



STUDENT HANDBOOK



Sydney

WELCOME to ABILITY English

We know you will enjoy your time with us.
We hope you study hard, learn a lot and have a great time.
Remember, we are here to help you.

Important: please read this handbook carefully!

Your timetable

	Shift 1 (Mon-Thu)	Shift 2 (Mon-Thu)	Shift 3* (Mon – Fri)
Lesson 1	08.30 – 10.00 am	09.00 – 10.30 am	5.00 – 7.00 pm
Break	10.00 – 10.15 am	10.30 – 10.45 am	7.00 – 7.30 pm
Lesson 2	10.15 – 12.15 pm	10.45 – 12.45 pm	7.30 – 9.30 pm
Break	12.15 – 1.00 pm	12.45 – 1.30 pm	
Lesson 3	1.00 – 2.30 pm	1.30 – 3.00 pm	

** Please check the student notice board for Friday classes, timetable and room)*

Name _____

Class _____

Student ID _____

Room _____

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Important contact details

ABILITY English's staff	
Education Manager	Joanne Gao
Education Coordinator	Damien Di Medio (DAY), Daria Vylegzhanina (EVE)
Education Administrator	Moruya Henderson
Client and Student Officer Team Leader	Kasia Kapera
Student Services Officers	Michelle Pang, Yeslin

ABILITY English Reception (02) 9211 4161
Ground Floor, 10 Quay St, Sydney 2000, NSW Australia

Emergency
Police, Ambulance and Fire Brigade phone 000

Translation service 131 450
If you want a translator to talk to a government department, call 131 450. You can explain the problem to someone who speaks your language, and they will help you.

Legal services 1300 888 529
If you need legal advice, Legal Aid New South Wales can be contacted on the above number or online www.legalaid.nsw.gov.au (for more information see Student Services).

OSHC Global Assistance 1800 651 349
Most ABILITY English students on a Student Visa will have their overseas health cover with Allianz. For help with claims or booking a doctor's appointment please see Student Services.

Please note that pregnancy is not covered by your health insurance.

Mental Health Services
ABILITY Wellbeing Counsellor booking (02) 9211 4161 or email student@ability.edu.au
Beyondblue (24hrs) 1300 22 4636
Chat online (3pm – 12am) www.youthbeyondblue.com
Lifeline 13 11 14
Suicide Call Back Service 1300 659 467
 (For more information see Student Services)

Grievance/Assistance:
If you wish to lodge an external appeal or complain about a decision made by your college or you need help/advice, please contact the Overseas Students Ombudsman: www.oso.gov.au or phone 1300 362 072. Alternatively, please contact the main office of your country's diplomatic representatives, i.e. your EMBASSY.

Working in Australia rights
For information and advice about workplace rights and obligations in Australia, please visit the below Fair Work Ombudsman website or call: 13 13 94 (9am to 5:30pm) or 131 450 (Interpreting service) <https://www.fairwork.gov.au/contact-us>

ABILITY Facebook services

Follow Sydney City Campus and Melbourne City Campus ABILITY English on Facebook. All events will be advertised, and photos will be regularly updated on this page.

<http://www.facebook.com/abilityenglish?ref=ts&fref=ts>

Department of Home Affairs (previously called DIBP)

Keep updated on changes to immigration law by liking the Department of Home Affairs on Facebook or visiting their website, please see the details below.

<https://www.homeaffairs.gov.au/Trav>

<https://www.facebook.com/HomeAffairsZA/>

ABILITY Website

<http://www.ability.edu.au/>

Student Services

List of services

Our student support officers are here to help you. For some young people, studying in Australia will be their first time away from family and friends. We understand what this can be like and will help you to meet these and any other issues that may concern you. Student Services can also help you with such matters as:

- **Accommodation:** We can help you with Homestay problems or booking other types of accommodation for a short or longer time.


Global Experience is our preferred homestay provider. www.globalexperience.com.au



- **Activities:** Ask us about activities and excursions.
- **Appointments:** If you want to talk with Education or Admission staff, please make an appointment with Student Services.
- **Attendance:** You're enrolled to study 20hrs per week face-to-face. You must attend more than 80% of your classes, at all times. Please ask Student Services if you have any questions.
- **Course certificates:** When you have successfully completed your course, to receive your ABILITY English Certificate, please fill out the Exit Survey.
- **Health insurance:** An Allianz Representative can help you make claims for health insurance.

Working Holiday & Tourist Visa Holders:

Working Holiday Visa Holders have can take no more than 1-year break.

- **Homesick or having trouble adjusting to life in Australia?** Please come and talk to our friendly Wellness team member, we can help you. Please ask at Student Services or email
- **Problems and questions:** We are here to help you with any problems. If you need help in your language, we can try to make an appointment with someone who can speak your language.
- **Proof of Study letter:** We can write you a letter to prove you are studying in Australia. You may need this document to open a bank account.
- **Student cards:** These will get you student discounts (food, cinema).
-  Student cards are not valid on public transport or as a proof of identity (ID).
- **Tax file number:** You will need a tax file number (TFN) to work in Australia.

To apply for TFN, please visit www.ato.gov.au Applying for a TFN should take about 20 minutes. You will be asked to enter personal details:

- your passport or travel document number
- a postal address in Australia where your TFN can be sent (within 28 days)
- your legal name and other names you use or have used
- contact details for yourself or your preferred contact person.

Do not send your passport or identification documents - your identity will be verified with the Department of Home Affairs records.

Activity calendar

To learn about coming activities, you should regularly check the activity calendar. It is displayed around the school and on the ABILITY Social Media or ask at reception.

Mondays:

- *Study Plan Session – please see the Academic Co-ordinator at L4 Staffroom*
Come along and find out about the different courses you can do at Ability and talk about further education in Australia with one of our academic managers.

Wednesdays:

- *Beginner Support Class – Library 510 (3pm to 4pm)*
Every Wednesday a teacher will be there to answer any questions you may have about your week in Elementary.

Thursdays:

- *Job Club – Library 510 (3pm to 4pm)*
We can help you with your job resume/CV and how best to get a job.

Also, every Thursday, from 2:00pm to 5:00pm, meet the OSHC Health Insurance representative to process health claims and ask questions. Ground Floor Reception area. (*Cancelled due to COVID 19)

Fridays:

- *Friday Activities*

Every Friday meet one of our friendly teachers for ENGLISH on SCREEN English Day exploring a wide range of Englishes: British, North American, Australian, NZ through a mixture of Hollywood drama, documentary, comedy and animation.

Weekend: Trips to visit places around Sydney and have fun practising English. (*Cancelled due to COVID -19)

*****By joining any of the above activities, you are allowing ABILITY to use your image on social media. Please advise your teacher/the organiser if you wish otherwise. *****

School Holidays in 2020 and 2021

Please note that ABILITY English will be closed on the following dates:

Day	Date	Occasion
Mon - Fri	21/12/2020 - 3/01/2021	Christmas/New Year's Day
Tue	26/01/2021	Australia Day
Fri	2/04/2021	Good Friday
Mon	5/04/2021	Easter Monday
Mon	14/06/2021	Queen's Birthday
Mon	4/10/2020	Labour Day (NSW only)
Mon - Sun	20/12/2021 – 2/01/2022	Christmas/New Year's Day

Facilities and resources

Computer areas: There are student computers that you can use during break times. They can be found on the ground floor, on levels 2, 4 and level 5. Please do not download music, videos or applications. You cannot save data to the computer hard drive.

No drink/food is allowed in the computer area.

Printing, photocopying and scanning: If you need to print, copy or scan anything, please ask Student Services and they will help you. You will need to pay:

Black & White	20c A4	40c A3
Colour	30c A4	50c A3
Scanning	10c per page	

Student common rooms: Student common areas are on the ground floor and level 4. There you have free use of tea and coffee making facilities, microwave ovens and fridges. Please keep them clean for everybody's enjoyment.

Prayer room: If you wish to pray, this room is on level 5 next to the balcony.

Student Library: The library (Room 510) is on level 5 and is open Monday to Thursday 3.00-4:00 pm. It has computers for self-study which contain software for each level (beginner to advanced). It has books which students can borrow. A \$10 deposit must be paid before borrowing books.

No drink/food is allowed in the library.

Health services

Wellbeing Counselling services

Need to talk? It's OK to ask for help! We are here to listen to you. Some questions we can assist with are:

- information to assist with study skills
- career and job advice
- accommodation issues
- financial concerns
- health services including mental health support
- general wellbeing
- independent living skills
- crisis and emergency situations

The Wellbeing Team is here to discuss any concerns you may have

- We know to listen without judgement.
- We will assist when you experience challenges and emergency situations.
- Everything you discuss with our Counsellor is private.
- We can help if you speak languages other than English

How to make a booking with the Wellbeing Team?

- **30-40 min one on one session is available on campus every Wednesday**
- Email us at: student@ability.edu.au, or call: **9211 4161**.
- You can also visit our reception desk: Ground Floor, 10 Quay Street

Health insurance

1) Student Visa holders

All Student Visa holders must have overseas health cover for the duration of their stay in Australia. If you have Allianz Overseas Student Health Cover (OSHC) you can see a list of doctors on the website: <https://allianzassistancehealth.com.au/en/find-doctor/>

2) Working Holiday or Tourist Visa holders

The following countries have reciprocal health arrangements with Australia and can apply for Medicare Cards: Belgium, Finland, Italy, Malta, the Netherlands, Norway, the Republic of Ireland, Slovenia, Sweden and the United Kingdom. Students from Italy are covered for a period of six months from the date of arrival in Australia.

Medicare Card

To apply for a Medicare Card, just take your passport and visa to Medicare Australia, 32-36 Martin Place, Sydney, NSW 2000 (Opposite the MLC Centre, Sydney)

Payment for doctor's visits

Some medical practitioners 'bulk bill', which means you pay some or none of your doctor's bill. Other medical practitioners do not bulk bill which means you will need to pay for your treatment at the time of your appointment with them and then make a claim for a refund later to a Medicare office. To find a doctor that bulk bills please see Student Services.

Mental health services

If you have experienced any of the problems below or other emotional or mental difficulties and would like help,

- anxiety
- depression
- alcohol or substance addiction/abuse
- gambling addiction

Student Services can put you in contact with:

- Mental Health in Multicultural Australia www.mhima.org.au (02) 6285 3100
Translating and Interpreting Service (TIS National) **1300 655 0820**
Immediate phone interpreting **131 450**
- Mental Health NSW www.health.nsw.gov.au **1800 011 511**
- Gambling Help NSW www.gamblinghelp.nsw.gov.au **1800 858 858**
- Lifeline **13 11 14**
- Beyond Blue **1300 224 636**

Opening a bank account

It is easy to open a bank account. You just need your Confirmation of Enrolment (CoE) issued by the Department of Home Affairs and your passport. You may (depending on the bank) need a 'Proof of Study' Letter which you can get from Student Services.

Take these documents to the Commonwealth Bank (691-693 George Street) – or any other bank of your choice – and ask to open a Smart Access or Complete Access account which comes with a debit Mastercard. You will need to be 18 years or over to open one of these accounts. Because you are a student, the monthly access fee will not apply. If you are under 18 you can open a Streamline account.



Travel / Opal electronic ticketing system

Instead of buying a paper ticket you load value onto your Opal card via a range of convenient options. The Opal card is introducing a new era of convenience and provides the following fare incentives:

- Complete eight paid journeys between Monday and Sunday, and your fares for the rest of the week are half-price.
 - Half-price travel doesn't include the Sydney Airport station access fee.
 - To complete a journey, you must tap off and not tap on again for 60 minutes.
- A 30% off-peak discount on full price Opal fares applies to all train journeys taken on weekends, on public holidays, before or after the weekday morning and afternoon peaks.


For More information, please visit <https://www.opal.com.au/>

Grievance (complaint) and appeals procedure

If you are unhappy  and want to complain  about anything at ABILITY English, you **can** use the **grievance and appeals** procedure. It is available to you for free and you are welcome to bring a support person, friend or interpreter to any meetings. While **we find a solution to your problem**, we ask you to stay in class. Where possible, the school will make any necessary changes to fix the problem. The procedure:

- 1) Come to Student Services and ask to see the Education Manager. They can discuss the matter with you and try to find a solution. This is an informal complaint. If you are not happy you can choose to make a formal complaint by filling out a Complaints and Appeals Form, which will be provided to the General Manager (GM). We will contact you within 10 working days (usually much sooner) with a response.



- 2) If you are not happy  with the response, you can appeal this decision by filling out another **Complaints and Appeals** Form (also available on Ability website under EDN-008-I-POL <https://www.ability.edu.au/policies-and-procedures/>). This will be taken to the Complaints and Appeals Committee to review the decision and you will be contacted with a final decision.



- 3) **If you are not happy with the second solution you can** complain to the Overseas Students Ombudsman. The Overseas Students Ombudsman is a free and independent service not connected to Ability English. See the website www.oso.gov.au or phone **1300 362 072** for more information

Important information for Student Visa holders

Attendance

These are the attendance conditions at ABILITY English and required under your Student Visa:

- You will be marked absent for a study session if you are late.
- If you are sick, and you are on a Student Visa, you must bring a medical certificate to Student Services.
- If you are on a Student Visa and your current attendance is below 85%, you will receive an 'Attendance Warning' letter.
- If your attendance does not improve (and you cannot possibly reach an overall attendance rate of 80%), then you will receive an 'Intention to Report' letter and you may be reported to the Department of Home Affairs. This letter will be sent both as an email and by post.
- You have 20 days after you receive the 'Intention to Report' letter to appeal a decision. It is your responsibility to check the attendance folder at Student Services to monitor your attendance.

Contact details

All students **must** give Student Services their current address, email and phone number. It is also very important for you to check your email on a regular basis to make sure you are always well informed.

Work in Australia

Your student visa allows you to work up to 40 hours per fortnight; however, there are a number of conditions that you will need to meet. These include:

- You cannot commence working in Australia until you have started your course;
- You can only work up to 40 hours per fortnight while your course is in session. This does not include work experience you undertake as part of your course requirements;
- You can work unlimited hours during holiday periods when your course is not in session.

Many international students find that part-time work is a great way to give them a little extra money, on top of their available funds, to spend on entertainment or unexpected bills. However, do not rely on wages from part-time work to support your life in Australia.

If you need more help understanding these visa conditions, contact the Department of Home Affairs at www.homeaffairs.gov.au

Schooling and dependents

International students bringing a spouse or children to Australia will need to demonstrate they have sufficient funds to support them before a visa will be granted.

If you are bringing children aged between 5 and 18 years old with you to Australia under a dependent visa, as part of the condition of this visa, they will be required to attend school full-time.

School-aged dependents of student visa holders can attend any school that meets relevant requirements for domestic registration. They are not required to attend CRICOS-registered schools because dependents are not student visa holders (CRICOS is the Commonwealth Register of Institutions and Courses for Overseas Students. All Australian education providers offering courses to people studying in Australia on student visas are required to be registered on CRICOS).

For more information on dependents of international students visit www.homeaffairs.gov.au

Staying safe in Sydney

The City of Sydney is proud of its reputation of having safe streets and a friendly population. However, we also understand the concerns about personal safety that exist in the community. By taking the necessary precautions and looking after each other, you can help us make Sydney as safe as possible. Below are some safety tips that will help you and your friends stay safe in our beautiful city.

1. **Plan your travel**

If you are planning a night out, be sure to check the times of the last train, bus, or ferry, or book a taxi. Let someone know where you are going and what time you plan to return home.

2. **ATM safety**

Be aware of others around you when using ATMs (Automatic Teller Machines). Try not to use them at night or in poorly lit areas, and always keep your PIN hidden.

3. **Travelling at night**

It's always best to travel with friends, but if you do need to travel alone, let people know where you are going and sit close to the driver or other passengers.

4. **Walking alone**

Try to avoid walking alone at night, but if you must:

- Stick to well-lit, busy streets where you feel safe, and walk confidently
 - Avoid listening to headphones or talking on your mobile so you can stay fully focused on your surroundings
 - Avoid dark, isolated areas and do not risk taking an unfamiliar shortcut
- Remember, cars drive on the left in Australia, and take extra care when crossing the roads.*

5. **Drinking and drugs**

Never accept drinks from strangers or leave your drink unattended, to avoid the risk of your drink being 'spiked' with drugs or alcohol.

6. **Avoid confrontation**

If you are being threatened or hassled, it is safer to walk away.

7. **Conceal valuables**

Keep items such as your mobile phone and wallet out of sight.

8. **Renting a room/flat**

Avoid using sites such as Gumtree. Always inspect a property before signing any documents or handing out money. Try to take a friend to a viewing.

9. **Employment**

While you might be asked to do some free shifts as a trainee, please do not agree to do more than one or two to avoid being taken advantage of.

10. **Beach safety**

- Always swim between the red and yellow flags
- Never swim at unpatrolled beaches
- Be aware of your limitations and evaluate your skills and fitness

- Avoid drinking alcohol before swimming and never swim at night
- Put your hand up, stay calm, and call for help if you get into trouble

Education information

Class abbreviations

All our courses have short names that you will see on noticeboards and rolls. They are explained in the tables below:

General English classes

Beg	Beginner
Elm	Elementary
Pre	Pre-intermediate
Int	Intermediate
Int Plus	Intermediate Pathway
Upper	Upper-intermediate
Upper Plus	Upper-intermediate Pathway
Adv	Advanced

Other classes

PET	Preliminary English Test
FCE	First Certificate in English
CAE	Certificate of Advanced English
EAP	English for Academic Purposes
IELTS	IELTS Preparation
Survivor English	English for real life situations

College rules

Please do **not** do any of the following:

- Speak in your own language at school.
- Say bad things or be disrespectful about people from another country, religion, gender or ethnic group.
- Use your mobile phone in class.
- Use student computers or play table tennis during class time.
- Leave the classrooms, common rooms or kitchen untidy.
- Smoke directly in the front of the school.

ABILITY English has the right to suspend or cancel a student's course if the student does not behave well at the college.

Assessment policy

- **General English:** Weekly tests every Monday morning on what you learnt the week before.
- **IELTS, PET, FCE and CAE:** Weekly practice exams to prepare you for the official exam.
- **EAP:** Several assignments and tests during the 10-week course. Assessment schedule provided by teacher on Day 1.
- **Survivor English:** Weekly practical tasks assessed every Thursday

Please note that you can be reported to The Department of Home Affairs for unsatisfactory Progress. Unsatisfactory progress is defined as not successfully demonstrating competency in at least 50% of the course requirements in a defined study period.

Promotions

To be promoted to the next level, you must score the following:

Skill	Score
Grammar / reading	The student needs to score 80% or above for four consecutive weeks in their weekly grammar and reading tests.
Writing	Consistent score of 80% or above .
Speaking/Listening	The student needs to score into the high end of their level for the listening and speaking skills for four consecutive weeks .

Please note that, while tests are important, your performance in class time is equally important. Our teachers are always evaluating your ability. Students who perform well on the test but do not participate and contribute in class will not be promoted.

Homework

Teachers provide you with homework on a regular basis. You should complete your homework so that your English will get better faster.

Friday study choices (*Cancelled due to COVID-19)

If you study on Friday, you can choose your optional classes on the day. There are classes and activities like Conversation Club, Writing workshops, Vocabulary for Everyday English, Pronunciation and an excursion. Check the student notice board and ask Student Services for more options.

Materials fee and book policy

ABILITY English's materials fee covers the cost of one student textbook, all photocopied materials and all exam papers and practice tests.

Students studying less than six weeks will receive a second-hand book.

The book will be replaced as you advance to a higher level.

If you begin studying in Survivor English, you are given photocopied materials created specifically for your course.

You must write in your text books **in pencil**. When you change level or course, you will receive a replacement book. **Please erase the pencil from your text book** and swap it at reception for your next text book.

NO book will be accepted for replacement with either pen or pencil writing inside.

If you do not give us your old text book back, or if it is not clean, you will need to buy your next book. Please see Student Services for the prices.

Change of enrolment information

Changing class times

If you want to change your class times, please speak to Student Services **at least** one (1) week before you want to change. You must let Student Services know until **close of business Wednesday** the week before the change. The Education Manager needs to approve your change. Check with Student Services on Thursday/Friday or check the student's notice board on Monday for your new class times.

Changing class language level

Your teacher will only promote you to a higher level if your English is improving and when you are ready. It is important that you study hard to make sure you improve otherwise you may stay in the same class and level for a long time. Your teacher will talk to you more about this.

Changing courses and hours of study

If you decide to change your course, you may have to pay a fee. All fees are in the table:

Changing course:	Administration fee	Tuition Fees
'All Day English' to 'Evening English' after course commencement	No fee	No refund
From 'Evening English' to 'All Day English' after course commencement	No fee	No fee
Between campuses, 'All Day English' or 'Evening English', after course commencement	Same as above	Same as above
CoE changes	\$50 AUD per CoE change request on the fourth (4 th) change or more.	Adjusted according to change request.

Student refunds

Before the initial course commencement date: For ABILITY English's refund policies, please refer to the table below or your Course Acceptance Agreement.

After initial course commencement date: Once you have started your course, if you want to withdraw from or shorten your course ABILITY English is under no obligation to give you a refund. However, ABILITY English may consider a refund or part refund in extreme circumstances such as health reasons or a death in the family.

You will need to provide three forms of evidence:

1. Medical certificate.
2. Evidence of a return airfare.
3. A signed letter explaining why you need a refund and giving your final day of study.

The Education Manager will make a decision within 10 days and contact you.

Unused tuition is not transferable to another student.

Student refund policy

Circumstance	ABILITY English Policy	Circumstance	ABILITY English Policy
Student's visa application is rejected before the initial course* start date. (An original letter from the Australian Embassy/ Consulate must be provided).	100% of the pre-paid course and material fees, accommodation, and OSHC (Overseas Student Health Cover) fees. No refund of the enrolment fee and accommodation placement fee.	Visa rejection on or after initial course* starts. (An original visa refusal letter from the Australian Embassy /Consulate must be provided)	100% of the unused portion of prepaid course and material fees, No refund of the enrolment fee and accommodation placement fee.
ABILITY English cancels a course after it has commenced.	100% of the unused portion of prepaid course and material fees, accommodation and OSHC fees. No refund of the enrolment fee.	Student provides notice of course cancellation in writing to more than 28 days before the student's initial course* starts.	100% of pre-paid course and material fees and 100% of OSHC (Overseas Student Health Cover) fees. No refund of the enrolment fee. For accommodation fees, see the accommodation refund table.
Student provides notice of course cancellation in writing to an ABILITY staff member between 28 days and 15 days before the student's initial course* starts.	75% of pre-paid course and material fees and 100% of OSHC (Overseas Student Health Cover) fees. No refund of the enrolment fee. For accommodation fees see the accommodation refund table.	Student provides notice of course cancellation in writing to an ABILITY staff member between 14 days and 1 day before the student's initial course* starts.	50% of pre-paid course and material fees and 100% of OSHC (Overseas Student Health Cover) fees. No refund of the enrolment fee. For accommodation fees see the accommodation refund table
Withdrawal on or after the initial course* starts.	No refund of payments received and any outstanding payments as listed on a student's Course Acceptance Agreement (CAA) remain payable by the student. No release letter will be granted unless all fees payable, as listed on a student's signed CAA, are received in full.	Termination of enrolment by ABILITY due to student misbehavior.	No refund
If a student breaches their visa conditions resulting in their studies and/or visa being cancelled.	No refund	Course Change: 'All Day English' to 'Evening English' after course commencement	No refund

Course Change: "Evening English" to "All Day English" after course commencement	Payment of course fee difference	Between campuses, 'All Day English' or 'Evening English', after course commencement	Payment of course fee difference
CoE Changes	\$50 AUD per CoE change request on the fourth (4) change or more. Tuition fees adjusted according to change request.	ABILITY English cancels a course before its starting date	Full refund within thirty (30) working days of fees paid to ABILITY English
ABILITY English defers a course start date and the new date is unacceptable to the student	Fully refund within thirty (30) working days of fees paid to ABILITY English as soon as we receive notice that the new date is unacceptable for the student	ABILITY English cancels a course before its expected finish date	Refund within thirty (30) working days of the unexpected portion of pre-paid tuition fees

Accommodation and airport pick up policy


Service Fees	Refund
Booking fee	No refund
Airport transfer service: two (2) working days' notice must be given of any changes to details of inbound flights	If less than two (2) working days' notice is given for a change of flight details, then no refund
Accommodation deposit: The student cancels <u>after</u> the accommodation booking has been confirmed	
2-4 weeks' notice	Compensation payment equivalent to one (1) week's accommodation fee is payable to the accommodation provider.
1-2 weeks' notice	Compensation payment equivalent to two (2) weeks' accommodation fee is payable to the accommodation provider.
Under 1 week's notice	No refund
After a student has commenced their stay	No refund
A student wants to change their Homestay after they have commenced their stay.	The student must repay the booking fee, give two (2) weeks' notice to the current Accommodation provider and pay for a minimum of (4) weeks accommodation at the new Accommodation.

Applying for deferral of your start date or a suspension of your studies

You may be granted a deferral before your course begins or a suspension from your studies if you have compassionate or compelling reasons, such as serious health issues or a death in your family.

If you want to apply for a deferral or suspension, you need to:

1. Inform Student Services.
2. Fill in an Amendment of Enrolment Form (AOE), including giving:
 - a. Reason for deferral or suspension of studies
 - b. Dates of the period of deferral or suspension of studies
 - c. Supporting Evidence (such as medical certificates)

 **ABILITY** English will inform the Department of Home Affairs that your enrolment has been deferred temporarily suspended or cancelled. This can affect your visa.

Student course withdrawal and transfer

If you decide to withdraw from your course to return home:

1. You need to tell Student Services you want to withdraw from your course.
2. You need to fill in an Amendment of Enrolment Form (AoE)
3. If you choose to withdraw from your course, you will not get a refund.
4. ABILITY English's Admissions Office will contact you to tell you if your withdrawal has been accepted and the date on which your Confirmation of Enrolment will be cancelled.

If you want to transfer to a new provider (college):

1. You will not be able to transfer from ABILITY English to another college within six (6) months of the commencement date of your principal course, i.e. highest level course, unless you receive a letter of release from ABILITY English.
2. ABILITY English is under no legal obligation to refund you if you decide to transfer to a new provider, but ABILITY English may decide to grant a Letter of Release, at no cost to you.
3. You will need to contact the Department of Home Affairs for visa advice.

Letter of Release

Conditions for granting a Letter of Release:

ABILITY English will consider providing a Letter of Release to you in the following circumstances:

1. ABILITY English believes you would be better placed in a course not offered by ABILITY English.
2. ABILITY English ceased to be registered or the course in which you are enrolled ceased to be registered.
3. Sanctions imposed on ABILITY English by the Australian Government or the NSW Government prevent you from continuing in the course.

Conditions for not granting a Letter of Release ABILITY English will NOT provide a Letter of Release to you in the first six months of your principal course in the following circumstances:

1. The transfer is not in your best interest, for example, it may jeopardise your learning progress.
2. You owe ABILITY English course fees.
3. You are applying to study a course similar to a course offered at ABILITY English.
4. You are seeking transfer to avoid being reported to the Department of Home Affairs for failure to meet academic progress or attendance requirements.

If your transfer is denied, ABILITY English will inform you in writing with reasons. You may access ABILITY English's internal complaints and appeals process if you are not happy with the decision (refer to Grievance and Appeals Procedure in this *Student Handbook*).

*** ABILITY English's Policies and Procedures are available upon request at Student Services and also on ABILITY website. ***

Frequently asked questions

Here are answers to some frequently asked questions.

How many students will there be in my class?

You should have no more than 18 students in your class. The classes change every week as some new students arrive on Monday morning and other students leave at the end of the week.

How many students from my country will there be in my class?

The Education Manager tries to make sure that there will be students from different nationalities in each class. As well as helping everyone get to know people from across the world, this makes sure that everyone has to speak English. However, sometimes you will be in a class with people from the same country as you.

What if the teacher is speaking too quickly for me?

If you want your teacher to speak more slowly, please ask the teacher. Do not be afraid, the teachers are here to help you.

What if I do not like the way my teacher teaches me?

Talk to your teacher about your worry. Remember, while it may be different from your country, our teaching style is based on modern educational research. If you are still unhappy you can talk to the Education Manager.

When can I go up to the next level?

When your English skills improve, you will go up to the next level. You will do a test every week to see how well your English is improving. If you get good marks in all skills (writing, speaking and listening), the teacher will ask the Education Manager to put you up to the next level.

Can I change my class times?

Yes, you can apply to change your class times. You need to speak to Student Services by 6 pm on Wednesday one week before the change. The Education Manager will decide if you can change your class time. Please check with Student Services on Thursday/Friday or check the student notice board on Monday for your new class.

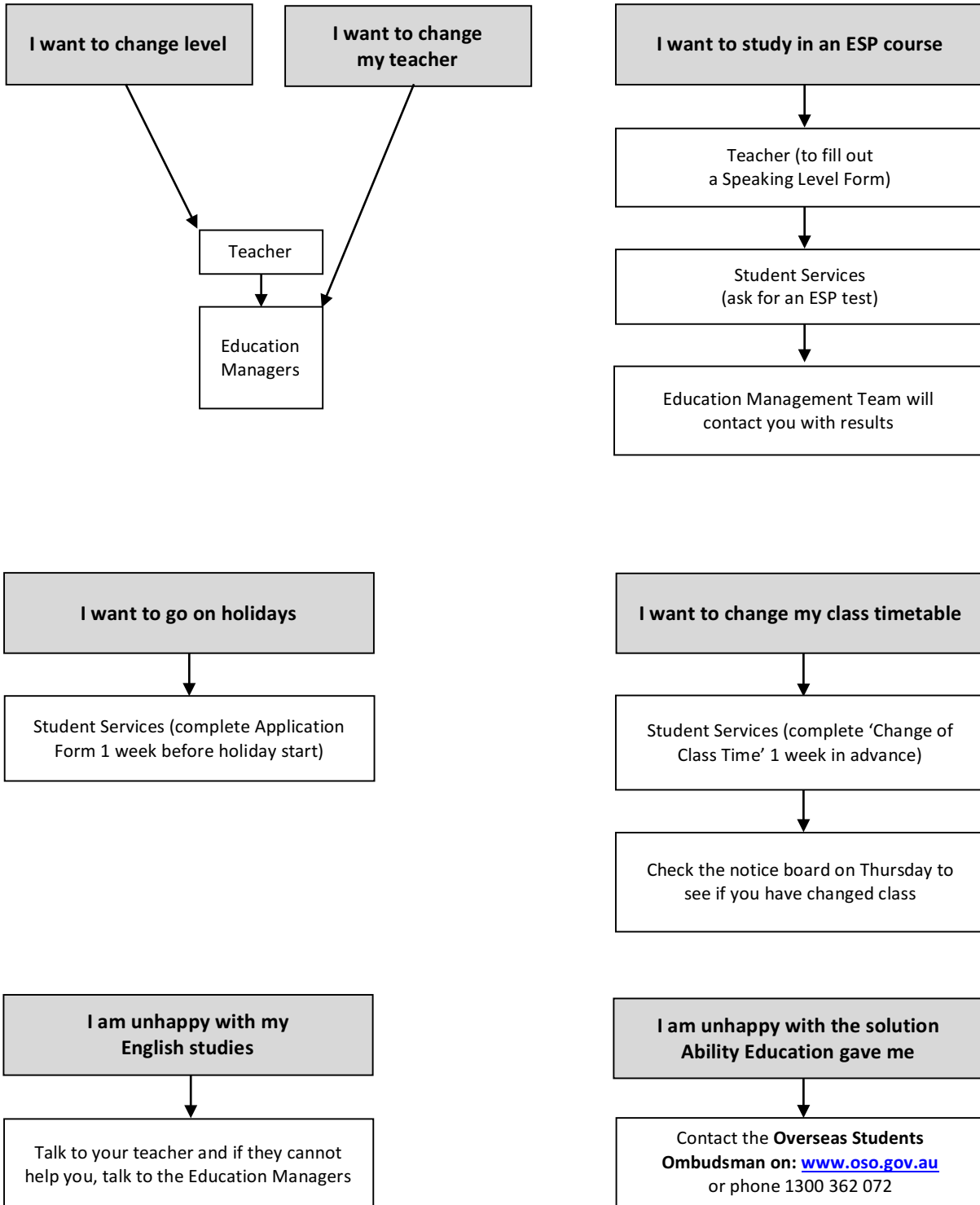
Can I change from General English to another English courses?

Yes, you can change to Cambridge Exam Preparation, IELTS, EAP or Survivor course. First, you need to do a speaking evaluation with your teacher, then come to Student Services to complete an ESP test. The Education Department will contact you with the results.

Is there help if I am homesick or find study in Australia difficult?

Yes, come and talk to Student Services, our Wellbeing Team or the Education Managers and they will provide the help you need or refer you to the best person.

Who can I talk to? (summarising some of the answers in the above)



**We hope you study hard, learn a lot and have
a great time here at ABILITY English.
Remember, we are all here to help you.**



ABILITY Education Pty Ltd trading as
ABILITY English

ABN 60 075 234 007

CRICOS Code: 01530K

info@ability.edu.au

www.ability.edu.au