2</strong></td>
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</tr>
<tr>
<td>10.15 - 12.15</td>
<td>Weekly Grammar</td>
<td>Vocabulary</td>
<td>Reading</td>
<td></td>
</tr>
<tr>
<td>Or</td>
<td>Introduction/ practice</td>
<td>Listening skills</td>
<td>Comprehension skills</td>
<td></td>
</tr>
<tr>
<td>10.45 – 12.45</td>
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</tr>
<tr>
<td><strong>Lesson 3</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>1.00 – 2.30</td>
<td>Speaking skills Based</td>
<td>Speaking skills based on</td>
<td>Speaking skills</td>
<td>Speaking skills</td>
</tr>
<tr>
<td>Or</td>
<td>on weekly topic</td>
<td>weekly topic</td>
<td>based on weekly</td>
<td>based on weekly topic</td>
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<tr>
<td>1.30 – 3.00</td>
<td></td>
<td></td>
<td>topic</td>
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</tbody>
</table>

23
### Sydney General English Standard Evening

<table>
<thead>
<tr>
<th>Times</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lesson 1</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>4.00 – 6.00pm</td>
<td>Weekly Tests</td>
<td>Grammar in Practice</td>
<td>Writing</td>
<td>Speaking skills</td>
<td>Pronunciation</td>
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<tr>
<td></td>
<td></td>
<td>Dinner break 30 minutes</td>
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<tr>
<td><strong>Lesson 2</strong></td>
<td></td>
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</tr>
<tr>
<td>6.30 – 7.30pm</td>
<td>Weekly Grammar</td>
<td>Vocabulary</td>
<td>Reading</td>
<td>Speaking</td>
<td>Revision</td>
</tr>
<tr>
<td></td>
<td>Introduction/</td>
<td>Listening skills</td>
<td>Comprehension skills</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>practice</td>
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<tr>
<td></td>
<td></td>
<td>Coffee break</td>
<td></td>
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<tr>
<td><strong>Lesson 3</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>7.40 – 8.30pm</td>
<td>Speaking skills</td>
<td>Speaking skills based on weekly topic</td>
<td>Speaking skills based on weekly topic</td>
<td>Speaking skills based on weekly topic</td>
<td>Conversation skills</td>
</tr>
</tbody>
</table>

### Sydney and Melbourne IELTS Standard Evening

<table>
<thead>
<tr>
<th>Times</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lesson 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.00 – 6.00pm</td>
<td>Grammar</td>
<td>Revise Grammar</td>
<td>Practise exam Writing and Reading</td>
<td>Listening</td>
<td>Writing</td>
</tr>
<tr>
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<tr>
<td></td>
<td></td>
<td>Dinner break 30 minutes</td>
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</tr>
<tr>
<td><strong>Lesson 2</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>6.30 – 8.30pm</td>
<td>Listening</td>
<td>Writing</td>
<td>Practise exam Listening and Speaking</td>
<td>Reading</td>
<td>Speaking</td>
</tr>
</tbody>
</table>

### Sydney and Melbourne IELTS Part time Evening

<table>
<thead>
<tr>
<th>Times</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lesson 2</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>6.30 – 8.30pm</td>
<td>Listening</td>
<td>Writing</td>
<td>Practise exam Listening and Speaking</td>
<td>Reading</td>
<td>Speaking</td>
</tr>
</tbody>
</table>
Melbourne General English Standard Day

<table>
<thead>
<tr>
<th>Times</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lesson 1</td>
<td>Weekly Tests</td>
<td>Grammar in Practice</td>
<td>Writing</td>
<td>Speaking skills</td>
</tr>
<tr>
<td>8.00 – 9.30</td>
<td></td>
<td></td>
<td></td>
<td>Pronunciation</td>
</tr>
<tr>
<td>Or</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.45 – 10.45</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Morning break</td>
<td>15 minutes</td>
<td>Morning break 15 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lesson 2</td>
<td>Weekly Grammar Introduction/ practice</td>
<td>Vocabulary Listening skills</td>
<td>Reading Comprehension skills</td>
<td>Speaking</td>
</tr>
<tr>
<td>9.45 – 10.45</td>
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<td></td>
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<tr>
<td>Or</td>
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</tr>
<tr>
<td>11.00 – 12.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lunch break</td>
<td>45 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lesson 3</td>
<td>Speaking skills Based on weekly topic</td>
<td>Speaking skills based on weekly topic</td>
<td>Speaking skills based on weekly topic</td>
<td></td>
</tr>
<tr>
<td>12.00 – 2.00</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Or</td>
<td></td>
<td></td>
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<tr>
<td>12.45 – 2.45</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homework help every afternoon and conversation club 1 hour per week after class</td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

Students transferring between courses

The advantage of students taking the General English Intensive course is they can easily transfer from General English to any of the ESP courses (English for special purposes) such as Cambridge, EAP, IELTS and Business as all these courses are priced the same.

For other students who wish to move between courses here are the following policies:

Policies and fees of students changing courses

<table>
<thead>
<tr>
<th>Original course</th>
<th>New Course</th>
<th>Administration Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 From General English Intensive (Monday to Friday) - providing it involves no change of dates affecting the course structure – see point 9)</td>
<td>To • Business English or • IELTS or • EAP or • Cambridge (PET, FCE or CAE)</td>
<td>Free</td>
</tr>
<tr>
<td>2 From General English Standard (Monday to Thursday) - providing it involves no change of dates affecting the course structure – see point 8)</td>
<td>To • Business English or • IELTS or • EAP or • Cambridge (PET, FCE or CAE)</td>
<td>Pay the course fee difference only</td>
</tr>
<tr>
<td></td>
<td>GE Intensive</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>------------------------------------------------------------------------------</td>
<td>---</td>
</tr>
<tr>
<td>3</td>
<td>Day General English (Intensive or Standard) and Day IELTS. Please note: no refund or extended course weeks will be offered to students who transfer from an Intensive day course to the Evening course.</td>
<td>Evening</td>
</tr>
<tr>
<td>4</td>
<td>Evening General English and IELTS</td>
<td>Day</td>
</tr>
<tr>
<td>5</td>
<td>Before the course starts from:</td>
<td>To any other course</td>
</tr>
<tr>
<td></td>
<td>• Business English or</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• IELTS or</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• EAP or</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cambridge (PET, FCE or CAE)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>After the course starts from:</td>
<td>To any other course</td>
</tr>
<tr>
<td></td>
<td>• Business English</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• EAP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cambridge (PET, FCE or CAE)</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>*Sydney</td>
<td>Melbourne</td>
</tr>
<tr>
<td>8</td>
<td>*Melbourne</td>
<td>Sydney</td>
</tr>
<tr>
<td>9</td>
<td>Change of course structure once a student has commenced which includes:</td>
<td>A student will be charged $50 per enrolment change. For example:</td>
</tr>
<tr>
<td></td>
<td>• Start and finish dates</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Breaks between courses</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Please note if a new COE is needed another $50 per COE will be charged</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• This will be charged regardless of what courses the student changes into</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>General English Intensive Please note: no refund or extended course weeks will be offered to students who transfer from an Intensive course to the standard General English day course</td>
<td>General English Standard Day</td>
</tr>
</tbody>
</table>

**Students who wish to transfer between levels**

**1. Student Assessment:**
Students are given a writing and grammar test on the Monday morning of each week based on the lesson objectives of the previous week. Students are given alternate listening and speaking tests each fortnight in session 1 on Monday. Student’s results are recorded on the Student Evaluation Form and kept in the teacher’s folder for the period they attend this class. Students have access to their marks.
2. Student Promotion:
As the General English courses are a rolling course, student promotion is assessment-based, and as such, students can be promoted in any week. Students are promoted on the following benchmarks:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grammar / reading</td>
<td>The student needs to score 80% or above for three consecutive weeks in their weekly grammar and reading tests.</td>
</tr>
<tr>
<td>Writing</td>
<td>Regular score of 7/10 or above.</td>
</tr>
<tr>
<td>Speaking</td>
<td>Fluency, accuracy, vocabulary and pronunciation should be in constant progression. The student needs to score into the low end of the level above for the listening and speaking tests for two consecutive weeks. (eg. A Pre-Intermediate student scores at least Low Int)</td>
</tr>
<tr>
<td>Listening</td>
<td>Regular score of 7/10 or above: student is ready for the next level</td>
</tr>
</tbody>
</table>

Student Services and Activities
Our philosophy at Ability Education is that strong student support is as important as us providing quality education. If a student is lonely or homesick it hinders their learning capabilities. Our Student Services team offers the following services:

- Counselling services
- Assisting students with opening bank accounts and applying for tax file numbers
- Job seminars
- Monthly fun packed activity calendars
- Useful contacts with doctors, emergency services

For more information about Student Services, our job programs and activity calendars please visit our website [www.ability.edu.au](http://www.ability.edu.au)

Materials and Text Book Policy:

Ability Education’s material fee covers the cost of –

All student text books
All photocopied homework materials
All photocopied class material
Student homework diaries
Exam papers and Practice tests

On the first day students are given a new text book concurrent with their level. The students MUST write in their books in pencil.

*If a student begins studying in Advanced, EAP Art or Business they are given copied materials created specifically for their course, and receive a new book for an ESP class they choose to study.

As their English improves they receive a replacement book. The student erases the pencil from their text book and swaps it for their next text book. This book could be second-hand or new.

*NO book will be accepted with either pen or pencil inside.
If a student changes from General English to an ESP course the procedure is the same. The student erases the pencil from their text book and swaps it for their next text book. This book could be second-hand or new.

If a student fails to hand in their book, or hands in a book with pen inside, the costs are as follows.

<table>
<thead>
<tr>
<th>Course</th>
<th>Second-hand book</th>
<th>New book</th>
</tr>
</thead>
<tbody>
<tr>
<td>General English</td>
<td>$20</td>
<td>$45</td>
</tr>
<tr>
<td>IELTS</td>
<td>$40</td>
<td>$65</td>
</tr>
<tr>
<td>PET,FCE,CAE</td>
<td>$40</td>
<td>$65</td>
</tr>
<tr>
<td>EAP Prep</td>
<td>$15</td>
<td>$35</td>
</tr>
</tbody>
</table>

Ability will consider buying a student’s book if the company has a shortage of a particular second-hand book. The book must be clean and free of pen. Ability is under no obligation to buy a student’s book. The purchase prices are as follows.

<table>
<thead>
<tr>
<th>Course</th>
<th>Second-hand book</th>
</tr>
</thead>
<tbody>
<tr>
<td>General English</td>
<td>$20</td>
</tr>
<tr>
<td>IELTS</td>
<td>$40</td>
</tr>
<tr>
<td>PET,FCE,CAE</td>
<td>$40</td>
</tr>
<tr>
<td>EAP Prep</td>
<td>$15</td>
</tr>
</tbody>
</table>

**Orientation Time in Sydney campus:**

1. General English (Morning & Evening) - Every Monday, all students need to come by 8:30am for the placement test and orientation will follow at 11am.
2. IELTS and Business English - Every Monday, all students will have already done our entry test. Therefore, they need to come by 10:40am and orientation will follow at 11am.
3. Cambridge and EAP course - Closed course with fixed start date, all students will have already done our entry test. Therefore, they need to come by 10:40am and orientation will follow at 11am.

**Orientation Time in Melbourne campus:**

1. General English (Morning & Evening) - Every Monday, all students needs to come by 8:30am for the placement test and orientation will follow at 10am.
2. IELTS - Every Monday, all students will have already done our entry test. Therefore, they need to come by 9:40am and orientation will follow at 10am.