START YOUR ENGLISH LANGUAGE PROGRAM AT USC

Congratulations on receiving your offer to study in USC’s English Language Program (ELP)! This brochure provides a brief overview of ELP at USC, as well as important information you need to know before starting your program with us. You must also read the information provided to you in the Start at USC Guide and the ELP Student Handbook, which you can find at usc.edu.au/internationalguides

Welcome to the University of the Sunshine Coast English Language Program (ELP)

We hope you enjoy learning English for Academic Purposes in USC’s friendly and supportive environment.

You will experience many challenges and rewards as you develop your confidence and fluency. You will join others keen to discover Australian culture and prepare for further studies.

The Sunshine Coast is one of Australia’s most beautiful regions and it’s just over one hour from Queensland’s capital city, Brisbane. In your free time, you can explore vibrant coastal communities, beautiful beaches, hinterland rainforests and national parks.

I wish you every success in your studies.

Kathy Solomon
Director of Studies, USC English Language Programs

USC SUNSHINE COAST 2020 PROGRAM DATES

<table>
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<tr>
<th>PROGRAM</th>
<th>DATES</th>
<th>DURATION</th>
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<tbody>
<tr>
<td>English for Academic Purposes EAP F</td>
<td>14 April–19 June 2020</td>
<td>10 weeks (250 hours)</td>
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<td>22 June–28 August 2020</td>
<td>10 weeks (250 hours)</td>
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| English for Academic Purposes EAP 1 | 17 February–24 April 2020 | 10 weeks (250 hours) |
| | 29 June–4 September 2020 | 10 weeks (250 hours) |
| | 7 September–13 November 2020 | 10 weeks (250 hours) |

| English for Academic Purposes EAP 2 | 17 February–24 April 2020 | 10 weeks (250 hours) |
| | 5 May–10 July 2020 | 10 weeks (250 hours) |
| | 7 September–13 November 2020 | 10 weeks (250 hours) |
| | 23 November 2020–12 February 2021* | 10 weeks (250 hours) |

| English for Academic Purposes EAP 3 | 5 May–10 July 2020 | 10 weeks (250 hours) |
| | 23 November 2020–12 February 2020* | 10 weeks (250 hours) |

USC SOUTH BANK 2020 PROGRAM DATES

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<tr>
<th>PROGRAM</th>
<th>DATES</th>
<th>DURATION</th>
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<tbody>
<tr>
<td>English for Academic Purposes EAP 2</td>
<td>11 May–17 July 2020</td>
<td>10 weeks (250 hours)</td>
</tr>
<tr>
<td></td>
<td>16 November 2020–5 February 2021*</td>
<td>10 weeks (250 hours)</td>
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</tbody>
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| English for Academic Purposes EAP 3 | 11 May–17 July 2020 | 10 weeks (250 hours) |
| | 16 November 2020–5 February 2021* | 10 weeks (250 hours) |

* Holiday break: 21 December 2020–3 January 2021

IMPORTANT CONTACTS

USC International
University of the Sunshine Coast
Sippy Downs Drive
Sippy Downs QLD 4556 Australia
study@usc.edu.au
+61 7 5430 2843
facebook.com/USCInternational
Website: usc.edu.au/international

Accommodation enquiries
+61 7 5430 2843
AskUSC@usc.edu.au

Visa questions
Department of Home Affairs (DOHA):
homeaffairs.gov.au

Your country’s representatives in Australia
Contact details available from the Department of Foreign Affairs and Trade: dfat.gov.au
WELCOME TO ELP

ELP programs are run as an intensive course over 10 weeks. Every day, you will cover important content to improve your academic English and set you on track to progress into your USC award program upon successful completion.

Day 1: Orientation
On your first day of ELP, you will meet your teachers and fellow students and get to know your classroom and campus environment to help you settle in quickly. You will also sit an English level test, which will ensure you are allocated to a class that is most suitable to your level of English.

8.30am  Meet USC ELP staff
USC Sunshine Coast: Arrive at USC Sunshine Coast ELP area before 8.30am (USC International ELP – First Floor, Building J).
USC SouthBank: Arrive at USC SouthBank Ernest Street premises before 8.30am.

8.40am  Sit your English level test
Bring your passport, pens, pencils and eraser for your English level test.

10.30am  ELP Orientation
11am  Take a guided tour of USC
During your guided tour, USC ELP staff will advise you of the arrangements for obtaining your student ID card.

12pm  Explore USC
Explore USC or return home to get ready for your first day of classes.

Day 2: Classes commence
Your classes will start and USC’s ELP department will supply you with all required course materials.

8.30am  Check classroom location
USC Sunshine Coast: Return to USC Sunshine Coast ELP area (USC International ELP – First Floor, Building J) and check classroom notices for your class location.
USC SouthBank: EAP 2 students go to Ernest Street premises.
EAP 3 students go to Merivale Street premises.

8.40am  Start your first class

A typical ELP week may look like this sample schedule:

<table>
<thead>
<tr>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.40–10.40am</td>
<td>Integrated skills</td>
<td>Integrated skills</td>
<td>Integrated skills</td>
<td>Lecture on campus</td>
</tr>
<tr>
<td>10.40–11am</td>
<td>Break</td>
<td>Break</td>
<td>Break</td>
<td>Break</td>
</tr>
<tr>
<td>11am–12pm</td>
<td>Grammar</td>
<td>Listening</td>
<td>Academic reading</td>
<td>Grammar</td>
</tr>
<tr>
<td>12–1pm</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Academic writing</td>
</tr>
<tr>
<td>1–3pm</td>
<td>Questionnaire design</td>
<td>Academic reading</td>
<td>Self access</td>
<td>Computer training</td>
</tr>
</tbody>
</table>

Speaking: presentation skills
DEFERRING YOUR START DAY
If you cannot start on the date stated in your offer letter and Confirmation of Enrolment (for Student visa applicants) due to exceptional circumstances, USC may allow you to defer your studies. In order for your application for deferral to be considered, you must be able to demonstrate compassionate and compelling circumstances.

Please note, you must request the deferral before the start date of your course. If you want to defer, you will need to advise USC International Admissions as soon as possible.

Email: study@usc.edu.au

You will need to tell Admissions staff when you would like to start. Your application will then be re-assessed for commencement on the deferred start date and, if approved, you will be provided with a new letter of offer and written agreement. The change to your enrolment will be reported to the Department of Home Affairs (DOHA).

You should request deferral as soon as you become aware that your exceptional circumstances prevent you from commencing your program on time. Deferral requests received after the start date may only be possible under limited circumstances and may attract financial penalty in accordance with USC’s refund policy.

There is a plain English summary of USC’s refund policy included in this information document, or visit usc.edu.au/elp-refunds

FEES INFORMATION

Application fee
An application fee of A$250* must be paid when you submit your application.

* 2019/2020 rates. Subject to annual review and change

Calculation of tuition fees
- Tuition fees are charged for each course and may vary in each year of enrolment.
- Tuition fees are reviewed annually.

Payment of fees
Tuition fees for your English program must be paid in full at the time you accept your offer.

Consequences of not paying fees
- A student with an overdue debt cannot attend classes or receive a certificate of attainment.
- A student whose enrolment is cancelled for non-payment of fees remains liable for those fees. The student will not be able to enrol again unless the debt is paid. Cancellation of enrolment due to non-payment of fees is reported to the Department of Home Affairs and may affect the validity of a student’s Student visa.

ACADEMIC PROGRESS

USC’s ELP department is required by the National Code of Practice to check your course progress. This is important, because you are in Australia to study and achieve good results.

Satisfactory course progress
To make satisfactory course progress, you must:
- have an attendance rate of 80 percent or above
- participate regularly in class activities
- complete most course assignments and tests
- demonstrate that your language skills are improving

Your teacher will assess your language skills during class. You will make progress if you use English as much as possible, participate regularly in classes, complete your homework, assignments and tests.

Activities monitored for satisfactory course progress include:
- in-class participation
- homework tasks
- formal and informal class tests
- interview with a staff member
- research assignments
- completion of online language tasks

Under the National Code 2018, course progress must be assessed “at the end point of every study period”. For Academic English programs, a study period is defined as:
- English for Academic Purposes (EAP) 1 CRICOS Code: 059941A
  Weeks: 5, 8, 9 and 10
- English for Academic Purposes (EAP) 2 CRICOS Code: 059941A
  Weeks: 4, 5, 8, 9 and 10
- English for Academic Purposes (EAP) 3 CRICOS Code: 059941A
  Weeks: 4, 5, 6, 8, 9 and 10

Formal assessment of your progress takes place during these times. Assessment tasks will cover all four macro skills—Reading, Writing, Speaking and Listening. However, not every assessment task covers all four macro skills at once. You should talk to your teachers about your English language study. They can help you develop strategies for improving your English. Every few weeks, your teacher will talk to you privately during Self Access time. At this time, your teacher will discuss your progress with you.

Your teacher may give you feedback on your progress, listen to your concerns, and offer advice.

CONTACT HOURS AND STUDY COMMITMENT

All students are expected to attend classes regularly and on time. Students who are late miss important study and interrupt other students. Teachers mark the attendance rolls for each of the three sessions each day.

Session times are:
- 8.40am to 10.40am
- 11am to 12noon
- 1pm to 3pm

If you are late, you must leave the classroom for an extended period. You will be marked absent for the time you are not in class (eg -15 to show 15 minutes absent). If you hold a Student visa, the Department of Home Affairs (DOHA) requires that you attend a minimum of 80 percent of your course.

If you do not attend at least 80 percent of your course, you may be reported to DOHA, and this may affect your Student visa. You will not receive a course certificate if your attendance rate is less than 80 percent. This applies to all students, regardless of visa type. Attendance is calculated every Monday afternoon.

IMPORTANT INFORMATION

All students must abide by USC by-laws and rules, and are subject to all USC regulations. Please familiarise yourself with USC policies regarding fees and refunds, grievance handling procedures and academic progress.

For details, refer to the ELP Handbook and visit usc.edu.au/elp-refunds.
PLAIN ENGLISH REFUND POLICY AND PROCEDURES

This is a plain English summary of the University’s refund policy and procedures as they affect English Language Program (ELP) students. It is based on the Student Fees and Charges Policy and Student Fees, Charges and Refunds Procedures. The refund policy and procedures refer only to payments to USC for courses and services provided by USC. It does not refer to payments made to third parties.

1. If the University is unable to deliver your course in full, you will be offered a refund of the unused portion of any pre-paid tuition fees. The refund will be paid within two weeks of the day on which the program ceased being provided. Alternatively, you may be offered enrolment in another ELP program at the University at no extra cost to you. You must inform the University in writing of whether you have chosen to accept a refund of course monies, or accept a place in the other program.

2. You will not be eligible to receive any refund of program fees after a program has commenced, unless:
   a) The University of the Sunshine Coast is unable to deliver your program in full (refer to Clause 1), or,
   b) You are unable to start on the agreed starting date, or you withdraw from the program, because the Australian Government refused to grant you a Student visa (refer to Clause 4a).

3. You will receive a full refund of your airport transfer charges, if you have paid USC for this service, and if the University receives written cancellation of this service at least 14 days before your stated arrival.

4. You, or your agent, will be entitled to a refund of program fees in the following situations:
   a) If your Student visa application is refused and you provide the University with written evidence of this, you or your agent will be entitled to a refund of program fees, with the following deductions:
      i) A$500 or 5 percent of the total amount of pre-paid fees received, whichever is the lesser
      ii) non-recoverable expenses incurred in organising travel, accommodation or other services
      iii) the cost of books, equipment, and other materials purchased or produced by the University for you to undertake the program.
   b) If you, or your agent, give the University written notice of your decision to cancel your application for a program at least 28 days before the commencement date of the program, you or your agent will be entitled to a refund of 75 percent of the program fees, with the following deductions:
      i) the ELP application fee,
      ii) the Airport Transfer Fee, if paid to USC, unless we have received notice of cancellation in writing at least 14 days before your stated arrival,
      iii) the cost of books, equipment, and other materials purchased or produced by the University for you to undertake the program.
   c) If you, or your agent, give the University written notice of your decision to cancel your application for a program at least 27 days before the commencement date of the program, you or your agent will be entitled to a refund of 50 percent of the program fees, with the following deductions:
      i) the ELP application fee,
      ii) the cost of books, equipment, and other materials purchased or produced by the University for you to undertake the program.
      iii) all expenses incurred by the University for services provided or arranged for you that cannot be recovered by the University.

5. If you wish to request a refund of fees and charges, you must complete an international refund form available at student forms.

6. You or your agent will receive an approved refund within 28 days of the University receiving your request.

7. You or your agent will receive a statement from the University explaining how the refund amount was calculated.

8. Refunds of fees and charges are made in the same currency in which the fees and charges were paid. The refund is made to the person who entered into the written agreement with the University, unless that person directs the University otherwise in writing.

9. If you are seeking a refund of any monies paid for Overseas Student Health Cover, you will need to contact the agency or service provider with whom you took out that cover.

10. This agreement, and the availability of complaints and appeals processes, does not remove your rights to take action under Australia’s consumer protection laws.