



Apsley College ELICOS

ELICOS Student Starter Handbook

Australian Techno Management College Pty Ltd T/A Apsley College

ABN: 33609216757

RTO 45335

CRICOS: 03672B



+61 422523273, +61 484138748
Toll free: 1300522825



info@apsley.nsw.edu.au
www.apsley.nsw.edu.au



Sydney CBD Campus: Suite 2, 161 New South
Head Rd Edgecliff NSW 2027

ABOUT THE STUDENT HANDBOOK

Welcome to Apsley English College

On behalf of my team at Apsley English College, I would like to welcome you to our school here in Edgecliff, Sydney. This student handbook is your guide to Apsley College. You can find all the necessary information about the school and your course of study, as well as important information about your rights as an international student in Australia.

In this handbook, you will also learn what to do when you have a problem. In addition, it contains some very important policies that both the school and the students must follow.

On Orientation Day, Apsley's Director of Studies will explain the important parts of this handbook. Please read this handbook carefully and keep it safe for possible future use. You will need to sign a form on your first day at school to acknowledge that you have read and understood what comes in this handbook. After you have read it, if you have any questions, please ask one of Apsley's staff members for help.

In the end, I'd like to welcome you to Apsley English College once again. My team and I will do everything to ensure that you'll be studying with us in a safe and comfortable academic environment where you can improve your English skills day by day in a fun and happy learning environment.

Yours Sincerely,

B. Hatami

Director of Studies



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Introduction

This handbook has been prepared to provide you with all the necessary information about your studying at Apsley English College. Our mission is to make you a safe, fair and supportive learning environment where you can improve your English while enjoying your new college life. For detailed information about our General English courses, please refer to Apsley's website.



Welcome to Apsley College ELICOS

We are happy to have you in our college. We ask that you join us to pursue excellence in your academic achievements. Good luck with your studies!

General Information About Apsley ELICOS

We are an English school (ELICOS) for international students in Australia. We have modern and up-to-date facilities and a team of experienced and dedicated teachers who are TESOL graduates. We offer General English classes in the suburb of Edgecliff near the legendary Bondi Beach. Apsley college also offers Vocational course – for example IT or Business Management. You may decide to study one of our courses after you have graduated from General English.

Address: All classes are held at Suite 2, 161 New South Head Road, Edgecliff NSW 2027

Website: www.aplsey.nsw.edu.au

Edgecliff: It is a small Eastern suburb in Sydney with a population of less than 3000 people. Edgecliff is only 4 kilometres from Central Sydney and only one stop away from our beautiful Bondi Beach. There are plenty of cafes and restaurants in Edgecliff Shopping Centre.

Public Transport: Located close to Edgecliff Railway Station



About Apsley's VET Courses

In addition to our General English courses, we are also offering the following Vocational courses to international students who complete our English courses:

BSB40520 – Certificate IV in Leadership and Management

BSB50420 – Diploma of Leadership and Management

BSB60420 – Advanced Diploma of Leadership and Management

ICT50220 – Diploma of Information Technology

ICT60220 – Advanced Diploma of Information Technology

BSB50820 – Diploma of Project Management

CPC30620 – Certificate III in Painting and Decorating

CPC31320 - Certificate III in Wall and Floor Tiling

CPC33020 - Certificate III in Bricklaying and Block Laying

Apsley's Mission:

Our mission in Apsley ELICOS is to deliver top-quality ELICOS courses in a rich but fun learning environment where students are exposed to maximum comprehensible English language and engage in live interactions with their teachers, classroom audio/visual resources, and other students in a stress-free learning environment. Our approach for teaching English is based on one of the latest teaching pedagogies called 'Communicative Language Teaching System' (CLTA) where interactions play a significant role. Therefore, please do not be shy in class and actively participate in all class activities.



Apsley's Commitment:

- be an excellent school while continuing to improve.
- continue complying with all State and Territory regulations.
- maintain registration on the Commonwealth Register of Institutions and Courses for International Students (CRICOS).
- advertise and promote our ELICOS courses with honesty and integrity.
- provide accurate, relevant and up-to-date information to the stakeholders including the students, agents, and the regulators.
- Publish and update the college's course fees, policies and procedures, timetable, refund policy and all other necessary information on Apsley's website regularly.
- enrol our students into courses based on access and equity.
- provide modern facilities and equipment in a safe and healthy teaching environment.
- continue providing a discrimination-free environment for our colleagues and students.
- conduct fair, flexible, valid and reliable student assessments.
- provide our students with an assessment appealing system that is fair and flexible.
- Give a voice to all our students, so that they can feel free to tell us what they think.

Education Framework

Australian Government wants international students in Australia to have a safe, enjoyable and rewarding study. There are laws in Australia that have been made to promote quality education and consumer protection for the international students. These laws are known as ESOS Framework. The ESOS framework includes two important legislations: the Education Services for Overseas (ESOS) Act 2000, and the National Code of Practice for Registered Authorities and Providers of Ed and Training. In addition to the ESOS Framework, there is an important guideline



for ELICOS colleges drafted by the Government's regulator named ASQA. This document is specifically about ELICOS colleges outlining what to do and what not to do. This guideline is named National ELICOS Standards 2018.

Find out more about the ELICOS Act at the following link:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx#Education>



General English (Beginners to Advanced) 108128J

Course Duration:

Our course duration is between 6 to 72 Weeks. Many students enrol in our General English classes for 50 weeks. However, there are many students who wish to study with us for a shorter time.

Course Objective

ELICOS program is for the students who want to learn English for different purposes. In our English classes, the focus is on the students' communicative skills. While students participate in a wide range of activities targeting reading comprehension, writing, listening, vocabulary, grammar and pronunciation, they are constantly engaged in communicative interactions with their teacher, the teaching materials, and other students to improve their speaking skills in a motivating but fun learning environment.

Course Structure

In Apsley ELICOS, students can start any Monday. There are 6 levels, each running for 12 weeks. Your level will be decided based on the result of your Placement Test on the Orientation Day. Classes are held between 3 to 4 or 5 days a week, from Monday to Friday. It is a requirement that you attend your English class for 20 hours each week.



Assessment

Apsley's students are continuously assessed with the wide range of assessment tools that are used in our teaching system. The tests that we use are all related to the materials you study in the week, or the past weeks. There is a wide range of tests in your course. Unit Tests are the ones that target what you learned during the week. Progress Tests are the tests that assess the materials you studied over the past two or three weeks. These tests could assess only one skill, for example your reading comprehension skill, or they can assess all the four skills with or without grammar, vocabulary and pronunciation. Students must sit for an End-of-the-Course test before they complete each level. In Apsley ELICOS students are informed of their marks in a test. Your teacher usually discusses the answers with you after the tests have been taken and marked.

Apsley Teaching and Learning Materials

There is a wide range of teaching/learning materials in Apsley College, including:

- Textbooks, **Cutting Edge** in 6 levels with Workbooks, Class CDs, and DVDs
- Other Course Books, such as **English File** and **Empower**
- Graded Readers for different levels of English (some with CDs)
- English to English Dictionaries of different levels
- Graded simplified stories
- Supplementary materials on Speaking, Listening, Reading and Writing Supplementary Materials on Vocabulary, Grammar and Pronunciation



Apsley's Textbooks

Cutting Edge is one of the latest ELT textbooks from Pearson that features a wide range of interesting contemporary topics and video materials. It has been used by so many schools and universities around the world for many years and runs in 6 levels. Each level comes with a Teacher's Book, Student Book, Workbook, and an on-line interactive environment for the students and the teacher's use.

Apsley's Academic Staff

ELICOS Teachers: All our ELICOS teachers have a degree and a teaching certificate. Some teachers have a degree in TESOL or Applied Linguistics. They are all trained to work in line with the Communicative Language teaching System (CLTS) and have years of experience in teaching English based on (CLTS).

ELICOS Academic Manager: Our Academic Manager (Director of Studies) is well-educated with years of experience in managing other colleges in Australia and other countries, including Japan and Spain.

Students Promotion

ELICOS students may be promoted to higher level at any time if their teacher is satisfied that their level of English has changed. It is usually at the end of each cycle (10 weeks) when a student's level is passed by the teacher. While teachers promote students to higher levels, a student may be demoted to a lower level if the teacher thinks the class is not suitable for the student.



ELICOS Graduation

ELICOS students must sit for an Exit Test before they have completed the course. Based on the student's past assessment results, participation in class, and the mark in the Exit test, the student will be issued a Certificate of Completion where the student's level of proficiency is marked. If the student has been enrolled for less than 10 weeks, then the College will issue a Certificate of Attainment.

IMPORTANT NOTE:

Students with an attendance rate of less than 70 per cent cannot be **granted** a Certificate of Achievement. These students can be issued a Certificate of Attainment.

Certificate Issuance Policy

Upon completing the final English proficiency level, students will receive a certificate. The APSLEY Director of Studies (DOS) determines the type of certificate issued. Certificate of Completion or Attainment will be issued within 10 working days from the day the course has finished if the student has no pending fees.

Types of Certificates:

- **Certificate of Completion:** This is a certificate that is issued for students who have completed their course enrolled, or have been studying for more than 10 weeks, and they have achieved more than 50 percent of their assessment mark.

- **Statement of Attainment:**

This is a certificate that is issued to those students who have been studying with Apsley ELICOS less than 10 weeks. It may also be issued for the students who have an overall attendance rate of less than 75 percent (unsatisfactory attendance).



Re-Issuing a Certificate of Completion

Records of all Certificates of Completion (or Partial Completion) are maintained for a period of at least thirty (30) years. Students can request copies of these at any time for an additional charge. The current fee for reissuing a Certificate of Completion (or Partial Completion) is AUD \$250.

Financial Requirements for Overseas Students

Overseas students must meet financial capacity requirements as outlined by the Department of Home Affairs, including proof of funds for tuition, travel, living costs, and other expenses. As of July 2019, 12 months of living costs in Australia for one adult are estimated at AUD\$20,209.

Tuition and Non-Tuition Fees

Application Fee: Non-refundable AUD\$250.

Payment: Fees are payable upon notification and must be made in AUD. Payment methods include credit card, EFT, cheque, or cash (discouraged).

Refunds: Refunds are subject to specific conditions based on the timing of cancellation and other factors. Compassionate and compelling circumstances may allow for additional refunds.

For detailed information, refer to APSLEY's policies and the Enrolment Form.



Late payment and non-payment of fees

- **Late Payment Fine:** A \$100 fine is imposed if you miss the payment due date for fees.
- **Suspension or Cancellation of Enrolment:**
 - APSLEY may suspend or cancel a student's enrolment if they fail to pay the required fees as outlined in the Letter of Offer and Student Agreement, and according to APSLEY's policies.
 - This includes students who have not made alternative payment arrangements, which could result in the suspension or cancellation of enrolment.

Alternative Payment Arrangements:

Students facing difficulties in paying their fees are encouraged to contact APSLEY to discuss alternative payment arrangements that allow them to continue their studies without causing undue hardship.

Consequences for Overseas Students:

If an overseas student's enrolment is suspended or cancelled for non-payment, APSLEY will report this to the Department of Education and Training via PRISMS under student default.

This report could alert the Department of Home Affairs and potentially affect the student's visa status.

Students have the right to appeal the decision within 20 working days according to the Complaints and Appeals Policy and Procedures.

If no appeal is made, or if the appeal is unsuccessful, APSLEY will proceed with reporting the student.



Additional Considerations:

APSLEY may suspend or cancel a student's enrolment for various reasons, including non-payment of fees.

However, the suspension or cancellation cannot take effect until the internal appeals process is completed, unless there is a concern for the health or wellbeing of the student or others.

Student Services

APSLEY staff are ready to provide friendly and helpful advice covering all Aspley's of a student's life in Australia, including academic, cultural and social issues. We can help with issues like accommodation, homesickness and culture shock, as well as with career advice, learning support and counselling.

The SSO is the first point of contact for students with questions about any of APSLEY's support services or you can send an email to studentservices@apsley.nsw.edu.au

Student Facilities

Computers: APSLEY provides students with access to computers, free Internet, Microsoft 365, and self-learning materials to enhance their studies.

Suggestion Box: A suggestion box is available for students to provide feedback or complaints, which are regularly reviewed for continuous improvement.

Kitchenette: A common kitchenette is available, equipped with a microwave, small oven, kettle, and kitchen supplies for students to use between classes.



Academic Support Services: APSLEY offers various forms of academic support, including additional teaching, extra time for tasks, access to supplementary materials, and individual case management. Students in need of support can speak to their teacher or the Student Support Officer (SSO).

Complaints And Appeals

Complaints

- A complaint is unresolved feedback about services or staff. It can be made by anyone, typically students, and covers various issues like academic matters, discrimination, and bullying.
- APSLEY encourages feedback and handles complaints constructively and timely, without restricting your right to lodge one.
- Complaints should be submitted in writing using the Complaints and Appeals Form.
- The CEO reviews complaints within 10 working days, investigates, and resolves them within 60 calendar days. A written decision is provided, and if the complaint is not resolved, you may appeal within 20 working days.

Appeals

- An appeal is a request for reconsideration of an unfavourable decision. It must be submitted in writing within 28 days of the decision.
- The CEO investigates appeals within 10 working days, and the matter must be resolved within 60 calendar days. A written response is provided, detailing the outcome and the right to external appeals if unsatisfied.



- If unresolved internally, external bodies like the Overseas Student Ombudsman or Fair-Trading NSW can be contacted for independent reviews. [2 Steps to Resolve Complaints and Appeals](#)
- Discuss the issue with the other party.
- If unresolved, approach the CEO.
- The CEO will investigate and resolve the issue, providing a written outcome.
- If unsatisfied, access external appeals.

Feedback

Your feedback is important to APSLEY because it help us ensure that our services meet your needs. Please help us by completing the surveys that are provided to you by your teacher throughout the course. We also welcome feedback from you at any time by email/phone and through our suggestion/feedback box in our reception area.

Code of Conduct and Rules

Purpose: Outlines expected student behaviour, rights, and responsibilities.

Violations: Breaches lead to disciplinary actions like suspension or enrolment cancellation. For overseas students, actions take effect after the internal appeals process, unless there's an immediate health or wellbeing risk.

Serious Violations: Actions that risk health or wellbeing may result in immediate suspension or enrolment cancellation and could impact visa status.



Rules and Regulations:

Dress Code: Students must wear neat casual attire, avoiding unsuitable clothing like thongs, short shorts, or singlet tops. Non-compliance may result in being sent home to change.

Drugs and Alcohol: APSLEY is drug- and alcohol-free. Consumption, use, or distribution of these substances on premises is strictly prohibited and subject to severe disciplinary action.

Weapons: Bringing weapons to APSLEY is strictly forbidden. Violation results in expulsion.

Mobile Phones: Phones must be turned off during class. Usage is allowed only during breaks, outside the classroom.

Smoking: Smoking is prohibited inside the building. Please smoke only in designated outdoor areas.

Food and Drink: Consumption is only permitted in the kitchenette/dining area. No food or drink allowed in classrooms. Clean up after use.

Computer Usage: APSLEY computers are for educational purposes only. Prohibited activities include playing games, downloading files, or viewing offensive materials. Respect other users, keep noise levels low, and report any faults without attempting to fix them yourself.

Student Plagiarism, Cheating and Collusion

Policy Overview:

- APSLEY enforces a strict no-tolerance policy for plagiarism, cheating, and collusion.



- Students must ensure that all submitted work is their own or properly referenced and acknowledged.

Declaration:

- When submitting assessments, students must sign a declaration affirming that their work is original and free from cheating, plagiarism, or collusion.

Detection Measures:

- APSLEY employs several methods to detect academic dishonesty, including:
- Comparing work with electronic reference materials and Internet resources.
- Using electronic plagiarism detection software.
- Consulting academic databases and APSLEY's plagiarism register.

Attendance Policy

Monitoring:

- Attendance is recorded for every class session using a 'Class Attendance Record'.
- Each ELICOS teacher manages and maintains accurate attendance records.
- Absences include arriving over 15 minutes late or leaving a session for extended periods.

Symbols used:

- P: Present for entire session.



- L: Less than 15 minutes late.
- A: Absent for the entire session.

Actions Based on Attendance:

- **3 Consecutive Days Absent:** Contact the student and send an 'Initial Attendance Warning Letter'.
- **Below 90% Attendance:** Send an 'Initial Attendance Warning Letter' detailing the need to maintain at least 80% attendance.
- **Below 85% Attendance:** Send a 'Second Attendance Warning Letter' and require a meeting with the Director of Studies (DOS).
- **Below 80% Attendance:** Issue an 'Intention to Report' letter indicating APSLEY's intention to report the student to the Department of Education and Training.

Exemptions:

- Students with evidence of compassionate or compelling circumstances, and who are attending at least 70% of scheduled hours, may not be reported.

Reporting:

- If appealing, evidence of compassionate or compelling circumstances must be provided.
- Attendance records will be adjusted if the appeal is successful.
- Unsuccessful appeals will result in a report to the Department of Home Affairs.



Changes To Your Enrolment

Definitions

- **Deferral:** Postponement of the commencement of enrolment.
- **Suspension:** Temporary postponement of studies after enrolment has started.
- **Cancellation:** Voluntary or required withdrawal from a course.
- **Leave of Absence:** Student-initiated suspension.
- **Withdrawal:** Student-initiated cancellation.

Student-Initiated Processes

- **Deferral and Suspension/Leave of Absence:** Granted in compassionate or compelling circumstances. Applications must be made in writing, and APSLEY will respond within 10 working days. Appeals can be lodged within 20 working days if the request is refused. Changes may impact student visa status, so consult the Department of Home Affairs for details. Refund requests should be submitted using the Refund Request Form.
- **Cancellation/Withdrawal:** Must be requested in writing using the Application for Withdrawal Form. APSLEY will notify the decision within 10 working days. Appeals can be lodged within 20 working days if refused. Consult the Department of Home Affairs regarding visa impacts and use the Refund Request Form for any refunds.



Change in Visa Status

Impact: Deferral, suspension, or cancellation of enrolment can affect visa status. APSLEY will notify the Department of Education and Training of enrolment changes. For visa-related queries, consult the Department of Home Affairs.

