

STUDENT HANDBOOK

Part B – International Students

Section 2 – Student Engagement before Enrolment

Foreword to International Students

International student should also refer to Part A Section 3 of the student handbook for additional and supplementary information on pre-enrolment information, fees and refunds.

International Student Enrolment Procedure

ALG ensure we recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia.

ALG must also ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

You are able to enrol with ALG in one of 4 intakes per year.

Students are encouraged to apply for enrolment as early as possible to allow for the time it takes for visa processing. Students need to apply well in advance of the term commencing to ensure a better opportunity of placement (the duration of this process depends on which country you apply from. For more detailed information check the Australian immigration department website). Early application is recommended to ensure places are available.

Our term starting dates are:

- Term 1 - end of January
- Term 2 - end of April
- Term 3 - mid of July
- Term 4 - mid of October

The exact starting dates are available on our websites.

Application Forms

Application forms are available on our website. If your application to study at ALG is successful you will be sent a Letter of Offer and details of how to make your initial payment. Under the National Code 2007 International Students are required to sign a Student Agreement with ALG. This agreement will be sent to students with the Letter of Offer.

Note: Some students may be asked for supplementary evidence to satisfy GTE (Genuine Temporary Entrant) requirements.

Accepting Class Allocations

Students accept that they will be allocated to classes from term to term and student allocation is based on the discretion of ALG.

ALG will not allow students to change/choose classes at their own will.

Information Provided to Students Prior to Enrolment

Prior to accepting a student, or an intending student, for enrolment in a course, ALG will provide, in print or through referral to an electronic copy, current and accurate information regarding the following:

- the requirements for acceptance into a course, including the minimum level of English language proficiency and/or educational qualifications or work experience required
- the course content and duration, qualification offered if applicable, modes of study and assessment methods
- campus locations and a general description of facilities, equipment, and learning and library resources available to students
- details of any arrangements with another registered provider, person or business to provide the course or part of the course
- indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- a description of the ESOS framework and
- relevant information on living in Australia, including:
 - i. indicative costs of living
 - ii. accommodation options; and
 - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

Campus Locations and a General Description of Facilities

Up to date details of our campus locations, a general description of facilities, equipment, and learning and library – including maps, address, photos, etc. can be found on our websites.

English Language Proficiency

All classes at Australian Learning Group are conducted in English.

If you are an International Student and English is not your primary language you are required to show evidence that you have the required level of English proficiency prior to enrolment.

Please refer to the appendix for a copy of the [English Proficiency Requirement Factsheet](#).

Academic Requirements

To find out what evidence of academic requirements students have to provide, they can use a tool provided by the Australian immigration department:

<https://www.border.gov.au/Trav/Visa-1/500->

Description of the ESOS Framework

ALG must provide a description of the ESOS framework made available electronically by the Department of Education and Training. Students may access this from this web address below:

[https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)

Alternatively you can download it here should the above link be inactive:

<http://alg.edu.au/docs/esosact.pdf>

Living in Australia

Accommodation

When it comes to finding accommodation you have many options to choose from ranging from finding your own apartment, to homestays to short term rental accommodation.

It is typical that most students will find their own apartment, or find an apartment to share with others. Homestays allow students to have accommodation with carefully selected homestay families. These offer students a safe, friendly and caring “home away from home” environment, as well as the opportunity to practise their English in real-life situations.

When you arrive there are several youth hostels and budget accommodation venues that you can access via the internet for short term accommodation needs. There is a list of accommodation resources in our student support booklet available here: http://www.alg.edu.au/docs/alg_studentsupportbooklet.pdf

Transport

Public transport in Australia is very accessible with ferries, buses, trains and taxis being available throughout major cities.

Climate

Australia enjoys a temperate climate which enables residents to enjoy outdoor activities all year round. Summer temperatures are usually between 25 and 30 degrees celsius. February is usually the hottest summer month, so if you are arriving during this month to commence your studies, make sure you wear light clothing under any coat or jacket you take on the plane with you. Winters are usually cool, with temperatures averaging about 17 degrees celsius. During winter the night time temperature can drop to around 9 degrees Celsius, so either plan to bring warm clothing with you or budget to buy winter clothes during your first year of studies.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world, many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home.

Money and Banks

One of the first things you may wish to do when you arrive in Australia is to open a bank account in which to deposit money, so you can pay for things in the local currency. If you intend to work while you are studying your employer will be able to pay you directly into your account if you open an Australian bank account.

Credit Cards and ATMs

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are MasterCard, Visa, American Express, and Diners International. Most shopping centres have Automatic Teller Machines (ATMs). Some ATMs charge a fee for withdrawal if you do not have an account with that bank.

Telephones and Mobile Phones

Public telephones are available at all Post Offices and shopping centres, and on many street corners. Public pay phones accept a variety of coins and phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at any Newsagent. While in Australia, you may wish to purchase a mobile phone. You will be able to purchase pre-paid mobile phone cards, which will add a certain amount of credit to your phone.

Post Offices

The hours of opening are usually 9am - 5pm Monday to Friday, sometimes Saturdays. Post Offices are able to help you with mailing letters and packages, buying gifts and greeting cards, and even paying your bills online. To find the nearest post office to your accommodation visit their website www.auspost.com.au or phone 131318.

Living Costs

Before you decide to study with ALG you should consider whether you have enough money for your stay in Australia. Personal student and living expenses are not included in the fees quoted and are the responsibility of the student.

You'll need to consider the following costs: accommodation, airfares, course fees, overseas student health cover (OSHC) and all general expenses during your stay in Australia. As a general guide, your accommodation, food, transport and general expenses will cost you around \$20,000AUD a year, depending on your lifestyle and your accommodation choice.

When you apply for a student visa you must also provide evidence that you have enough money to pay your course fees, return air fares and living costs while you are living in Australia.

The cost of living in Australia will vary depending on your choice of accommodation and the suburb. Following is an indication of the weekly costs you may incur. This is only a guide, and all amounts are in Australian dollars.

- Accommodation and Rent - \$130 - \$250 per week

- Travel (weekly bus ticket) - \$34 per week
- Telephone / Mobile phone – \$ 20 – 30 per month
- Groceries (e.g. food, toiletries etc) \$ 50 -75 per week

Student Visa Information

If you are interested in studying in Australia and applying for a student visa, you must first apply for admission to ALG.

Once your application has been successful with ALG and you have paid your student fees, you will get a Confirmation of Enrolment (CoE) from us.

This CoE must then be used when you apply and submit your Visa Application.

Unless instructed otherwise by ALG or agent you have been dealing with, you should send your visa application (together with the correct visa charge and all necessary documents) to the nearest Australian Embassy or Australian immigration department Office.

STEP 1	▶ Apply to ALG for Admission If successful, we will issue you a Letter of Offer to study at ALG
STEP 2	▶ To accept the offer, you need to pay the fees outlined in the Letter of Offer This will include enrolment fees and course fees
STEP 3	▶ You will then be issued a Confirmation of Enrolment (CoE)
STEP 4	▶ Submit your visa application with your Confirmation of Enrolment (CoE) This is sent to either your agent, Australian Embassy or Australian immigration department Office

Student Visa Conditions and Responsibilities

Once you obtain a student visa there are a number of conditions that must be followed. Your visa conditions are set out in the letter of approval you receive with your visa or on your visa label. It is important that you are familiar with these conditions and follow them. If you break these conditions, your visa may be cancelled and you may be required to leave Australia. You may also be prevented from returning to Australia for an extended period of time after your visa is cancelled.

The main conditions are that you must:

- maintain satisfactory attendance;
- achieve satisfactory academic results;
- continue to be enrolled in a registered course;
- notify your education provider of your address (or change in address) within 7 days;
- notify your original education provider if you change to a new education provider within seven days of obtaining your new certificate of enrolment;
- maintain health insurance cover; AND
- continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.

Read further into this document for more information about these conditions.

Where Can I Get Help With Filling Out A Visa Application?

The visa application forms are designed so that you can complete them easily. You will be applying for a Student Visa.

The Australian immigration department website has visa information forms for download and provides more information on student visa requirements. However, if you wish to seek help in obtaining a visa you are advised to use a registered migration agent. Contact the nearest Australian Embassy or Australian immigration department office where a list is available of registered migration agents.

You will be asked to have a medical examination as part of the visa process. You will be given a list of approved doctors and special forms for the doctor to complete.

Financial Status

As an international student you are required to provide the Australian immigration department with details of your financial status upon applying for a student visa. This is to ensure that you are able to finance your studies and your living expenses during your time in Australia.

Reasons for Study

As part of the visa application process international students will have to answer questions regarding their reasons to study their desired course in Australia in order to ensure that only genuine students are able to study on a student visa.

Receiving Your Visa

You can only be granted a student visa if you intend to study a registered course or part of a registered course on a full-time basis. If your application is successful you will be issued with a Multiple Entry Visa allowing you to travel backwards and forwards to Australia within the period for which the visa has been granted. That period will depend on the course for which you have been accepted. Your visa can be cancelled if you discontinue your studies or fail to meet the conditions of your visa.

Do I Pay My Course Fees Before Applying For My Student Visa?

Yes. You will be required to pay Course fees as outlined in your Letter of Offer BEFORE ALG will issue you a Confirmation of Enrolment (CoE), which you need to apply for your visa.

What If My Student Visa Application Is Not Successful?

If your application is not successful you will be told the reasons in writing. The decision not to grant you a student visa cannot be reviewed if you applied from outside Australia. Before re-applying for a Student visa, you should carefully consider what evidence you can provide to satisfy the decision maker that you meet all the requirements for a student visa.

If you apply in Australia and are refused a student visa then you may apply for a review of the decision. You will be notified of your review rights in writing and the time limits for lodging such an appeal.

If you have paid your fees and your student visa application is unsuccessful you are eligible for a full refund of Course fees paid to ALG, less any non-refundable components of this fee. The refund of any fees is subject to terms and conditions.

Can I study a second concurrent course on my student visa?

Overseas students in Australia on a student visa are allowed to study a second concurrent course, as long as that second course is also CRICOS registered and the student receives a Confirmation of Enrolment (CoE) for that second course.

Students who would like study a second course need to be aware that they are still required to remain enrolled in their principal course and maintain course progress and attendance requirements.

Further Information On Visas

More detailed information about applying for a Student Visa can be obtained from:

- Study in Australia - www.studyinaustralia.gov.au,
- Your nearest Australian Embassy, Consulate, High Commission
- Australian immigration department if you are already in Australia.

Payment of Fees – International Students

Fee Due Dates

Your Letter of Offer and account invoices clearly outlines the due date of all fees.

Unless stated otherwise in writing in your Letter of Offer, each term's course fees owed by the student are due no later than 5 weeks prior to the starting date of each term.

For clarity:

- the starting date of each term is first day of term as published (not the first day of class that may be later than this date).
- 5 weeks prior to the start of term is the due date for fee payments. Fees must be paid on or before this date.

If any fee is not paid in full by the due date the following will apply:

- ALG automatically assume the student no longer wants to study with ALG and will consider the enrolment cancelled, unless the student has taken action to either:
 - Pay their fees and any late fees associated.
 - Enter an appeal within 20 working days of receiving notification of non-payment of fees, where ALG will maintain the student's enrolment during the 20 working day appeals process.
- Students have a 20 working day period to enter an appeal against a decision made by the provider. ALG maintains a student's enrolment during this time.
- If the student takes no action, ALG will report the student to the Australian immigration department via PRISMS for non-payment of fees. This will cancel a Confirmation of Enrolment and could affect a student's visa.

Penalty Fees for Late payments

To continue with studies fees must be paid and penalty fees incurred for late payment will also be due. If the student wishes to continue studying the student will need to pay the full term's fees plus a penalty fee of \$50 per week of the payment being late.

The student has 20 working days, from the date of being notified that their fees were late, to make the fee payment. Thereafter, ALG considers that the student no longer wishes to study with us and will report the student to Australian immigration department via PRISMS for non-payment of fees. This will cancel a Confirmation of Enrolment and could affect a student's visa.

Penalty Fees - Other

A comprehensive list of all additional fees that may be required i.e. penalty fee for late submissions, make up classes etc. can be found on ALG website as appendix to this Student Handbook or requested from our student advisors.

Refund Policy

International student should refer to Part A Section 3 of the student handbook for refund policy and procedures.

Refund of fees paid to ALG will be granted in compliance with the Regulations stated in the ESOS (Education Services for Overseas Students) Act.

International Students and Visas not granted

Where a student is refused a visa and is yet to commence the course, a student will be eligible for a full refund less Enrolment Fee and Refund Fee. Evidence of the Visa not being granted may be requested.

In circumstances where a student is refused a visa but has already commenced the course, the amount of refund payable is the unspent portion of the fees received by ALG, that is, the product of the weekly fees for the course and the number of weeks remaining in the paid portion of the course after the day on which the relevant default occurred. The refund calculation will only be based on course fees only. No refunds will be provided on non-course fees e.g. enrolment fees, material fees, administration fees etc.

In circumstances where a student is refused a visa due to fraudulent activity in their visa application process, then the student will be not be eligible for a refund.