

# Start your English Language Program



University of the  
Sunshine Coast  
Australia

This brochure provides a brief overview of the English for Academic Purposes (EAP) programs at the University of the Sunshine Coast (UniSC), as well as important information you need to know before starting your program with us. You must also read the information provided to you in the Start at UniSC Guide, which you can find at [usc.edu.au/internationalguides](http://usc.edu.au/internationalguides)



## Welcome to UniSC's English Language Program

We are sure you will enjoy learning English in UniSC's friendly and supportive environment. At UniSC, you will join students from around the world, who are keen to discover Australian culture and prepare for further studies at UniSC.

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

We look forward to welcoming you to UniSC and wish you every success in your studies.

**Mike MacDermott**

Academic Manager,  
UniSC English Language Programs

### Important contacts

#### International Office

University of the Sunshine Coast  
Sippy Downs Drive  
Sippy Downs QLD 4556 Australia  
+61 7 5430 2843 | [study@usc.edu.au](mailto:study@usc.edu.au)

- [facebook.com/USCInternational](https://www.facebook.com/USCInternational)
- [instagram.com/unisc.international](https://www.instagram.com/unisc.international)
- [usc.edu.au/international](http://usc.edu.au/international)

#### Visa questions

Department of Home Affairs (DOHA):  
[homeaffairs.gov.au](http://homeaffairs.gov.au)

#### Your country's representatives in Australia

Contact details available from the Department  
of Foreign Affairs and Trade: [dfat.gov.au](http://dfat.gov.au)

# Make your university dreams come true

UniSC offers four levels of English for Academic Purposes (EAP) programs, from pre-intermediate to advanced. EAP programs are run as an intensive course over 10 weeks.

Every day, you will cover important content to improve your academic English and set you on track to progress into your UniSC award program upon successful completion.

You can find EAP program dates, including public holidays and scheduled breaks, on the UniSC website: [usc.edu.au/english](http://usc.edu.au/english)



## Day 1: Orientation

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

<b>11am</b>	<b>Meet UniSC EAP staff</b> Arrive at UniSC Sunshine Coast EAP area before 11am (International Office, First Floor, Building J).
<b>11.10am</b>	<b>Sit your English level test</b> Bring your pen or pencil, and eraser for your English level test.
<b>12.30pm</b>	<b>EAP Orientation</b>
<b>1.45pm</b>	<b>Take a guided tour of UniSC</b> During your guided tour, UniSC EAP staff will advise you of the arrangements for obtaining your student ID card.
<b>2.30pm</b>	<b>Explore UniSC</b> Explore UniSC or return home to get ready for your first day of classes.

## Day 2: Classes commence

Your classes will start and UniSC's EAP department will supply you with all required course materials.

<b>10.50am</b>	<b>Check classroom location</b> Return to UniSC Sunshine Coast EAP area (International Office, First Floor, Building J) and check classroom notices for your class location.
<b>11am</b>	<b>Start your first class</b>



▼ The timetable below is indicative of a weekly UniSC EAP class schedule.

🕒	Monday	Tuesday	Wednesday	Thursday	Friday
11am-1pm	Integrated skills	Integrated skills	Integrated skills	Lecture	Integrated skills
1-2pm	Break				
2-4pm	Grammar Questionnaire design	Listening Academic reading	Academic reading Group discussion	Grammar Assignment writing	Academic writing Speaking: Presentation skills
One hour	Self-directed study (with materials provided by your teacher) for one hour every day at a time convenient to you				

## Important information

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

For details, visit [usc.edu.au/intinfo](http://usc.edu.au/intinfo)

### Deferring your start date

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

Please note, you must request the deferral before the start date of your course. If you want to defer, you will need to advise UniSC International Admissions as soon as possible. Email: [study@usc.edu.au](mailto:study@usc.edu.au)

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

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

There is a plain English summary of UniSC's refund policy included in this information document, or visit [usc.edu.au/elp-refunds](http://usc.edu.au/elp-refunds)

### Fees information

#### Calculation of tuition fees

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

#### Payment of fees

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

#### Consequences of not paying fees

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

### Academic progress

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

#### Satisfactory course progress

To make satisfactory course progress, you must:

- have an attendance rate of 80 percent or above
- participate regularly in class activities
- complete most course assignments and tests
- demonstrate that your language skills are improving

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

Activities monitored for satisfactory course progress include:

- in-class participation
- homework tasks
- formal and informal class tests
- interview with a staff member
- research assignments
- completion of online language tasks

Under the National Code 2018, course progress must be assessed "at the end point of every study period". For Academic English programs, a study period is defined as:

- **English for Academic Purposes (EAP) F – Pre-intermediate**  
CRICOS Code: 059941A | Weeks: 5, 8, 9 and 10
- **English for Academic Purposes (EAP) 1 – Intermediate**  
CRICOS Code: 059941A | Weeks: 5, 8, 9 and 10
- **English for Academic Purposes (EAP) 2 – Upper Intermediate**  
CRICOS Code: 059941A | Weeks: 5, 8, 9 and 10
- **English for Academic Purposes (EAP) 3 – Advanced**  
CRICOS Code: 059941A | Weeks: 4, 5, 6, 8, 9 and 10

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

### Contact hours and study commitment

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

**Session times are:** 11am–1pm and 1.45–3.45pm.

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

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



## Refund of fees for English Language Program students

This is a plain English summary of the University's refund policy and procedures as they affect English Language Program students. It is based on the *Student Fees and Charges – Governing Policy* and *Student Fees, Charges and Refunds – Procedures*.

The refund policy and procedures refer only to payments made to the University for a program or course and services provided by the University. It does not refer to payments made to third parties.

When you accept your offer, you enter into a written agreement with UniSC (the University). If you do not start or complete your program as outlined in your written agreement, the University's refund policy and procedures will be used to determine if you are eligible for a refund.

1. You will not be eligible to receive any refund of program fees on or after the agreed start date, unless:
  - a) The University is unable to deliver your program or course in full (refer to point 2), or
  - b) You are unable to start on the agreed start date, or you withdraw from the program, because the Australian Government refused to grant you a Student visa (refer to point 3a).
2. If the University is unable to deliver your program or course in full, you will be offered a refund of the unused portion of any prepaid tuition fees. The refund will be paid within 14 days of the day on which the program or course ceased being provided. Alternatively, you may be offered enrolment in another EAP program or course at the University at no extra cost to you. You must inform the University in writing of whether you have chosen to accept a refund of prepaid tuition fees or accept a place in the other program or course.
3. You will be entitled to a refund of program fees in the following situations:
  - a) If your Student visa application is refused and you provide the University with written evidence of this, you will be entitled to a refund of prepaid tuition fees, less a cancellation charge of \$500 or 5 percent of any prepaid tuition fees, whichever is the lesser.
  - b) If you give the University written notice of your decision to withdraw from the program at least 28 days before the agreed start date, you will be entitled to a refund of prepaid tuition fees, less a cancellation charge of 25 percent of any prepaid tuition fees.
  - c) If you give the University written notice of your decision to withdraw from the program within 27 days before the agreed start date, you will be entitled to a refund of prepaid tuition fees, less a cancellation charge of 50 percent of any prepaid tuition fees.
4. If you wish to request a refund of fees and charges paid to the University, you must complete and submit the 'Application for refund – International student' form available on the student forms page. Visit [usc.edu.au/studentforms](https://usc.edu.au/studentforms)
5. Fees and charges which will not be refunded include:
  - a) the EAP application fee,
  - b) the Airport Transfer Fee, if paid to the University, unless we have received notice of cancellation in writing at least 14 days before your stated arrival,
  - c) the cost of books, equipment, and other materials purchased or produced by the University for you to undertake the program,
  - d) expenses incurred by the University for services provided or arranged for you that cannot be recovered by the University,
  - e) any used portion of your Overseas Student Health Cover (OSHC) policy as set out in point 6 where the University has organised your OSHC.
6. If you are seeking a refund of any monies paid for OSHC, you will need to contact the agency or service provider with whom you took out that cover, unless the University organised OSHC on your behalf.

Requesting a refund where OSHC was purchased through the University:

  - a) Prior to your arrival in Australia, the refund of any unused portion of your OSHC will be refunded to you by the University.
  - b) If you are in Australia, you will need to contact the OSHC provider directly to request a refund.
7. Payment will be made within 28 days of the University receiving your complete application for refund and where the refund has been approved.
8. You will receive a statement from the University explaining how the refund amount was calculated.
9. This summary and associated policies and procedures, and the availability of complaints and appeals processes, do not remove your rights to take action under Australia's consumer protection laws.



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[usc.edu.au/international](https://usc.edu.au/international)

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