



Australian National College of English

STUDENT HANDBOOK

September 2019



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ABOUT ANCE

The Australian National College of English is

- a provider of English Language Intensive Courses to Overseas Students (ELICOS)
- registered with the Commonwealth Registry of Institutions & Courses for Overseas Students (CRICOS)
- accredited by the National ELT Accreditation Scheme (NEAS).

The ANCE campus is at Level 8, 474 Flinders Street, Melbourne. Our facilities are modern and spacious with well set-out classrooms and there is free access to the Internet.

ANCE aims to provide quality teaching and facilities for our students and to be an active partner in their progress. The welfare and vocational goals of our students have top priority. Our staff are well qualified and experienced and are able to give extra personal attention to help students achieve their aspirations.

ANCE is linked to the Australian National Institute of Business & Technology (ANIBT), which is a Registered Training Organisation providing vocational education and training from Certificate III to Graduate Certificate levels. Study pathways are available from ANCE to ANIBT and to some other colleges and TAFEs in Melbourne.

ANCE Mission Statement

ANCE strives to be a caring, professional educational facility which seeks to provide an excellent learning environment to allow students to reach their full potential. Using dynamic teaching methods and a student-centred learning approach, we are committed to giving you the key to your future opportunities.

Giving our best to help you become your best.

ANCE strives to be:

- Caring and professional.
- An excellent learning environment.

ANCE's educational goals are:

- To provide dynamic teaching.
- To provide student-centred learning.

ANCE is committed to:

- Helping our students fulfil their potential.

Giving our students the key to their future opportunities.

ANCE Code of Practice

ANCE is committed to an ethical Code of Practice, meaning that principles of access and equity are integrated into all our provision of services and our treatment of our students and staff.



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All students and staff at ANCE, regardless of cultural background, race, gender, age, disability

- have the right to study and/or work in an environment free from discrimination and harassment
- have the right to be treated in a fair and considerate manner by all other students and staff
- have the right to receive information, advice and support in a fair and equitable manner.

If you observe that ANCE is not following this Code of Practice, you should report your complaint or grievance to an appropriate person, e.g.

- your teacher
- the Academic Manager
- the Student Services & Support Co-ordinator or Manager

Information about the Complaints and Grievance procedure is available from ANCE Administration and www.ance.vic.edu.au.

Compliance with Australian Law

Laws of the Commonwealth of Australia and of the State of Victoria govern the study contract between the student and ANCE. In its policies and procedures, ANCE upholds the provisions of the laws, particularly in relation to

- Education Services for Overseas Students Act 2000 (the **ESOS Act**, as amended)
- National Code of Practice for Providers of Education Services to Overseas Students 2007
- Human Rights and Equal Opportunity Commission Act 1986
- Occupational Health and Safety Act 2004
- Privacy regulations.

Official information about rules for international students is available at <https://aei.gov.au/regulatory-information/Pages/Regulatoryinformation.aspx> - Go to "Information for students".

WELFARE & GUIDANCE

Learning Support Strategies

ANCE offers support to help you make good progress in your study, including

- Instruction and guidance in developing effective study skills
- Mentoring to assist you achieve the best possible results
- Individual tuition if required
- Helping to arrange professional counselling for personal difficulties.

Your teacher and the Academic Manager are available to help and support you in your studies and you can discuss your learning needs with them.

Orientation Program

At the end of enrolment, the orientation program helps you to become familiar with ANCE staff and facilities and with course details and assessment information. Students are informed about

- the outcomes to be achieved from their course and for each 5-week learning block
- ANCE's attendance policy



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- your Australian student visa conditions
- when you have course breaks between CoEs
- access and equity principles, and ANCE's procedure for complaints and appeals.

You have the opportunity to ask questions about the College and your course.

As part of your enrolment, ANCE may give you a short English test so that we can find out your English level. Your hopes and plans for further study and training are also discussed. The Academic Manager will then allocate you to a suitable English class. You are expected to start class on time every day. If you are more than 15 minutes late, you are marked "absent" for the first hour of the lesson.

Advice and Counselling

Finding the right person to ask about things will help you to get useful answers and advice.

Your teacher can help with questions and advice about

- your English learning
- how to manage study.

The **Academic Manager** can help with questions and advice about

- problems relating to other students and teachers
- your future study plans
- managing the balance between study and work
- variations in your course or break times

The **Student Services & Support Co-ordinator** can help with questions and advice about

- managing relations with your family members or your housemates in Melbourne
- your health and safety in Melbourne
- controlling alcohol and/or drugs
- managing spending and/or gambling

The Academic Manager can arrange for you to have an interview with ANCE's **Student Counsellor** to discuss any of these things. Interviews with the Student Counsellor are free, and your discussions with the Counsellor are private – he does not need to report to the college what you have talked about.

The Student Counsellor can arrange an interview for you with a suitable professional specialist counsellor or agency, e.g. a doctor, a psychologist, a lawyer. Your first interview with the professional specialist will be free or at low cost to you.

Student Visa Conditions

All international students with student visas must comply with current visa conditions and regulations determined by the Department of Immigration and Border Protection (DIBP). Your visa conditions include:

- Full-time study while in Australia
- Maintaining a valid enrolment at ANCE for full-time study.



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- Satisfying course requirements, that is *you must attend at least 80% of scheduled classes AND you must maintain satisfactory progress in your course.*
- Informing ANCE of any changes to your Australian address within seven (7) days of the change.
- Having sufficient funds to cover tuition fees AND living expenses while in Australia.
- Working an average of no more than 20 hours a week while studying in a scheduled English course.
- Insurance: maintaining valid Overseas Student Health Cover.
- You cannot change education provider during the first 6 months of your principal course without submitting an application to DIBP and obtaining a release letter from your current institute.
- You must inform DIBP if you change your student status.
- You must inform DIBP if you withdraw from a course that you are enrolled in.
- If you intend to stay longer than your visa allows, you must extend your student visa **before** it expires.

For more detailed information about Australian visas, you should talk to an immigration lawyer.

When you enrol, you must inform ANCE of your current visa status. While you are enrolled, you must also inform ANCE of any visa changes. For example:

- *While you are a student at ANCE, you change your visa from a Working Holiday Visa (subclass 417) to a Student Visa (ELICOS subclass 570).* ☑ You must inform ANCE of the change within seven days.

Health and medical insurance

If you have an Australian student visa, you must have Overseas Student Health Cover (OSHC).

- When you are completing your enrolment, ANCE staff will check whether you have OSHC.
- If you wish, you can apply for OSHC yourself.
- If you prefer, ANCE can apply for OSHC for you. ANCE staff will tell you when your OSHC membership card arrives at the college.

STUDENT LIFE & RESPONSIBILITIES

Attendance

If you have an Australian student visa, ANCE expects you to attend and participate in English classes **full-time**; that is *20 hours each week*. Exceptions:

- health problems (You must have an original medical certificate.)
- other compassionate and compelling reasons, that is *very strong reasons*.

Examples:

- *You are moving house from one suburb of Melbourne to another.* ☑ This is **not** a compassionate and compelling reason. You should move house at the weekend.
- *Your aunt and uncle are visiting Melbourne and want to look around the city.* ☑ This is **not** a compassionate and compelling reason. You should show your relatives around Melbourne after school or on the weekend.
- *The boss in your part-time job wants you to work full-time for one day because of a staff shortage.* ☑ This is **not** a compassionate and compelling reason. For student visa holders, study comes first. If you wish, ANCE can write a letter to your boss to explain the visa rules.
- *Your wallet has been stolen and therefore you have lost your ID card and ATM card. You have to arrange replacements quickly.* ☑ This is a compassionate and compelling reason.



- *There is a natural disaster in your home country, and your family lives in an area of danger. You are very worried and you stay up all night talking to your family members on the phone.* This is a compassionate and compelling reason.

Punctuality

You are expected to start class on time every day. If you are more than 15 minutes late, you are marked “absent” for the first part of the lesson and the teacher will not let you enter until the break. This will affect your overall attendance percentage. If you arrive between 9:00 and 9:30am because of some unforeseen problem which stops you arriving on time (like transport network problems or an emergency), you should see the Academic Manager and explain your situation and he will determine if you should be allowed into class.

International students on a student visa are required by Australian government regulations to maintain satisfactory attendance. A student’s attendance is considered unsatisfactory by DIBP if it is below 80% of the scheduled hours of delivery of a course’s Confirmation of Enrolment (CoE). ANCE is obliged to report unsatisfactory attendance, including absence due to illness, to DIBP. If your attendance falls a little below 80%, ANCE may have some discretion about whether to report you to DIBP. However once attendance falls below 70%, you will be reported and this can put your student visa at risk.

Your attendance is an essential part of your progress in your course. See **Appendix D: Attendance & Assessment Procedures**.

Medical Certificates

If you are away from school because of health problems (of your own *OR* of a close family member)

- you must get a medical certificate from a doctor
- bring the medical certificate to ANCE Administration when you return to school
- Our reception will take a photocopy and return the original to you, which you are advised to keep
- you will still be marked “absent” from class for the hours you missed.
- *If ANCE has to report you to DIBP for unsatisfactory attendance, your medical certificates can be used as evidence by DIBP when they are considering your visa status.*

Graduating - ANCE Certificates of ELICOS and Statements of Participation

(See the *Academic Handbook* for more information)

Shortly after the end of your course, ANCE will provide

- an official Certificate of ELICOS, if you have satisfactorily completed a level of English study *AND* if your attendance has been satisfactory overall. The Certificate of ELICOS includes explanatory notes about the English level you have completed at ANCE.

OR

- a Statement of Participation, if you have not satisfactorily completed the level of English study *OR* your attendance has been unsatisfactory overall.



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Breaks between your periods of enrolment (CoE breaks)

Confirmations of Enrolment (CoEs) are linked to your Australian student visa. If you are studying at ANCE for more than 10 or 15 weeks, you probably have a break between your course CoEs. During the orientation period, ANCE Student Services will send you a letter and an email to confirm your CoE breaks. You should not attend classes during a CoE break.

- If you want to continue attending class during your CoE break, you need to first make an appointment to discuss it with the Student Services Officer. She will arrange to change your course dates.
- If you do **not** have a scheduled CoE break AND you have been attending class for fifteen or more weeks, it may be a good idea to take a break. Having a rest from study is important to maintaining a balanced and healthy lifestyle. Before your planned break you must have an interview with a senior ANCE staff member to arrange the dates of your holidays. If you take a break without first having permission, you are marked “absent” on the class roll.

Suspending your Studies

The College may agree to suspend your studies if there are compassionate or other compelling reasons. These could include major problems such as a natural disaster in your homeland or a serious illness in your family or you need significant medical treatment. You must complete an ANCE “Application to Suspend Studies” Form and discuss the application with the Academic Manager and/or Student Services Officer before your planned time away from school. If you are returning to your home country during the suspension of studies, before you leave you must show ANCE evidence of your airline bookings.

Return to class: Before you return to class, you must have a meeting with the Academic Manager to discuss rejoining your course and your study plans. Note that if you suspend your studies, your enrolment dates will change and you may have to apply to extend your visa. The maximum suspension possible during a course is six months.

Withdrawing from your course

Students on Student visas can not withdraw from their primary course within 6 months of commencement. If you have a pathway to ANIBT, this is your ANIBT course.

If you withdraw, you will need to apply in writing on the *Request for Withdrawal from Studies* form available from Student Services. Cancellation fees may apply.

Refund and Cancellation Policy

If you need to withdraw from your course, you may get a refund for any CoE’s not already commenced with at least 2 weeks notice before they start date. You will not get a refund of fees for any CoEs already started. You will also need to pay a cancellation fee of \$500.

If you are withdrawing to go to another institution, you must provide details about that course and why you are leaving ANCE. If approved, a release letter will be sent to your new institution.



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Official Letters Requested by Students

Sometimes students need to provide official statements from ANCE regarding their enrolment, course progress or status to provide to Immigration or for visa application. The following letters can be requested by students from Student Services:

- Statement of Course Progress
- Statement of Course Completion
- Statement of Enrolment
- Official Invitation to a Student's family member to visit them in Australia (if this is required for a visa)

There is a administration charge of \$5 for each of these.

Disciplinary Policy

Respect for other individuals is an important value at ANCE. Our goal is to provide an environment free of discrimination and harassment and to offer fair and equitable policies and procedures for all. If your behaviour does not follow these policies, you will have to attend counselling and may be subject to disciplinary action.

Disciplinary action could include:

- limited access to school facilities
- temporary removal from class
- cancellation of enrolment.
- If you deliberately or recklessly damage ANCE property, you must pay compensation.

Plagiarism and Cheating

Plagiarism is copying someone else's work, writing or ideas and claiming them as your own. If you copy writing from a website and submit in as your work in a test or assignment without acknowledging the original author, this is plagiarism. Plagiarism is a form of cheating and will not be allowed. Likewise, using web-based dictionaries or websites to help answer tests is strictly not allowed. If you are caught cheating in these manners, you will face disciplinary action.

Alcohol and Drugs

You should not be under the influence of alcohol and/or illegal drugs while you are at school.

If you use or sell illegal drugs at ANCE, we must report you to the Victoria Police.

- *If you are having personal difficulty with alcohol or drugs, or a friend or family member is having difficulty, the Student Services & Support Co-ordinator can arrange for you to have an interview with the ANCE Student Counsellor, who is experienced in talking about these things and offering help. Interviews with the Student Counsellor are free and are private.*

Language

- Students should always behave with respect for others and use language that is respectful to other students and staff.
- ANCE has an 'English only' policy in and around the Level 8 classrooms. If you want to speak in another language, please go to the Level 8 lift area, to the ground floor or outside.

Harassment

Harassment of any kind – whether physical, sexual, verbal, electronic, etc – is totally unacceptable at ANCE and any student harassing others will be subject to disciplinary action.

Students' Rights and Entitlements

You are entitled to the following:

- Receiving information about your program of study, the availability of learning resources and appropriate services.
- Receiving teaching and assessment in accordance with the requirements of your accredited course.
- Learning from teachers who have suitable TESOL qualifications and experience.
- Being in a learning environment where all individuals are respected and which is free from harassment and discrimination. See ANCE Code of Practice: www.ance.vic.edu.au
- Having access to fair and equitable procedures for dealing with student problems, complaints and appeals. See Appendix C: Complaints and Appeals Procedure.
- Receiving regular feedback about your English learning and academic performance.
- Receiving a certificate of achievement when you have satisfactorily completed your course.

Privacy

ANCE has a Privacy Policy that is available to read when you enrol, or see www.ance.vic.edu.au.

- ANCE uses the information collected only for the services we provide.
- ANCE does not disclose information that we gather about you to third parties (external people or organisations).
- If a third party asks for information about you, we ask for your permission before releasing any information.

Exceptions:

- ANCE is required by law to provide information about students to certain government organisations, e.g. the Department of Education, the Department of Immigration and Border Control, the ESOS Assurance Fund.
- If you break the law in a criminal manner while you are at ANCE, the college has to report that to the police.

Computer Facilities

Computer facilities are available for students, including a computer lab and wireless internet access. As an enrolled student of ANCE, you must follow the college rules:

- Use ANCE/ANIBT computer facilities only for academic research and study-related activities.
- You must not download or send material that is obscene, offensive or slanderous.
- Do not use ANCE/ANIBT computer facilities for unauthorised access to computer or network systems.
- Use ANCE/ANIBT computer facilities only in accordance with copyright regulations.
- The management of ANCE may directly or indirectly monitor student files, keystrokes, electronic mail, electronic messages and activity in the ANCE network in order to ensure the security of ANCE's systems.
- After your enrolment at ANCE and/or ANIBT has ended, you should not use the ANCE computer facilities.

You can use the ANCE computer lab during your break times

Student Kitchens & Common Rooms

The student common rooms on levels 7, 8 and 13 are available before and after class and during breaks. Level 8 has two kitchens with plates, cups and cutlery provided. These also have kettles, microwave ovens and refrigerators. Food and/or drink are not permitted in the computer lab. Students should wash up their plates, cups and cutlery after use. The Lotos Café on Level 13 is also available to students but is sometimes closed due to external hire.

ANCE STAFF CONTACT - If you have any questions or problems:

Academic Manager

Victor Johnson *Level 8*

T: 9620 1722 E: am@ance.vic.edu.au

ANCE Reception

Liz Granobles *Level 8*

T: 9620 1722 E: reception@ance.vic.edu.au

ANCE Student Services & Accounts

Angie Jiang *Level 8 (afternoons)*

T: 9620 1722 E: studentservices@ance.vic.edu.au

Student Counsellor (not on campus but can be contacted as needed)

Leigh Trinh

- Ask Admin to arrange an interview.

ANCE emergency contact

- T: 0402 125 752 for help if you have a serious personal emergency outside ANCE office hours.

Example:

- *Your housemate becomes very angry with you and throws all your things out of the house late at night. You have nowhere to stay overnight that is safe.* Call an ANCE staff member on 0402 125 752 and ask for emergency help.

Useful web addresses and Melbourne telephone numbers

- **MYKI** (Public Transport card) <http://www.myki.com.au>
OR ask ANCE Student Services staff for help.
- **Gambling Help line** (available in several languages) T: 1800 858 858
- **Help for depression and anxiety:** Beyond Blue <http://www.beyondblue.org.au/>
- **Information about renting a property** and tenants' rights



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Tenants Union of Victoria (a private community support organisation) www.tuv.org.au
Consumer Affairs Victoria (a government department) www.consumer.vic.gov.au

- **Overseas Students Ombudsman** www.oso.gov.au T: 1300 362 072
(also available with Interpreting service T: 131 450)

- **Victoria Police Multicultural Liaison Officers** – Southbank offices
Dinesh Nettur and Andrew Kennedy T: 9247 5531

- **Emergency!**

Fire T: 000

Police T: 000

Ambulance T: 000

Tell the phone operator what kind of problem there is, who you are, where you are.

Appendices

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Appendix A. General English: sample weekly timetable

Note that ANCE timetables may vary during the year. The actual timetable in your course may be different from this sample. For students with student visas, attendance full-time for 20 hours per week is compulsory.

DAILY CLASS TIMES

- Daytime class

	Mon	Tues	Wed	Thur	Fri
8:45am – 10:45am	lesson 1	lesson 1	lesson 1	lesson 1	-
<i>10:45am -11:00am</i>	<i>break</i>	<i>break</i>	<i>break</i>	<i>break</i>	-
11:00am – 1:00pm	lesson 2	lesson 2	lesson 2	lesson 2	-
<i>1:00pm – 1:45pm</i>	<i>lunchtime</i>	<i>lunchtime</i>	<i>lunchtime</i>	<i>lunchtime</i>	-
1:45pm – 2:45pm	lesson 3	lesson 3	lesson 3	lesson 3	-
Elem/ Pre-int/ Int/ Upr-int	5 hrs	5 hrs	5 hrs	5 hrs	Total: 20

- Evening class

	Mon	Tues	Wed	Thur	Fri
5:00-7:00pm	lesson 1				
<i>7:00-7:30pm</i>	<i>break</i>	<i>break</i>	<i>break</i>	<i>break</i>	<i>break</i>
7:30-9:30pm	lesson 2				
Pre-Inter Int/ Upr-int	4 hrs				

Total: **20**

Please note:

If you have a student visa and are enrolled in ELICOS, attendance in class is **compulsory**. Attendance is counted by **the number of hours** of your ELICOS enrolment. If you are more than 15 minutes late, you will be **marked absent** for the first hour of that lesson.

Excursions:

Every 5 weeks, ANCE classes go on excursions to cultural institutions such as Art Galleries and Museums, other places of interest and fun activities around Melbourne. Sometimes there is an admission charge for these,



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sometimes they are free. Excursions are an important part in our curriculum. These give you a learning experience in Australian history and culture, and an opportunity to practice your English in a wider social context. Students are expected to participate in excursions and absences will be treated as an absence from college.

Appendix B. Help with your problems

Academic

If you are having difficulty with **English class**, your **English learning** or your **study plans** after the English course, you should make an appointment to talk to the Academic Manager.

Administration

If you are having difficulty with your **enrolment** or **fees**, your **health insurance** (OSHC) or changes to your **visa status**, you should make an appointment to talk to Viviana at ANCE Reception on L8.

Welfare

If you are having problems with your **health**, your **homestay** or other **accommodation**, your **workplace** or other **personal problems**, and you would like to discuss them, you should make an appointment to talk to Victor the Academic Manager. He can also arrange for you to talk with the Student Counsellor.

Appendix C. Complaints and Appeals Procedure

Complaints

If you would like to make a complaint about ANCE or the way that you are being treated here, you should firstly talk to your teacher or the Academic Manager.

If you are not satisfied with the response, you should use the Complaints Procedure that is on the ANCE website: www.ance.vic.edu.au.

The Complaints Procedure will allow you to present your case formally. ANCE staff must respond within a certain period of time and a written record of the process will be made and kept on file. Complaints should be made directly to the suitable ANCE staff using the complaint form. Do not make complaints to your agent, they do not work for ANCE and have no authority to fix problems.

Appeals

If your concern is not resolved satisfactorily by the Complaints Procedure, you will be able to make **an internal appeal** to ANCE management.

If your concern is not resolved satisfactorily by the Appeals Procedure, you will be able to make **an external appeal** to the Overseas Students' Ombudsman, a government official whose role is the investigation of complaints by students: www.oso.gov.au. Appeals to the Ombudsman are free, and ANCE Reception can help you to submit an appeal.

*Note: In **any** meeting, you can choose to be accompanied by someone to support and assist you.*

Appendix D. ANCE Policies on Attendance and Assessment

Attendance

ANCE expects Australian student visa holders to attend their English course full-time, which at ANCE is 20 hours per week. We monitor your attendance hourly: arriving in class more than 15 minutes after the scheduled starting time is disruptive and will result in your being marked absent for the first hour of the lesson. **If your attendance is falling toward the 80% minimum required by student visa regulations, you will receive warning notices** at your ANCE student email address and will be asked to attend a **counselling session** with ANCE Academic Manager. If you have a compelling and documented reason for missing class, it is important to let ANCE staff know during these counselling sessions, as ANCE will take this into account.

If your attendance falls between 80% and 70%, ANCE will use its discretion on whether to **report** you to the DIBP. This depends on whether evidence of **special consideration** has been provided. The College is required to report to the DIBP student visa holders whose attendance falls below 70%, and this could put your visa at risk.

If it is necessary for ANCE to report you to DIBP for unsatisfactory course progress or unsatisfactory attendance, ANCE will inform you. If it is then possible for you to attend at least 70% of your scheduled total course hours, you have **a right to appeal** against ANCE's intention to report you. When your attendance reaches less than 70% of scheduled total hours in your current CoE, ANCE will report you to DIBP without any internal appeals. This can happen even after your course has finished.

Assessment (See *Academic Handbook* for more information)

Your ANCE English course progress is not assessed in a final exam but is carried out **continuously** in blocks of 5 weeks. Assessment of your English learning is recorded in a Student Academic File, which includes:

- tasks used in the assessment of your English learning
- results of your performance in the tasks
- teachers' comments about your progress.

If you wish, your Student Academic File can be made available for you to see. Ask your teacher or the Academic Manager.

Participation in class is an important part of your learning. This means taking part in class activities, co-operating with your classmates, completing preparation and homework tasks, having a positive attitude to learning, and showing respect for others. And remember: when you are not attending class, you are not participating. **ATTENDANCE IS AN ESSENTIAL PART OF YOUR PROGRESS IN YOUR ENGLISH COURSE** and is also an Australian government student visa condition.



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Whenever you attend class, you should bring **your own writing materials**. ANCE does not supply pens, pencils, paper and USB sticks for taking notes or doing writing tasks in class. ANCE does supply computers for use at school and, if you bring your own laptop computer or tablet, there is a free wi-fi connection available.

Progress to Vocational Courses

For students intending to go on to vocational training at ANIBT, the Institute will admit you to the vocational course of your choice only when you can show the ANCE English teachers and the Academic Manager you have **made enough progress** in your English skills to be able to manage the lectures, collaborative tasks and written assignments in your next course. As a general rule, students should have successfully completed Upper Intermediate General English or have an IELTS score of 5.5 or equivalent. Similarly, other pathway providers, such as Chisholm Institute, Holmesglen Institute or Kaplan Business School, require you to meet certain language standards in order to enter vocational training or higher education. See www.ance.vic.edu.au.

Note: If your attendance in your course has been unsatisfactory, you cannot receive a Certificate of ELICOS from ANCE.