

ASPIRE ENGLISH STUDENT HANDBOOK

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ASPIRE ENGLISH STUDENT HANDBOOK

1. Handbook disclaimer & acknowledgement declaration

Information in this Student Handbook may be subject to change. Amendments to legislation or College policies may affect the currency of information included. Aspire English (“College”) reserves the right to vary and update information without notice. Students should contact Aspire English Student Services for any queries.

This handbook has been prepared as a resource to assist ELICOS students to understand how the College operates. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

2. Welcome from Head of English Language Programs

Welcome to Aspire English. We are delighted that you have decided to join us.

Being able to communicate well in English is a critical skill for you to have. It will open up many career and further study opportunities as well as lead you to some exciting new adventures ahead. Learning a second language in another country is one of the best experiences you can have. It places you in new situations where you are exposed to different cultures, learning experiences and ideas. It also gives you the opportunity to meet new people from different nationalities and backgrounds as well as explore new surroundings. At the same time, there will be many challenges that lie ahead of you; but please rest assured, we will take on these challenges together with you. Our qualified and very caring ELICOS lecturers will guide you through your learning activities. They will help you to learn the English language so that you can reach your learning and career goals.

The best thing you can do to be more prepared for the challenges ahead is to practice good management skills and set your priorities for a good balance between study and relaxation. You will need to take the English language skills you will be working on in class and practice them outside of class. Focus on the language areas that you have difficulties with and create your own study plan to achieve your English language goals.

Being an international student, living far from your parents can sometimes be very difficult, since you have to do everything on your own. If you need help, please do not be afraid to ask our Aspire English staff or your friendly Student Services officer at reception. Please also ensure that you attend the orientation program and get to know the key staff at the College.

Enjoy your time here with us and all the best with your studies.

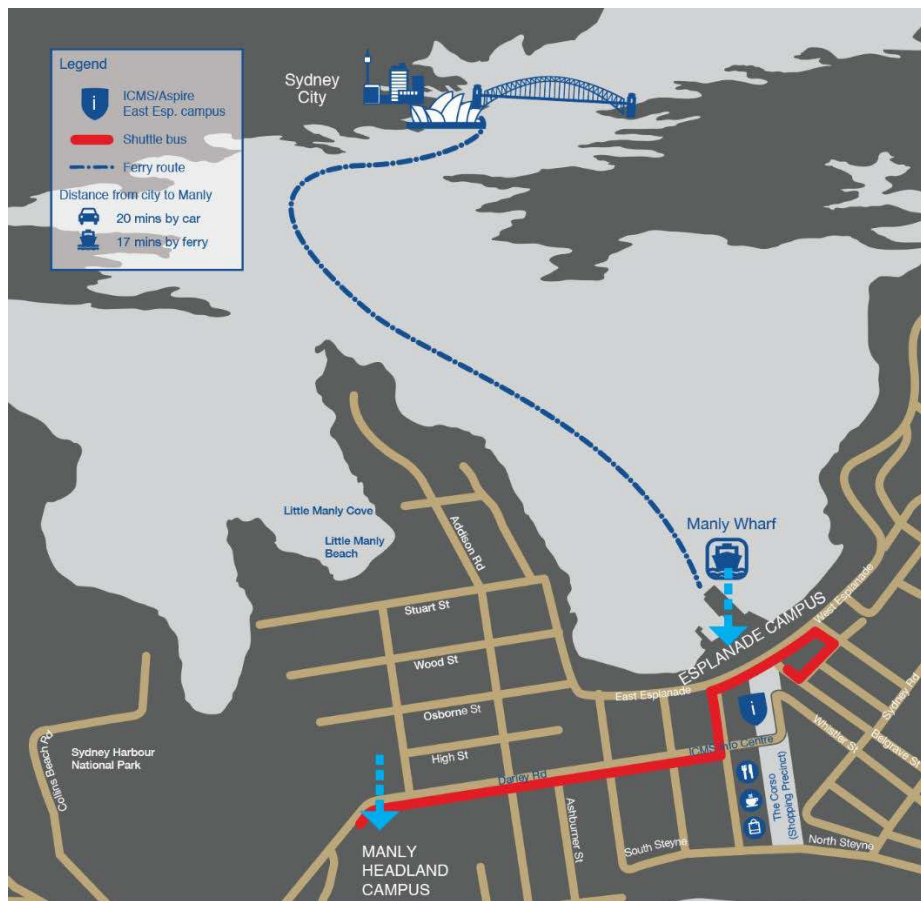
Linda Karlsson
Head, English Language Programs

3. About the College

Aspire Institute is owned, governed and operated by the prestigious International College of Management, Sydney Pty Ltd (ICMS) which is a higher education provider for undergraduate and postgraduate courses. Aspire Institute offers higher education pathways at ICMS as well as in partnership with other distinguished Australian colleges and universities. It supports students' transition to further study with the following Aspire Institute programs: Diploma programs, Postgraduate Qualifying Program, Australian Foundation Program, and Aspire English language programs.

Our Aspire English programs are dedicated to getting you into and preparing you for your higher education program. We are here to support your progression to the pathway with the very best in English language programs and academic support.

The ICMS main campus is situated on spectacular grounds with its sweeping views across Sydney Harbour. Our students choose from the convenience of on campus living, or travel to and from locations across Sydney. Our free buses from Manly Wharf to ICMS and our North Head campus will make your public transport journey relaxed and budget-friendly. Check the ICMS App for an up-to-date timetable for this bus service. The Aspire English courses are delivered at the Aspire Campus in Manly – Levels 1 & 2, 46-48 East Esplanade Manly. At the Aspire Campus you will study within strolling distance to world famous Manly Beach, making your Aspire experience truly memorable.



4. Key staff

Deputy Vice Chancellor: Margot McNeill
 Head of English Language Programs: Linda Karlsson
 Student Administration and Engagement Officer: Trancy Ho

5. Key contact details

Department	Email Address	Phone
Student services	icmsassist@icms.edu.au	+61 2 9466 1006
Wellness team	tvo@icms.edu.au	+61 2 9466 1150
Student accounts	icmsar@icms.edu.au	+61 2 9466 1133
Accommodation	reservations@icms.edu.au	+61 2 9466 1016
Operations and security	opsandsec@icms.edu.au	+61 2 9977 0333

6. Course information

Academic English and General English courses are available at our campus in Manly Beach - Levels 1 & 2, 46-48 East Esplanade Manly.

Academic English

The Academic English Program (CRICOS course code: 092650D) is available for students with an IELTS from 5.0 -to- 6.5 overall or equivalent. This program is designed for students who meet the academic requirements for our pathways but need or would like additional English language proficiency before commencing study. Students will develop the essay and report writing, presentation and critical thinking skills in English that are required for success in undergraduate study. In addition, classes are restricted to a maximum of 18 students, ensuring a high level of individual support and assistance throughout the program. The curriculum has been designed to cover a broad range of topics to accommodate students who are preparing to study any of the academic programs offered.

General English

The General English Program (CRICOS course code: 092652B) is available for students with an IELTS from 3.5 -to- 5.0 overall or equivalent. The General English program is the perfect preparation for students wishing to improve their basic all-round English language skills. The program has a strong focus on the four core skills of listening, reading, writing and speaking. This will develop the language skills you'll need for English use in your daily life.

Aspire English classes start at 9am and finish at 4pm from Monday through to Thursday (no classes on Fridays). Students are given a 55-minute lunch break and 10 minute afternoon tea break.

Each course runs for a period of 10 weeks and students are assessed on their listening, reading, writing and speaking skills every five weeks.

7. Campus facilities

a. Computer resources

The College maintains a comprehensive computer site at <http://hub.icms.edu.au/>, which outlines the common procedures and practices for computer equipment on campus, ranging from computer labs and Internet access to college Wi-Fi networks.

Students are assigned a home directory on the computer to store work, documents or assignments. The College also provides an allowance for printing at the commencement of each term.

There are general-use computer labs located on level one and three in Moran House and in the Library study area at the ICMS main campus. Computers are also located on level one and two at the Aspire Institute Manly Beach campus.

b. Resources student areas

The Aspire Institute Manly Beach campus has a student common room which is located on level two. There are kitchen facilities on level one and two including microwave ovens.

c. Student support and counselling services

If you have any questions about your studies, the first person to speak with is your teacher. You can also make an appointment at Reception to speak to the Head of English Programs.

Students requiring support in relation to personal (non-academic) matters are encouraged to contact the Student Services Officer at Reception who will assist, and where possible connect you with the relevant professional support services. The ICMS Wellness team provides appropriate guidance and personal support to our students if and when it is needed. If you feel overwhelmed at any time, or a personal problem arises, you can speak to our Wellness team who can help you or guide you in finding appropriate help.



Trancy Vo
Student Services & Wellness Officer
02 9466 1150
tvo@icms.edu.au



Valerie McMorran
Head, Student Success Centre & Wellness team
02 9466 1026
vmcmorran@icms.edu.au



Linda Karlsson
Head, English Language Programs
02 9466 1155
lkarlsson@icms.edu.au

d. Emergency health services

A First Aid Kit is stored at Reception. If an incident requires first aid, tell the Student Services Officer at Reception immediately. All accidents or near accidents must be reported so that any problematic conditions may be attended to prevent further injuries.

Any first aid treatment given will be fully documented for insurance purposes. This information includes date and time, incident description and the names of person(s) injured, person giving first aid and any

witnesses must be recorded in the First Aid Register. If an accident occurs that requires treatment externally (student sent to doctor, hospital or ambulance called), the details must also be recorded.

e. Critical incident support

Students requiring assistance in dealing with a critical incident or emergency situation should see the Student Administration Officer at Reception who can connect you with a member of the ICMS Wellness Team. See Critical Incident Policy:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=1042>

f. Emergency contacts

Any student who requires immediate emergency assistance can call the emergency services directly by dialing 000, or contact the Student Administration Officer at Reception who will assist. International students who require emergency assistance after hours may also have 24-hour assistance through their Overseas Student Health Cover (OSHC).

g. Fire and emergencies

Aspire Institute displays emergency procedures on the walls in the College. Please refer to your classroom evacuation route. Students must check the escape plan and take note of the nearest fire exits, in addition to adhering to the following guidelines:

- Fire doors must never be propped open and access must be always kept clear;
- Any tampering with extinguishers, hose reels, hydrants and smoke detectors is classed as misconduct and can result in dismissal;
- Do not smoke. The entire Aspire campus is a non-smoking zone.

h. Lost and found

Lost property should be handed in at the reception desk, stating where it was found and when. Lost USB sticks may be located at College reception. Aspire Institute donates unclaimed lost property to charity at the end of each term or discards the property.

i. Occupational health and safety

The College aims to fulfil its duty of care obligations to provide a safe and healthy environment for students, staff and visitors. The College will ensure operations, processes and services are in place so that students are kept safe at all times.

8. Aspire English orientation day

All new Aspire English students, including Academic English and General English, are required to attend orientation day.

Date: The Friday before the teaching session start date

Time: 11:30am

Venue: Aspire Institute - Level 2, 46-48 East Esplanade, Manly NSW 2095 (opposite Manly Wharf)

An email will be sent to you two-three weeks before the Orientation Day which will provide you with information regarding the Orientation details.

Orientation day includes the following activities:

- 11:30am Arrive at Aspire Institute
- 11:30am Have your photo taken for your student ID card; receive your Welcome pack and information regarding Allianz Global OSHC activation support; and, enjoy a light lunch.
- 12:00noon Orientation Introduction (policies & procedures will be explained)
- 12:30pm Aspire Campus Tour
- 1:00pm Transfer bus to ICMS
- 1:15pm Computer Induction (Student Declaration, ICMS Email, Course Management System)
- 2:00pm Course information; timetable; expectations
- 3:15pm ICMS Campus Tour
- 3:45pm Transfer bus back to Manly Wharf

9. Under 18 ELICOS students

Welfare and accommodation

Students must select from two types of arrangements for accommodation and welfare.

Arrangement 1 – Institution approval: (a) accommodation and (b) guardianship service (applicable to both international and domestic students).

a) Institution approved accommodation

The institution will only approve on-campus accommodation or prescribed homestay arrangements.

b) Guardianship service

Students residing on-campus will have guardianship arrangements organised internally by the institution.

Students residing in accommodation delivered by a prescribed homestay provider, will be required to organise an institution-approved guardianship service to act as their guardian in Australia. The guardianship service provider assigned staff will ensure that parents are aware of the role and location of the guardian and that regular contact is maintained between the guardian, student's parents and the institution.

Upon finalisation of accommodation and guardianship arrangements, for international students, the institution will issue an Electronic Confirmation of Enrolment (ECoE), and a Confirmation of Appropriate Accommodation and Welfare (CAAW) Letter.

Domestic students residing with their parents or that already have an approved legal guardian will not require institutional approval. However, the Support and General Wellbeing section of this policy will still apply.

Arrangement 2 – The Department of Home Affairs approval (applicable to international students only). Where a student nominates a parent, legal guardian or eligible relative, the Department of Home Affairs is responsible for approving the arrangement. The relative must be aged over 21 and be eligible to remain in Australia for the length of the guardianship arrangement. That parent, legal guardian or relative will be responsible for the student accommodation and welfare whilst in Australia, and will live with the student.

Approved accommodation

At the beginning of each study period, the institution advises students of available welfare and support services and informs students of procedures regarding change of arrangements. The institution undertakes bi-annual reviews of all approved accommodation and homestay providers through contractual arrangements.

Guardianship services

The institution has a formal agreement with an approved guardianship service provider outlining minimum service standards, compliance with these standards and the agreement is monitored regularly.

Support and general wellbeing

In addition to the support provided to underage students through monitored accommodation and welfare, underage students are able to access all welfare and students support programs available at the institution including (but not limited to):

- transport service upon arrival in the country and/or city. The student is required to arrive in Sydney no earlier than seven days prior to the commencement date of the course of study;
- regular meetings with the Student Success Centre Manager or representative;
- support services to transition out of institution approved living arrangements once they have reached 18 years of age.

Responsibilities for students under 18 years of age

Understanding and accepting the NSW state laws relating to the Welfare of Minors (under 18yrs of age), such as:

- Minors may not buy or consume tobacco products.
- Minors may not buy, consume or be in possession of alcohol.
- Minors may not buy, consume or be in possession of illicit drugs or medicines without a prescription.
- Minors may not enter premises where alcohol is being served.
- Minors may not gamble.
- Minors may not carry or buy knives.

Understanding and accepting the ICMS Underage Student Policy

See Underage Student Policy link:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=1024#>

For international students, the National Code 2018 requires students under 18 years of age holding a student visa to have approved accommodation and welfare arrangements and maintain these arrangements as provided at the time the visa was granted and for the entire duration of their studies. If a student wishes to change their arrangements, they must seek prior approval from their education provider.

In order for an applicant under the age of 18 to be granted a student visa, they must demonstrate that they have adequate welfare arrangements in place for the length of the student visa or until they turn 18. The student will be required to organise one of the following living arrangements:

- with a parent/legal custodian

- with an eligible relative nominated by the parents who is over 21 years of age and who is of good character;
- have accommodation, support and general welfare arrangements in place that have been approved by the education provider.

For any queries regarding under 18 ELICOS students please contact the Campus and Operations Director.

James Brady
Campus and Operations
Director
02 9466 1173
jbrady@icms.edu.au



10. Living in Australia

Australia mainly has a warm, temperate climate, especially on the east coast of the country. In NSW, where Aspire is located, there are four different seasons - a warm to hot summer, moderate spring, cool winter and mild autumn.

Australian culture is a mix of its history; it has Indigenous stories, British tradition, and rich cultures of Australia's many migrants. Australia's society has no class distinctions and is known for its equality.

a. Currency and banking

Australian money is the decimal dollar and cents system (100 cents in the dollar). Australian dollars (A\$) are accepted across all states and territories. Be sure to check the exchange rates and fees before you leave.

To open a Bank Account in Australia or get an ATM card with a Personal Identification Number (PIN), you need:

- a Certificate of Enrolment from your College
- a passport
- driver's licence, credit card or bill (if in Australia for more than 4 weeks)

To receive money from overseas you should arrange a direct transfer through the internet.
Bank Hours: Monday – Thursday: 9.30-4.00pm; and, Friday: 9.30-5.00pm.

b. Transport

The Aspire Institute campus is in one of Sydney's favourite beach suburbs, so there are many ways to travel in, out and around Manly. Regular transport services to the Aspire Institute campus are available via Sydney ferries, buses and taxis. There is also a Free Shuttle Service from Manly CBD, where the Aspire Institute campus is located, to the ICMS main campus.

Bus, train and ferry information line - ph: 131 500

An Opal card is used for buses, trains and ferries. It is free to get, but needs to be topped up for travelling. This can be purchased in some shops and newsagents, or ordered online:

<https://www.opal.com.au/ordercard/?execution=e1s1>

IMPORTANT: International students can only get a discount on public transport if a quarterly or yearly My Multi ticket two or three is purchased.

c. Libraries

ICMS student Library – on Campus

Manly Library - 1 Market Place, Manly. Phone: 9976 1743

d. Time difference

Daylight saving starts in October and finishes in April. Australian clocks are put forward one hour during this time. When it's 12 noon in Sydney it's:

9am same day in Vietnam

4am same day in France

e. Useful contacts

Fire, Police, Ambulance, and Emergency phone: 000

Manly Police Station - 3 Belgrave Street, Manly: phone 9976 8099

Aspire Student Services: 9466 1150

Manager on Duty: 0429 994 590

Check the ICMS app for other useful contacts.

f. Immigration

For student visa enquiries/work rights/extension of visas: phone 131 881 for an appointment before attending the Department of Home Affairs (DHA) Office. To extend a visa online, or apply for work rights, the website is: <https://www.homeaffairs.gov.au/Trav/Visa-1>. The latest visa information will be on the DHA website: <https://www.homeaffairs.gov.au/> and it can be viewed in different languages. It is possible for some students to apply for visas, renew visas and apply for work rights online.

g. Shopping: food and groceries

Preparing meals at home can save money, especially if planning meals for the week and freezing leftovers. Eating out is exciting but can become expensive. Manly has a discount supermarket; Aldi, and two Coles supermarkets which have a large range of grocery items. Shopping hours can be found online or on the shop entrances.

h. Accommodation

Your cost of living can vary in range depending on your accommodation choice. Take note of extra costs like electricity or water bills. If you rent privately you will need money in advance for a bond (you will get this back if you take care of the place). The distance you live from the Aspire Institute campus will also affect your transport costs.

i. Student associations

You can join some great student associations at ICMS including the "Student Representative Council – "SRC", Asian Student Association, sporting teams; we have representative teams in rugby, netball and futsal - The Bandicoots.

j. Cinema

There are many theatres in Sydney suburbs. On Tuesday nights most movies are half price. Cinema details can be found on the cinema website: eg. Hoyts (Warringah Mall) - www.hoyts.com.au

k. Sightseeing :

Shelley Beach, Manly, Sydney Harbour Bridge; Queen Victoria Building; Sydney Opera House; Sydney Aquarium; The Rocks; Darling Harbour, Chinatown; Art gallery of NSW; and Taronga Zoo.

l. Finding work

You will need your passport number and your Australian address.

Part time/Casual work can give you additional spending money, prepare you for future work, enhance your language skills and provide an opportunity to make new friends.

If you are on a student visa you can work up to 40 hours per fortnight (two weeks). To do this you need a Tax File Number (TFN). You can apply online at www.ato.gov.au

- go to 'For Individuals' and click 'Apply for a Tax File Number'.
- click on 'applying for a TFN' and 'Online Individual tax file number registration (Nat4157)'
- then go to 'Apply for a Tax File Number' and scroll to the bottom of page to click on 'Next'.
- follow the instructions until the end, OR
- call 132861 to make an appointment, OR visit the Australian Taxation Office (ATO) 100 Market Street, (Centrepont Tower) Sydney.

m. Beach safety

Some water safety points to remember:

- Always swim between the flags and do not swim alone
- If you have trouble in the water, raise your hand to signal for help
- Do not swim if you have had alcohol or have just eaten
- Wear sunscreen, a shirt and hat in the sun. Also re-apply sunscreen after swimming
- Do not run or dive into the beach
- Read and obey all signs

A Rip – is where the waves wash back into the ocean. It is strong and travels in the opposite direction to the waves. If you are caught in a rip, do not try to swim against it. Swim parallel to the shore or towards breaking waves and use them to help you in, or, let it take you out a few metres, then try to swim diagonally across it. Otherwise stay calm, keep yourself afloat until help arrives.

11. International student visa requirement

a. Attendance requirements

As a student visa holder studying an ELICOS program, your attendance is particularly important. A minimum of 80% attendance in a study period is a requirement of your student visa. Please refer to the Attendance policy - ELICOS and Foundation Programs link:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=986>

Your attendance is marked three times per day by your class teacher. If you are late to class, you will be marked absent for the number of hours you have missed. If you are absent from class because you are sick, you are advised to see a doctor and attain a medical certificate, stating the dates you are not able to attend school and the medical reason for your absence.

Medical certificates may be accepted as evidence to support your absence from class. Please submit a copy of your medical certificate to the Aspire English Student Services Officer. This copy will be placed in your student file in case you are reported to DHA (Department of Home Affairs) for unsatisfactory attendance.

Attendance monitoring

Stage 1	Attendance rate 80-85% (within the 10-week term)	You will receive a Warning Letter for low attendance	You need to speak with the Student Services Officer and sign the Warning Letter
Stage 2	Attendance rate lower than 80% (within the 10-week term)	You will receive an Intention to Report (ITR) Letter for unsatisfactory attendance	You need to speak with the Student Services Officer, sign the ITR Letter, and lodge an Appeal.
Stage 3	Appeal	If your appeal is approved	You can continue your studies at Aspire/ICMS
		If your appeal is denied	You may be excluded from studies at Aspire/ICMS. Your CoE may be cancelled. Aspire/ICMS may report you to the Department of Home Affairs for unsatisfactory attendance.

b. Updating & change of contact details

All international students are required to provide Aspire Institute their Australian residential address and contact details. If your address or contact details change, you must inform the Student Services Officer within seven days of the change. Please refer to the General Student Responsibilities page on the following link:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=302>

c. Meeting course requirements

Students are expected to complete all assessment tasks successfully during each 10-week course in order to progress to the next English level. Please refer to the ELICOS Course Progression Policy link

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=1010>

d. Overseas student health cover (OSHC)

As international students, you are required to maintain overseas student health insurance (OSHC) while you are in Australia. Students must register with private cover within the first 28 days of arriving in Australia. These fees are generally payable annually in advance. For more information, please refer to the OSHC link:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=1006>

e. Visa cancellation

Mandatory cancellation of student visas will occur when a student visa holder is assessed as not complying with the requirements of their visa conditions. Visa cancellation can mean detention, removal from Australia and a bar on applying for other visas or departing Australia.

Current visa conditions set down by Department of Home Affairs (DHA) that international students must comply with include:

- Study full-time whilst in Australia currently at a minimum of 20 hours per week
- Satisfying course requirements
- Maintain a valid enrolment with Aspire English
- Notify Aspire English of any change of contact details and address within seven days
- Have sufficient funds to cover tuition fees and living expenses whilst in Australia
- Do not work more than 40 hours per fortnight (two weeks) during the study period
- Maintain a valid Overseas Student Health Cover throughout the duration of your student visa
- Inform Aspire English and DHA of any change in their course or visa status
- Inform DHA if they withdraw from the course they are enrolled in
- Students must extend their student visa before it expires

f. Leave of absence

International students can apply for leave of absence for one session (five weeks) or one term (10 weeks) in certain limited circumstances including:

- serious illness/injury, where a medical certificate states the student was unable to attend classes;
- instances where the institution is unable to offer a pre-requisite subject;
- an intervention strategy for students at risk of not meeting satisfactory course progress;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country that require emergency travel and this has impacted on the student's studies;
- a traumatic experience which could include:
 1. involvement in, or witnessing of a serious crime,
or
 2. witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

In order to apply for leave of absence, you need to:

- Complete and send a *Leave of Absence* form to ICMSAssist@icms.edu.au (refer to the Forms link: <https://hub.icms.edu.au/uploads/handbook/HBK-61344-1421043044.pdf>)
- Attach a copy of flight tickets and other supporting documents with the Leave of Absence Form
- You must not remain in Australia during the Leave of Absence period.

12. Course progression

Aspire English has six English language levels. Students usually spend 10 weeks at each level. We take great care in placing students in the appropriate level of class depending on their assessment outcomes at the end of each 10 week period.

Your English language proficiency level will be assessed throughout the term with your lecturer providing you with feedback along the way. The assessments, together with your lecturer's recommendation, will help to decide whether you are ready to progress into the next level of class.

The table below outlines the Aspire English grading system.

Standardised mark (%)	Level/(IELTS equivalent)	Articulation to an award course
65-100	A1 (Overall =>6.5) (Writing & Speaking => 6.0)	Progress to Master program
60-64	B1 (Overall 6.0) (Writing & Speaking 5.5)	Progress to Aspire Diploma; ICMS Degree programs; Graduate Certificate of Business
55-59	C1 (Overall 5.5) (Writing & Speaking 5.0)	Progress to: Aspire Diploma program with provisional entry. Foundation Program VET Award
50-54	A2 (Overall 5.0) (Writing & Speaking 4.5)	Cannot progress to an award program without further English study
45-49	B2 (Overall 4.5) (Writing & Speaking 4.0)	Cannot progress to an award program without further English study
40-44	C2 (Overall 4.0) (Writing & Speaking 3.5)	Cannot progress to an award program without further English study
35-39	D2 (Overall 3.5) (Writing & Speaking 3.0)	Cannot progress to an award program without further English study
0-34	E2 (Overall <3.5)	Cannot progress to an award program without further English study

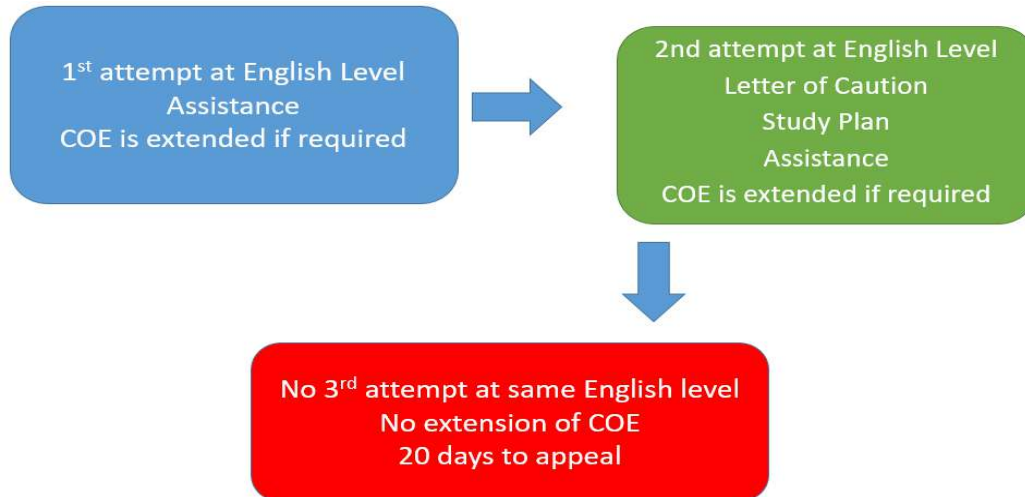
Unsatisfactory course progression

Students are monitored by the dedicated lecturer of the class to ensure that they are progressing through the ELICOS program levels satisfactorily.

The College is committed to supporting students in order for them to achieve their desired academic outcomes. If a student is unable to progress to the next level of study after not achieving the course outcomes for one (10 week) period of study, a letter of caution will be issued to the student by the Office of the Registrar. This letter of caution will also state that if the student does not achieve the required level of English after their second attempt at assessments for that English level, then the student will be advised of the provider's intention to report them to the Department of Home Affairs for unsatisfactory course progress. The student will be directed to attend an Aspire English workshop in addition to attending normal classes to assist with achieving the course outcomes.

A letter of intention to report for unsatisfactory course progress will be issued to a student who fails to progress after the second study period for that level of English language proficiency. The student will have 20 days in which to lodge an appeal before their enrolment is cancelled. The student needs to attend classes until the appeal period has lapsed.

FLOWCHART – Unsatisfactory course progression



See ELICOS Course Progression Policy:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=1010>

13. Terms and conditions

a. Deferral of enrolment

Where appropriate, an international student receiving an offer can request to defer their entry date for the following periods of time:

- A deferral can only be granted if the student has compassionate and compelling grounds, and deferral period may be up to one study period.
- If the entry date has been deferred by the applicant, a new Letter of Offer is given stating the terms and conditions that apply at the time the student will be due to commence the course. Refer to the Admissions policy for more information on deferral.

Admissions Policy:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=1045>

Enrolment Policy:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=1051>

b. Cancellation of enrolment

Aspire can cancel a student's enrolment in certain circumstances, if a student has:

- unsatisfactory academic progress;
- misconduct or expelled due to breaching the College's policies or code of conduct;
- unsatisfactory attendance;
- provided fraudulent evidence or documents given to the College during admission;
- not paid fees by the relevant census date.

The institution is obliged to inform the DHA, through PRISMS, of any change to an international student's enrolment.

c. Request for transfer to another provider

International students are able to request a release from their enrolment to transfer to another registered provider. The institution ensures that it is compliant with the ESOS Act and the requirements of Standard 7 of the National Code, by outlining its approach within the Transfer Between Providers – International Students Policy. All requests for release to transfer between providers will be assessed against this policy. See Transfer Between Providers –International Students Policy:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=1016>

If a student holds a student visa and is considering changing their course of study, they must ensure that they continue to meet all the conditions that apply to their student visa. The following student visa condition has been imposed under SSVF: “you must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa” <https://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

d. Withdrawal (before course commences)

International students who wish to withdraw from a course **before** their commencement date (of the first course if a student has a package offer) must:

1. complete the ‘Withdrawal Request’ form (found in student handbook ‘non-academic policies’);
2. provide an airplane ticket showing the date intended to leave Australia (for onshore students withdrawing to return to their home country); and/or
3. provide a *Decision Record* from the DHA (Department of Home Affairs), if the withdrawal is due to student visa refusal.

For students under 18 years of age, written proof from their legal guardian and/or government sponsor support for the withdrawal is needed.

When a withdrawal request is approved:

1. Aspire Institute will notify the DHA via the Provider Registration and International Student Management System (PRISMS) of the change in the enrolment; and
2. the student will receive a letter stating they may apply for a refund

e. Withdrawal (after commencement of a course of study)

International students who wish to withdraw from a course after their commencement date must provide the following:

1. complete the withdrawal form (found in student handbook ‘non-academic policies’).
2. provide an airplane ticket showing the date the student intends to leave Australia (applicable for students withdrawing to return to their home country).

For students under 18 years of age, written proof from the legal guardian and/or government sponsors support for the withdrawal is also required.

Academic and financial penalties related to withdrawal requests will be decided by Aspire refund policies.

f. Refund of fees

International students who are unsuccessful in their application to enrol at the institution, and/or international students who have been refused a student visa prior to the commencement of a course are advised to check the Refund of Fees – International Student Policy for their eligibility of refund. See Refund of Fees – International Student Policy:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=1053>

The refund application must be submitted within 14 days of receiving the visa rejection notice and the application must include documented evidence of student visa rejection from the Department of Home Affairs. There will be no refund for a student visa which is refused due to the provision of fraudulent documents by the students.

g. Fee payment

An international student must pay all tuition and lodging fees owed to the College. The College must regularly report the fee payment position of international student's to the Department of Home Affairs. A student failing to pay their fee is 'non-compliant' (visa condition 8202), which may lead to the cancellation of his or her visa.

The Letter of Offer advises students of the fees and due date. An enrolment package comes with the Letter of Offer. It gives all related information for new students. They must read the enrolment package and complete and return all documents to Aspire, by the date required. See the Methods of College Payment Policy for all the methods of payment the College will accept.

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/page.php&hbkid=995>

14. Academic appeals

The College is committed to a fair academic appeals system for all students. It aims to resolve appeals promptly, sensitively and completely confidentially.

Most problems can be solved by talking with your teacher. Otherwise, you can make an appointment at Reception to speak with the Head of English Language Programs.

If this is not resolved within the College, you may take your complaint to:
The Overseas Student Ombudsman at www.oso.gov.au or call 1300 362 072

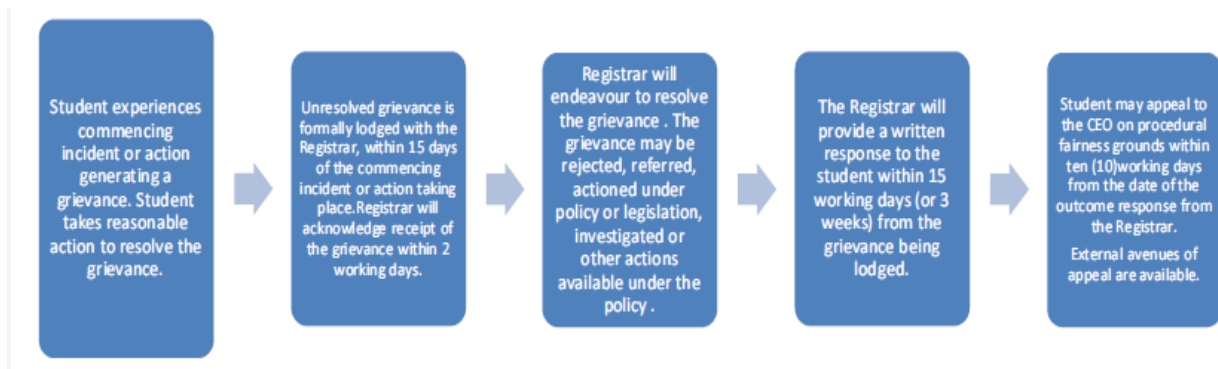
15. Student grievances

A grievance can be defined as a person's expression of dissatisfaction with any aspect of the College's services and activities.

Students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person/s concerned. Assistance in how to raise a grievance with another person can be obtained through the Student Experience Officer at Reception of the Head of English Language Programs.

A formal grievance is required to be in writing and with full documentation and available evidence. The form to complete to lodge a formal grievance will be found on the Forms site on the ICMS Portal or from the Student Services Reception. The completed form should be lodged within fifteen (15) working days of a grievance arising unless there are exceptional circumstances preventing the knowledge of the grievance or the lodgement. A response will be provided to the student on completion of the action taken. The response will be made within a reasonable period of time, but no longer than fifteen (15) working days after the grievance is lodged with the Registrar.

FLOWCHART – Grievance process



See the Student Grievance Handling Policy and Procedure link below:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=1018>

If this is not resolved within the College, you may take your complaint to:

The Overseas Student Ombudsman at www.oso.gov.au or call 1300 362 072

16. Student code of conduct

All Students have the right to an education without disruption or suffering unsuitable behaviour from others. The College will ensure there are suitable standards of behaviour and conduct for all students. Following the Student Code of Conduct (the Code), will ensure all students have a safe and enjoyable place to study. The College expects that all members of its community to behave professionally, with respect for others.

Conduct and wellbeing

As an enrolled student, you are expected to:

- respect the rights of others to study and work free from discrimination, harassment and bullying;
- report any discriminatory behaviour, harassment or bullying to the Head of College;
- behave appropriately at all Aspire events;
- act safely, and not endanger others;
- act with consideration and courtesy to other students, staff and visitors;
- express your views respectfully and accept the rights of others to do the same;
- not damage or misuse the institution's property (including library, IT equipment and other facilities and resources); and
- follow lawful directions from the staff.

Students can expect that the College will:

- require that students are treated with consideration and courtesy by the staff;
- provide a safe learning environment that is free from discrimination and harassment;
- establish procedures that require fair treatment of students;
- assist students to be aware of government regulations affecting their student experience, for example visas and Fee-Help regulations; and
- maintain student records in a manner that protects the privacy of personal information.

Academic Attitude

As an enrolled student, you are expected to:

- perform your studies with honesty and virtue;
- credit the work of others, seek permission to use that work where required and not plagiarise or cheat;
- fulfil course attendance and assessment requirements or seek unfair advantage by contracting another person to write assignments, examinations or undertake any other form of assessment;
- use the institution's resources and services responsibly to support your learning;
- ensure the institution has your current contact details;
- be informed about and obey College policies and procedures.

Students are also expected to:

- attend classes regularly and punctually;
- refrain from the use of devices which may disrupt classes. e.g. mobile phones, portable entertainment equipment, other devices;
- follow the dress code as outlined in the Professional Attire Policy;
- conduct themselves in a safe and healthy manner;
- behave respectfully and responsibly in all communications, including the use of social media
- identify and report any possible hazards from equipment, facilities and the environment;
- refrain from drinking and/or eating in classrooms and any study areas – only bottled water is permitted;
- refrain from smoking on campus;
- refrain from the use of bad language;
- refrain from drinking alcohol on campus; and
- refrain from the use or possession of illegal drugs.

Consequently, students are entitled to:

- be treated fairly and with respect;
- learn in an environment free of discrimination and harassment;
- pursue their educational goals in a safe and supportive environment; and
- expect that privacy is respected and personal information will be kept confidential.

Misconduct

Students that fail to adhere to the Student Code of Conduct may be dealt with in accordance with the institution's misconduct policies. See the Student Code of Conduct:

<https://hub.icms.edu.au/main.php?pagefilename=pages/handbook/handbook/page.php&hbkid=991>