

MIT  
INSTITUTE

## Orientation Manual for New Students

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ACN : 104 618 537 ABN : 85 104 618 537 CRICOS Code:02778M

**2020 MIT Institute Student Handbook**

**Version 1.3**

# Welcome to MIT Institute!

Welcome to MIT Institute, Sydney's most dynamic and enjoyable language learning environment!

Our supportive and talented faculty of language teachers subscribe to the philosophy that it is much easier to understand a new and exciting culture if you can speak the language with ease.

We know that English learners face enormous challenges, yet they also bring vital linguistic and cultural assets to our community. At MIT we value and promote 21st century knowledge and skills that bestow real advantages in today's complex, interconnected world.

MIT's Mission Statement and Goals reflect the values that guide everything we do each and every day. Whether in teaching, housing services, or personal attention, every staff member strives to meet and exceed our student's expectations.

Sydney is an amazing place and MIT is a truly unique experience. We hope you will consider becoming a valued friend because it would be our privilege to help in any way we can.

Director of Studies – MIT Institute

# Contents

<b>WELCOME TO MIT INSTITUTE!</b> .....	<b>2</b>
<b>CONTACT LIST</b> .....	<b>4</b>
<b>STUDENT ENROLMENT PROCESS</b> .....	<b>5</b>
<b>ATTENDANCE POLICY: STUDENTS ON STUDENT VISAS</b> .....	<b>7</b>
<b>YOUR COURSES AT MIT INSTITUTE</b> .....	<b>9</b>
<b>CLASS TIMETABLES</b> .....	<b>9</b>
<b>LEVELS</b> .....	<b>10</b>
<b>COURSE PROGRESS</b> .....	<b>11</b>
<b>TESTING</b> .....	<b>12</b>
<b>COMPLETION OF COURSE CERTIFICATES</b> .....	<b>12</b>
<b>STUDENT QUESTIONNAIRE</b> .....	<b>13</b>
<b>HOLIDAYS</b> .....	<b>13</b>
<b>GENERAL RULES AT MIT INSTITUTE</b> .....	<b>14</b>
<b>PERSONAL ITEMS AND LOST &amp; FOUND</b> .....	<b>15</b>
<b>RESOURCES AND SERVICES FOR STUDENTS</b> .....	<b>15</b>
<b>COMPLAINTS &amp; APPEALS PROCEDURE</b> .....	<b>16</b>
<b>PRIVACY POLICY</b> .....	<b>17</b>
<b>FEES AND REFUND POLICY</b> .....	<b>18</b>
<b>SAFETY AND SECURITY</b> .....	<b>20</b>
<b>LIVING IN SYDNEY: GENERAL HEALTH AND SAFETY</b> .....	<b>21</b>
<b>WORKPLACE HEALTH AND SAFETY</b> .....	<b>22</b>

# CONTACT LIST

<p>All General Questions and Requests (Course/Class Change; Holiday Change; Certificate; Cancellations; Complaints)</p> <p>Textbooks</p> <p>Copy/Printing</p> <p>Student ID Card</p> <p>Lost Property</p> <p>OSHC</p> <p>Accommodation</p> <p>Payment</p> <p>Welfare Counselling</p>	<p><b>Receptionist</b> <b>(Admissions/Student Service Officers)</b></p> <p><i>Reception, Level 9</i></p>
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<p>Attendance Issue</p> <p>Academic Counselling</p> <p>Welfare Counselling</p>	<p><b>Director of Studies</b></p> <p><b>OR</b></p> <p><b>Principal Executive Officer (Level 9)</b></p>
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<p>Course Extension</p> <p>Agency Matters</p> <p>Welfare Counselling</p>	<p><b>Student Service Officers (Level 9)</b></p>
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<p>Promotion / Test Results</p> <p>Academic Advice</p>	<p><b>Your teachers (Teachers room at Level 7)</b></p>
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- Our business hours are between 9am and 5pm. Please contact us within the business hours.
- For afterhours help, please contact us at [info@mitinstitute.nsw.edu.au](mailto:info@mitinstitute.nsw.edu.au).

## Welfare Counselling

- You can talk to our Student Service Officers for free, both in the morning and in the evening. You can ask them about general welfare issues or cultural, gender and age-related issues. You will receive any help including legal, emergency and health services, facilities and resources.
- If your issues could not be solved with the Student Service Officers, you can also talk to the Principal Executive Officer to seek further advice.

## Academic Counselling

- Your teacher will monitor and provide assistance to you if you are experiencing difficulties with your course work.
- If you require further help, you can speak with the Director of Studies who is available for both morning and evening students.
- You can also seek help from:

Organisation	Phone Number	Website	Help from
<b>ahm (OSHC)</b>	1800 006 745 (Free/ Your language)	<a href="https://www.ahm.com.au/">https://www.ahm.com.au/</a>	Illness Mental health Sexual health
<b>Lifeline</b>	13 11 14 (Free/ English)	<a href="http://www.lifeline.org.au">http://www.lifeline.org.au</a>	Mental health Sexual health
<b>beyondblue</b>	1300 22 4636 (Free/ English)	<a href="https://www.beyondblue.org.au">https://www.beyondblue.org.au</a>	Mental health

# STUDENT ENROLMENT PROCESS

## Process

You can apply online, at reception or via agent.

You need to fill in a “Student Application Form” and sign on it upon reading “Conditions of Enrolment” on the back of the form, which means you agree with all the conditions in this agreement

The form contains the following information:

- Course name
- Itemised list of course costs
- Refund policy
- Your personal information, contact details and address, course enrolment details
- Minimum level of English required and the conditions
- Course duration
- Conditions of deferral, suspension or cancellation

When you apply for more than one course, we will remind you/your agent of the entry requirement of each course and the possibility of revising your studying schedule based on your original level of English. To make sure that your English level meets the entry requirement, you have to take an entry level check test before starting the next course if the school determines you are not ready to progress. When the test shows you don't have enough English level for IELTS/EAP course, you will be placed to an appropriate level of General English (GE).

After the form is signed, we will issue a Letter of Offer (LOO) to you/your agent.

After receiving your first payment (for 24 weeks or below), we will issue a Confirmation of Enrolment (CoE) for you. The CoE specifies the expected course duration.  
We will send the CoE to you directly or via your agent.

All new students must attend orientation on the first day of the course starting week to get important school-related information, including attendance requirements and welfare services.

If for some reason, a student cannot attend on the first day, they must organise another time outside of class hours to complete their orientation. **All students should make their best effort to attend orientation.**

Students will be asked to come earlier on the next day for supplementary orientation if required. Supplementary orientation will occur with a member of staff, who will use the information on the notice boards to explain important school-related information.

Orientation involves taking the MIT placement test to determine the student's level. If a student does not attend orientation on their first day, they must complete their placement test on the next available day. Students will not be allowed to commence their studies unless their orientation and placement test has been completed. The latter may be excused if the student has provided an acceptable certificate from another education provider clearly stating their English level.

It is the student's responsibility to make sure they are early on the next day if they must take supplementary orientation. Students may be marked as late or absent for their first lesson on this day if they are late, and orientation runs overtime.

## Recognition for Prior Learning

When you apply for our course, you should provide us with your prior course information such as IELTS score or Certificate/Transcript/Academic Report from another school.

The Director of Studies will check and take your prior learning into consideration when deciding your level of English; however, you may still need an entry level check test before starting the next course.

When you apply for a sequence of courses like GE and IELTS/EAP, we will remind you/your agent of the entry requirement of each course and the possibility of revising your studying schedule based on your current level of English. The change from GE to an academic course is not automatic and when the time comes for your course to change, you should apply to change classes and we will assess your suitability for the new class.

For IELTS/EAP Preparation and FCE Preparation courses, the Director of Studies checks evidence of minimum English requirement and/or qualification before issuing your Letter of Offer.

If you cannot provide us with the evidence of your prior course or learning, we will ask you to do the school's intake test. When the intake test upon arrival shows that you have inadequate English level, you will be placed to an appropriate level of General English before taking any academic course.

## Education of Dependants

If you come to Australia as an overseas student on a student visa, you should be aware that you will be required to pay full fees for any of your school-aged dependants who accompany you and who are enrolled in either a government or non-government school in Australia.

Information about the enrolment and fees for temporary visa holders and dependants of overseas students may be obtained from the Department of Education:

- Phone: +61 2 9244 5555 (Local call)
- Email: [tempvisa@det.nsw.edu.au](mailto:tempvisa@det.nsw.edu.au)
- Website: <https://www.deinternational.nsw.edu.au/study-options/study-programs>

## Important Information for Students on Student Visas

If you have a student visa, you have to:

- Tell MIT Institute and DHA your current address, mobile and email.
- Tell MIT Institute and DHA every time you change address
- Keep your attendance above 80% (see the Attendance section later)
- Make adequate academic progress – this means you have to progress through our levels

# ATTENDANCE POLICY: STUDENTS ON STUDENT VISAS

If your attendance drops **below 80%**, we are required to inform DHA that your attendance is unsatisfactory.

This is Australian law. We have no choice about this. If you are on a student visa and you have unsatisfactory attendance, you may not be able to get another visa for Australia.

**You can check your attendance on the Notice Boards on Levels 7 and 9. You will receive a warning letter if you have an attendance problem.**

If you have a student visa, **you must attend 80% or more** of your lessons. This is a DHA requirement. DHA also says **you must attend 20 hours per week**. For each lesson, your attendance will be calculated as follows:

- If you arrive on time (within 15 minutes) and stay for the whole lesson: **100% attendance**.
- If you arrive 15- 30 minutes late *twice*: **lose 30 minutes of attendance**.
- If you arrive more than 30 minutes late: **0% attendance** will be marked. You will be allowed to join the lesson, but do not disrupt the class please. If you are constantly late and disruptive, the teacher will report this and you may need to see the Director of Studies.
- For every lesson you don't attend: **0% attendance**.
- **If you leave class for a long time during class, it may affect your attendance.**

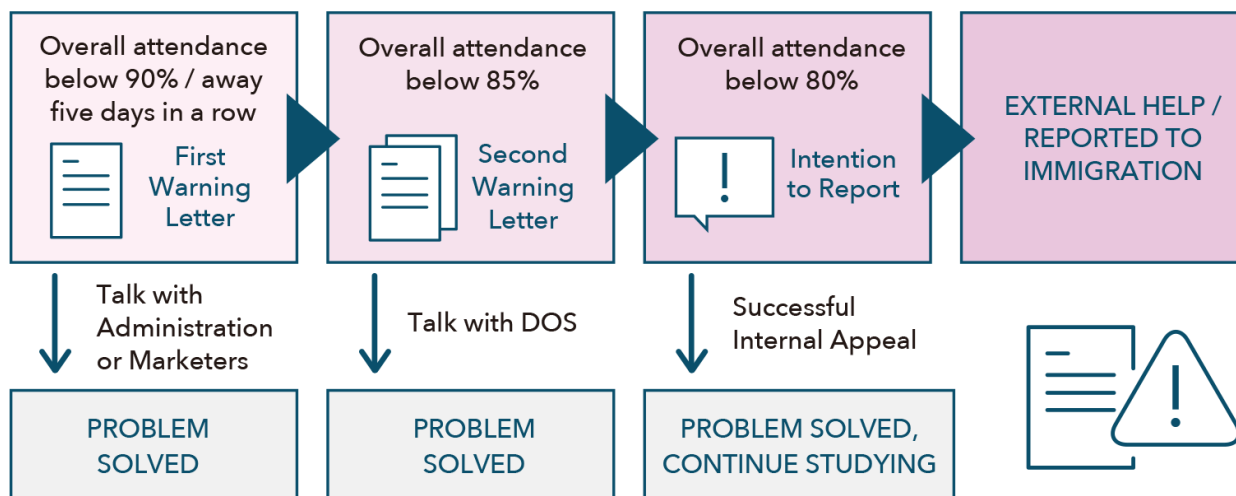
**Example** : Angela's week at MIT Institute

- Monday: Came to school at 8.30. Attended all classes and left school at 2.30pm.  
➤ 1.5 (1<sup>st</sup> lesson) + 1.5 (2<sup>nd</sup> lesson) + 1 (3<sup>rd</sup> Lesson) + 1 (Option) = 5 ⇒ 5/5 = **100%**
- Tuesday: Missed the bus so came at 10.15. Stayed till 2.30pm.  
➤ 0 + 1.5 + 1 + 1 = 3.5 ⇒ 3.5/ 5 = **70%**
- Wednesday & Thursday : Came at 8:45 and left at 1:30.  
➤ 1 + 1.5 + 1 + 0 = 3.5 ⇒ 3.5/5 = **70%** for both days

**Angela's attendance of the week:**

$$\frac{5 + 3.5 + 3.5 + 3.5 = 15.5 \text{ (hours)}}{20 \text{ hours (per week)}} = \underline{\underline{77.5 \%}}$$

As per the school's attendance policy, you will be sent Warning Letters when your overall attendance is at 90% and 85%. All students will be sent an Intention to Report at 80% overall attendance.



Warning Letters will be emailed to students. It is your responsibility to provide the correct email address on their first day, and keep the school updated of any changes. You should be regularly checking their emails for contact from the school.

Upon receiving a Warning Letter, you should have a meeting with the relevant student service officer and discuss appropriate actions to be taken regarding their attendance. It is your responsibility to schedule these meetings, and no meetings may mean you will be reported to the Department of Home Affairs (DHA).

If you have any questions regarding the attendance policy, please come to Reception on Level 9.

### If you are sick...

- Rest at home or leave class early!
- If you cannot come to school, you must present a **medical certificate** from a doctor. Bring it to Reception at Level 9 and the Admissions staff will make a copy, then return the original to you. Your medical certificate **must** indicate the date of issue.
- This does NOT change your attendance. However, it will be evidence of your absence and will help if you have attendance problems later.
- **It is important to keep your attendance high, so you do not have to worry about attendance when you really need to rest.**
- If you cannot attend school for an extended period of time due to circumstances outside of your control, you may apply to suspend or defer your course. Please come to Reception for more information.

# YOUR COURSES AT MIT INSTITUTE

## **Course Name: General English**

**CRICOS Course Code:** 0101595

**Course Length:** 2 to 52 weeks

**English Proficiency Level for General English:** Beginner to Advanced. Up to six levels can be offered. This course allows students to learn the basics with a focus on grammar, vocabulary and speaking.

## **Course Name: EAP & IELTS Preparation**

**CRICOS Course Code:** 073467E

**Course Length:** 2 to 20 weeks

**English Proficiency Level for EAP & IELTS:** Upper Intermediate to Advanced. This course is for students who want to take the IELTS test and improve their overall skills.

- EAP & IELTS Preparation covers the General Training and Academic English modules of IELTS.

## **Course Name: Foundation for IELTS Preparation**

**CRICOS Course Code:** 060123C

**Course Length:** 2 to 12 weeks

**English Proficiency Level for IELTS:** Intermediate to Advanced. This course is for students who want to take the IELTS test but need to work on basic skills first.

- Foundation for IELTS Preparation covers the General Training and Academic English modules of IELTS.

## **Course Name: Cambridge FCE preparation**

**CRICOS Course Code:** 080079C

**Course Length:** 2 to 16 weeks

**English Proficiency Level for Cambridge FCE Preparation:** Intermediate to Advanced. This course enhances students' overall skills and prepares them for the FCE test.

## **Course Name: OET Preparation Course**

**CRICOS Course Code:** 0100126

**Course Length:** 6 to 12 weeks

**English Proficiency Level for OET Preparation:** Upper-Intermediate to Advanced. This course enhances students' overall skills and prepares them for the OET test.

# CLASS TIMETABLES

## Morning Classes (Monday – Thursday)

8:30 - 10:00	1st Session (90mins)
10:10 - 11:40	2nd Session (90 mins)
11:40 - 12:20	Lunch Break (40 mins)
12:20 - 13:20	3rd Session (60 mins)
13:30 - 14:30	Special Focus Modules (60 mins)

## Evening Classes (Monday – Friday)

16:30 - 17:30	Special Focus Modules (60 mins)
17:40 - 19:10	1st Session (90 mins)
19:20 - 20:50	2nd Session (90 mins)

# LEVELS

The following chart provides an overview of the correspondence of MIT Institute levels to the Common European Framework. Elementary, etc. in reference to GE levels.

CEFR	A1	A2	B1	B1+	B2	C1
IELTS				4.0-4.5	5.0-5.5	6.0-6.5
General English	Beginner	Elementary	Pre Intermediate	Intermediate	Upper Intermediate	Advanced
Academic English					Foundation in IELTS	EAP & IELTS Preparation
Cambridge English					FCE Preparation	
Medical English						OET Preparation

Progress Testing Every 5 Weeks

## Special Focus Modules

Besides regular sessions, you will have one hour a day of Special Focus Module class.

- In these classes, you can focus on a particular skill or grammar point.

Some examples of the Special Focus Modules Classes are as follows but can include others:

- Speaking
- Listening
- Grammar
- Vocabulary
- TED Talks
- Film English
- Pronunciation
- Writing
- Songs

The Special Focus Modules we run while you are studying will be dependent on demand.

# COURSE PROGRESS

## Information for Students

Your school is required by the *National Code of Practice* to check your course progress to ensure that you are doing well in your studies. This is important for you because you are in Australia to study and achieve good results.

Your teacher will also be assessing your language skills during class. You will make good progress with your English studies if you use English as much as possible, participate regularly during classes and complete all of your homework, course assignments, tests and activities.

Some of the activities which may be included as assessment tasks are:

- In-class participation
- Homework tasks
- Formal and informal class tests (*Unit Progress Test, Term Test*)
- Interview with teachers
- Participation in group activities

If your teacher considers that you are not making satisfactory course progress, he or she will meet with you to talk about it, or refer you to the Director of Studies. You may be given the opportunity to move to an easier class or to do extra activities to help your progress.

Some of these may be:

- Developing a learning contract with your teacher or the Director of Studies.
- Having some individual sessions with a teacher.
- Having extra tasks set by your class teacher to work on a particular area of weakness, e.g. computer assisted language learning, reading tasks, grammar exercises, trial tests, etc.

The school will do everything it can to help you with your studies. However, if you still do not achieve satisfactory progress after being assisted by the school, we must report this to DHA. You will receive Warning Letters and finally a Notice of Intention to Report which includes information on accessing an appeal process.

If you would like to switch your course schedule and/or level, you will be asked to complete a Course or Class Change Request Form at reception. Any requests given with less than 2 weeks notice will be charged a \$50 late change fee if the application is successful. All applications will be reviewed by the Director of Studies before a decision is made.

If you believe that you have been treated unfairly, you may make an appeal through the school's complaints and appeals process.

## Textbook

If a student has paid a material fee, they will be given a textbook free of charge at the commencement of their course.

If a student is studying for less than four weeks, when they begin a new level, the teacher will provide a photocopy of the relevant pages, or the student may purchase a book for \$60.

There will be no refund of the book and the students must keep the book purchased.

# TESTING

## Student Entry Level Check Test

All new students have to do an entry level check test during orientation which consists of Reading, Listening, Writing, and Speaking.

The Director of Studies checks the results of these tests and works out the most appropriate level and class for you.

Wherever practical, towards the end of the first week, the Director of Studies checks that if you are happy with the class. If any change is necessary, it will be discussed in consultation with the class teachers.

## Term Tests

On the first day of week 5 of a term, all students complete a term test. This is to see if you are ready for the next level, FCE or IELTS.

Some of these tests (Unit Progress and Writing Test) will be taken directly from the course book. The other tests (Reading, Listening and Speaking) are designed to test what you can 'do' with language (how much you understand and how well you can use language to get things done).

You will be given the results on Wednesday or Thursday in class. At this time, your teacher will tell you if you are moving or staying in the same class. Students who have been unsuccessful will also be informed. In both cases teachers will provide you with feedback on your strengths and weaknesses. Teachers will suggest areas for improvement and ways of improving for you.

There will also be a Unit Progress test every week of the term to help you revise the week's lesson. This will form part of your assessment for end of term promotions.

If you study in General English, you should get certain grades and present satisfactory learning behaviour to pass the test and move to the next level. However, if you feel you should be promoted, please discuss with your teacher as soon as you get your results and they will discuss it with the Director of Studies who will make a final decision.

# COMPLETION OF COURSE CERTIFICATES

If you successfully graduate from the course at the end, you will receive a certificate stating:

- The level of course
- The level of achievement
- The total number of weeks of enrolment
- The start date and end date of the students' enrolment
- Grades for Speaking, Writing, Listening and Reading
- Attendance percentage

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If the students' attendance is below 80%, it will be marked as 'unsatisfactory attendance'. If it is 80% or above, it will be marked as 'satisfactory attendance'.

The certificate will be given at graduation on the student's last week of course. In case the student is absent from the graduation, the certificate will be kept in a separate folder at reception.

If a student has multiple CoEs, the certificate will be issued for each CoE and given after the last course finishes.

If a student misplaces their certificate, they may ask for one to be reissued, but the student will be charged a \$10 replacement fee.

# STUDENT QUESTIONNAIRE

Every 5 weeks, before the term test, you will do a course evaluation form to express your level of satisfaction with the course. The questionnaire asks you about your improvements in the level of language, the level of satisfaction with the curriculum and teaching/teachers as well as the level of satisfaction with the facilities and school services.

There is also plenty of space for you to make additional written comments.

## HOLIDAYS

### Public Holidays (NSW)

- There are 10 public holidays per year as indicated below:

Holiday	Month
New Year's Day	January 1st
Australia Day	January 27th
Good Friday	April
Easter Saturday	April
Easter Sunday	April
Easter Monday	April
ANZAC Day	April 25th
Queen's Birthday	June
Labour Day	October
Christmas Day	December 25th
Boxing Day	December 26th

- Christmas holidays - MIT Institute is closed for about 1-2 week(s) during Christmas/New Year holidays.

# Holiday Change Request

## For Students on Student Visas

- For students on Student Visas to request a new holiday, they are asked to complete a holiday change request form and submit it to reception.
- Your holiday change request can only be approved if the request form is submitted with a *compelling reason* (such as a death of a family member, medical issues etc.) and *documented evidence* to support your claim, such as copies of your flight ticket and a medical certificate.
- When requesting a change, you need to give at least **2 weeks' notice** to reception. Otherwise an extra **\$50 administration fee will be incurred**.
- If a student has existing holidays within their CoE, they may apply to change their holiday dates as long as it is of the same duration, and does not clash with payment dates and/or is at the end of their course.

## For Students on Working Holiday Visas / Tourist Visas, etc.

- Students who are **NOT** on student visas can apply for holidays when they start studying or during their study.
- When requesting a change, you need to give at least **2 weeks' notice** to reception. Otherwise an extra **\$50 administration fee will be incurred**.

# GENERAL RULES AT MIT INSTITUTE

## Misbehaviour

As a student, you need to attend classes AND study with good attitude. Bad attitudes include:

- Going in and out of class often. e.g. to use your mobile phone, etc.
- Texting in class.
- Sleeping in class.
- Not participating in the tasks.
- Being rude to your teacher and/ or classmates.
- Discriminating others based on their race, culture, gender, etc.
- Cheating on tests and official assignments.
- Use of alcohol and illegal substances.

If you show bad attitudes repeatedly, MIT Institute has the right to terminate your enrolment.

## English Only Policy

Students are not allowed to speak their native language during class hours. If a student is caught speaking a language other than English more than three times in one week, they will be required to have a meeting with the Director of Studies.

## Smoking

Smoking is *only* allowed in the smoking area down Pitt Street (You CANNOT smoke **within 4 metres** of the building entrance or exit). Be advised not to throw any cigarette butts on the ground.

## Cleanliness

Please clean the classroom, lunch room, **kitchen**, microwave, toilet, etc. after you've used them.

## Mobile Phones & Telephone Use

Turn OFF your mobile phone or turn it to SILENT (with no vibration) mode during class so that you do not interrupt other students. You may ask to use the telephones at reception for emergency.

## Vandalism

Anyone who deliberately damages or destroys school property will have to pay for its repairment or replacement.

# PERSONAL ITEMS AND LOST & FOUND

- Do not leave mobile phones, money, cameras (or any other valuables) in the classroom. It's your responsibility to look after your items.
- No bicycles are permitted to be brought in the school or parked inside the building.
- Check at reception at Level 9 if you have lost or found something.

# RESOURCES AND SERVICES FOR STUDENTS

## Library

The Sydney Mechanics School of Arts Library is at **level 2**. To become a member, you will need to pay \$25 at the library and complete a membership form.

## Photocopying & printing

\$0.20 (black and white) and \$0.40 (colour) per page at reception. If you accidentally lose or damage your course certificate(s), you may ask for re-printing. However, it costs \$10 per document.

## Internet Access

- You have access to the computer room at MIT.
- Please don't use it for too long if other students are waiting.
- **Computer room is for break-time only.**
- Please do not download large files.

## Students' Notice Board

- There are 3 notice boards that you can check the important information regarding the school as follows:
  - Wifi Password
  - Information about Course Certificate, Course/class changes and Holiday requests
  - Room allocation (including timetable, class, room number and teachers)
  - Attendance policy and Your attendance rate listed with your student ID number
  - Emergency exit map
  - Social Calendar
  - Staff Contact List
  - New class information (for students who requested a course/class change, or got promoted )

## Place to stay

- MIT Institute can put you in touch with homestay providers in Sydney.
- You can organise your own accommodation. Shared accommodation is very common in Sydney and shared accommodation apartments are often advertised on the internet and in newspapers.

For more information:

<http://sydney.gumtree.com.au>

<http://flatmates.com.au/>

<http://domain.com.au/>

### **\*Homestay Access – Homestay Contact Information**

If you have a serious emergency with your homestay accommodation and require immediate help, please contact Mr. Frank Nakagawa 0425 440 477.

If you have a problem with your homestay accommodation at any other time, please go to reception at Level 9 or call on 02 9267 5777 (from 8:30am to 5:00pm, Monday to Friday).

# COMPLAINTS & APPEALS PROCEDURE

At MIT Institute, we do our very best to make your time at school a great one. But sometimes you have problems and might not be happy with the school. We will listen carefully to your complaint and try to get the best results for both you and the school.

Problems include:

- How you are doing in class (course progress)
- Money (tuition, refund, etc.)
- Your behaviour and Attendance
- Your teachers and/or staff

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If you have problems, please follow these steps below. Your personal information will be handled carefully and privately.

### **Step 1: Informal Complaint Process**

1. If you have a problem, talk with your main class teacher or Student Service Officers (listed on Page 4) at Level 9.
2. If you are not happy with the result, you can then talk to Director of Studies or Principal Executive Officer who will carefully check your complaint.
3. Within 5 working days, the school will try to agree on a solution with you.

### **Step 2: Formal Complaint Process**

1. If you are still not satisfied, you need to write it on a Complaint Form and give it to reception. This form can be obtained from reception. If you need help writing it, you can talk to our Student Service Officers, who will document it for you.
2. The Principal Executive Officer will then investigate the complaint. The Principal Executive Officer may ask to meet you and any other people named in the complaint. You can bring a friend (or a support person) with you at these meeting.
3. The results of the complaint will be told to all people involved in the complaint within 10 working days. You and all people involved in the complaint will be notified in writing.

### **Step 3: External Appeal Process**

1. If you are not happy with the outcome you can appeal again to **Overseas Students Ombudsman (OSO)**, a free government service, within 10 working days.
2. You can contact OSO by:
  - Using an online complaint form: <http://www.ombudsman.gov.au/making-a-complaint/overseas-students>
  - Phone Call between 9am – 5pm Monday to Friday, 1300 362 072 in Australia, or +61 2 6276 0111 outside Australia.
    - You can use an interpreter (speaking in your language) for free using Translating and Interpreting Service (TIS) in Australia on 131 450.
  - Mail to: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601, Australia
3. OSO will carefully check your complaints and make a decision.
4. Each complaint and its results are recorded in writing; a copy will be given to you and will be kept in your student file at school.

# PRIVACY POLICY

- We will protect your privacy and keep all your information safe and confidential.
- We will ask for your approval before using any image or written work for our marketing use.
- Your personal information may be used or disclosed by MIT Institute for statistical, regulatory and research purposes. We may disclose personal information for these purposes to third parties, including:
  - Commonwealth and State or Territory government departments and authorised agencies; such as the Australian Skills Quality Authority (ASQA), the Department of Education and Training (DET), the Department of Immigration and Border Protection (DHA) and the Tuition Protection Service (TPS).

MIT Institute Pty. Ltd. Level 9 / 280 Pitt Street , Sydney NSW, Australia 2000  
Telephone : 61-(0)2-9267-5777 E mail : [info@mitinstitute.nsw.edu.au](mailto:info@mitinstitute.nsw.edu.au) Web : [www.mitinstitute.nsw.edu.au](http://www.mitinstitute.nsw.edu.au)  
ACN : 104 618 537 ABN : 85 104 618 537 CRICOS Code:02778M

- This information includes changes to your enrolment, your attendance and your academic results. It is a legal requirement that we inform DHA if you break student visa rules about attendance or satisfactory academic performance.

# FEES AND REFUND POLICY

MIT Institute does not require international students to pay more than 50% of course fees before they start their courses. However, we provide students with the opportunity to pay more than 50% of their tuition fees before the course starts if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note; however, that where a course duration is less than 25 weeks, we will require students to pay the full cost of the course before the course starts.

## Cancellation

- All students must follow the school Cancellation Policy which is available at Reception, from the Student Application Form, or can be downloaded from our school website.
- If you cancel your course, we can take no action until we receive a notification from you in writing.

Course	Cancellation fee charged to you % of the tuition per term
If you cancel your course more than 28 days before your commencement date.	0%
If you cancel your course less than 28 days before your commencement date.	20%
If you cancel your course less than 14 days before your commencement date.	50%
If you cancel your course after the commencement date.	100%

Accommodation	Cancellation fee charged to you % per term
If you give written notice to cancel your accommodation arrangements at least 3 weeks before the commencement date of your arranged accommodation.	No charges applied.
If you give written notice to cancel your accommodation arrangements less than 14 days before the commencement date of your arranged accommodation	\$350
If you give written notice to cancel your accommodation arrangements less than 72 hours before the commencement date of your arranged accommodation.	2 weeks' accommodation
If you give written notice to cancel your accommodation arrangements after the commencement date of your arranged accommodation.	100%

Homestay (General)	Cancellation fee charged to you % per term
If you give written notice to cancel your homestay arrangements with 3 weeks prior to arrival.	No charges applied.
If you give written notice to cancel your homestay arrangements less than 3 weeks prior to arrival.	100%

Homestay (Visa Refusal)	Cancellation fee charged to you % per term
If you give written notice that the visa is rejected with the 72 hours prior to arrival.	The Placement Fee
If you give written notice of the cancellation after the 72 hours prior to arrival.	The Placement Fee + 2 weeks accommodation

## Refunds

- All students must follow the school Refund Policy which is available at Reception, from the Student Application Form, or can be downloaded from our school website.
- All fees other than tuition fees and accommodation fees are not refundable. These non-refundable fees include: enrolment fee, accommodation arrangement fee, and airport pickup fees.
- Your tuition fees cannot be transferred to another person or institution. However, they may be transferred to another course within MIT Institute. If you have a student visa, there may be visa restrictions on courses you can transfer to. DHA will be notified and, if a new CoE is required, you must pay the fee for this (see the school's fee schedule).
- All refunds will be paid to the account from which the original payment was received in so far as this is practicable unless advised otherwise by the student and/or their assigned and/or legal representative.
- All applications for refunds must be made in writing by a student as soon as possible after the incident which leads to the refund request.
- All refunds are made in Australian dollars. Written requests for a refund will be processed within 20 working days of receipt. However, the refund itself may take longer to process.
- If the refund method involves bank fees (e.g. by bank draft or electronic transfer), the bank fees will be deducted from the refund amount. Also, refunds will not include any amount that MIT Institute has paid or owes to any organisation outside MIT Institute in relation to your course (e.g. commission to your agent).
- If MIT Institute goes out of business, or it cannot deliver a course you enrolled for, your rights will come under the provisions of the ESOS (TPS Levies). In this case, the school will first try to arrange a place for you in an alternative course with another school, and MIT Institute will pay for this. If this is not possible, you will get all your tuition fee back from the tuition protection scheme (TPS).
- See this website for more details: <https://tps.gov.au/Home/NotLoggedIn>
- If the DHA (immigration) rejects your application for a student visa and you and/or your agent notify us in writing as well as with any document from DHA before at least 3 working days prior to the course commencement date, we will refund all the tuition, material and OSHC fees (if arranged by MIT Institute).
- If you get refused a visa (student default), which does not enable you to commence the course on or cancel the course on or before the agreed starting day, and notify us less than 3 working days prior to the course commencement date in writing and any document from DHA, we will refund the fees (tuition and any non-tuition fees) received for the course, minus the lesser of the following amounts:
  - \$500 or 5% of the total amount of the fees (tuition and non-tuition) paid by you

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## Late Payment fee

- All students who applied for more than 24 weeks may need to make separate payments. We will notify you 2 weeks prior to the payment due date in writing. 15% of outstanding tuition fee will apply as a late payment surcharge if you fail to make payment on time.

# SAFETY AND SECURITY

## First aid

- If you get injured or have nosebleeds, come to Reception at Level 9. There is a First Aid Kit equipped at Reception and certified First Aid Instructor can provide you medical support.

## Safety in school

- The school will take reasonable steps to rectify immediately any potential unsafe situation at the premise by putting up a sign or barrier that temporarily draws the attention of others to a potentially unsafe situation.

## Emergency procedures

### Evacuation

- When there is any incident occurred while you are at MIT Institute, such as fire, always follow your teacher or staff's guide for evacuation to get out of the building.
  - When evacuation is required, teachers and/or staff will lead you to the emergency exits at Level 7 and 9, depending on which floor you are on when an incident occurs.
  - You can check Emergency Exit Map on the Student Notice Boards to see the location.
  - Once you get out of the building, teachers and/or staff will lead you to the meeting point which is the corner of Park and Castlereagh streets, outside the Commonwealth bank.
  - Do **NOT** use the lifts. Always use the fire stairs through the emergency exit.

### Alarms

- There are two phases:
  - The 1st phase alarm goes “beep beep beep”. This means that you should get ready to respond to instructions to evacuate from the fire wardens. You should **NOT** evacuate yet.
  - The 2nd phase alarm goes “whoop, whoop, whoop” and it means that you should evacuate the building very quickly.

### Emergency contact numbers

- When you notice any incident occurred at school or any accident/incident happened to you, please report us at reception or call us: 02 9267 5777.
- Also, save Australian numbers of Emergency services on your phone:
  - Police: 000
  - Ambulance: 000
  - Fire: 000

# LIVING IN SYDNEY: GENERAL HEALTH AND SAFETY

Sydney is one of largest cities in Australia, where you can enjoy both historical and modern architectures as well as natural attractions. Here are some hints to have a great experience in this beautiful city!

## Having fun

- MIT Institute social events such as BBQ, excursions and international food day
- Restaurants of foods from all over the world, cafes, pubs and clubs.
- Shopping – Pitt Street Mall, QVB, Paddington market, Glebe market, Rocks market, etc.
- Discount movies at Event Cinemas George street on Tuesdays
- Free concerts/ festivals at the parks- Hyde Park, the Domain, Centennial Park, etc.
- Beaches- Bondi, Bronte, Coogee, Maroubra, Manly, etc.

## Sun protection

- The sun is very strong in Australia. Wear sunglasses/hat, and always put sunscreen on when going outside during the day!

## Public transport

- Unfortunately, student discount is **NOT** applicable to international students in New South Wales.

Opal card for Buses/Trains/Metros/Light rails/Ferries



- If you take any transportation such as buses/trains/metros/light rails/ferries in New South Wales, get an Adult Opal card (the black one) from some retailers (e.g. convenience stores, spermarkets), or Opal website: <https://www.opal.com.au/>
- If you don't have an Opal card, you will need to get an Opal single trip ticket (it is a one way ticket).
- The Opal card offers you a reward for frequent travel. Take 8-paid journeys from Monday-Sunday with an Opal card and enjoy half priced travel for the rest of the week.
- There is a maximum spend of \$2.80 for all travel on Sundays.
- You can get 30% off-peak discount on full price Opal fares. It applies to all train/metro journeys taken before or after the peaks in the weekday morning (7 - 9am) and afternoon (4 – 6:30pm).
- For more information: [www.131500.com.au/](http://www.131500.com.au/)

## Walking around at night

- Sydney is an exciting and friendly city, but it is not always safe. Always be careful, especially when you walk at night.

# WORKPLACE HEALTH AND SAFETY

- It is important to know that you should be responsible for yourself and also others to reduce any workplace hazards. For example, you should take adequate steps to protect yourself from the sun while you are working outside during the day.
- Also, the school will take reasonable steps to rectify immediately any potential unsafe situation, including putting up a sign or barrier that temporarily draws the attention of others to a potentially unsafe situation. You should then follow the instructions.
- If you need any information or legal advice about work-related issues, including work rights, fair work practices, or employment condition, you can contact **Fair Work Ombudsman**:
  - Website: <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>
  - Phone: 13 13 94