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Pre-Enrolment Information Guide
ELICOS 2026

CRICOS Provider Code: 02599C
RTO: 90982

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ABOUT KING'S OWN INTERNATIONAL COLLEGE (KOIC)

Introduction

We are delighted that you are considering the King's Own International College (KOIC) for your English language education! At KOIC, we are committed to supporting students from around the world in developing their English skills within a welcoming, inclusive and professional environment. Our English Language Intensive Courses for Overseas Students (ELICOS) are accredited by the National ELT Accreditation Scheme (NEAS) and aligned with the Common European Framework of Reference for Languages (CEFR).

This Pre-Enrolment Information Guide contains the essential information you need before you enrol: our courses, entry requirements, fees, refunds and the support services we provide (ESOS Act 2000, s21; National Code 2018, Standard 2). We look forward to welcoming you to KOIC.

COURSE INFORMATION

KOIC offers three English language courses. All ELICOS levels are described against the CEFR.

Course	CRICOS code	Levels	Duration
General English (GE)	093103A	Beginner/Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate, Advanced (CEFR A1 to C1)	12 weeks per level
English for Academic Purposes (EAP)	093104M	EAP1, EAP2, EAP3 (CEFR B1 to B2+)	10 weeks per level
IELTS Preparation	085409E	One level: Upper-Intermediate (CEFR B2 to B2+), Academic or General Training module	16 weeks

General English (GE)

General English develops Reading, Writing, Listening and Speaking for everyday, social and work purposes. Each week is built around a theme, and teaching and assessment tasks relate to that theme. There are five levels of 12 weeks each:

Level	CEFR entry	CEFR exit	Next step on completion
Beginner/Elementary	A1 or below	A2	Pre-Intermediate
Pre-Intermediate	A2	A2+	Intermediate
Intermediate	A2+	B1	Upper-Intermediate or EAP1
Upper-Intermediate	B1	B2	Advanced, EAP3 (or EAP2 where the DoS ELICOS decides) or IELTS Preparation
Advanced	B2	C1	Course completion; further study

Your starting level is set by the Pinnacle English Placement Test, which you sit online before you receive your Letter of Offer. You move up a level when you complete the level (see Assessment and Course Completion).

English for Academic Purposes (EAP)

EAP is designed for students preparing for further study in vocational or higher education. Students take part in group work, presentations, report writing, note-taking, critical thinking and essay writing, and keep a study portfolio that their teacher reviews each week. There are three levels of 10 weeks each:

Level	CEFR entry	CEFR exit
EAP1	B1	B1+

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EAP2	B1+	B2
EAP3	B2	B2+

IELTS Preparation

IELTS Preparation is a 16-week course for students who want to improve their IELTS band score in the Academic or General Training test. It covers the IELTS test format and strategies, with a focus on Speaking, well-structured Writing tasks and detailed feedback from experienced teachers. Each week is built around a theme. The course takes students from CEFR B2 to B2+.

Delivery Mode

All ELICOS courses are delivered face-to-face at KOIC's Language Centre, Level 7, 11–17 York Street, Sydney NSW 2000, by qualified ELICOS teachers. Classes are 20 contact hours per week.

Academic Calendar

KOIC's Academic Calendar sets out study periods, term dates, public holidays and scheduled breaks. ELICOS intakes are weekly, on Mondays, in line with the published calendar. The 2026 Academic Calendar is available on the KOIC website.

Assessment

Your teacher checks your progress every week using the Weekly Formative Assessment Checklist. Every four weeks you sit a Summative Progress Test covering Listening, Reading, Writing and Speaking:

- **General English:** three Progress Tests in each 12-week level (weeks 4, 8 and 12). Grammar is tested for practice only and is not included in your result.
- **EAP:** assessments follow the EAP Assessment Schedule, which you receive at orientation. Some tasks, such as the Information Report, are written in class using notes from your study portfolio. Your teacher checks your portfolio each week, including for plagiarism and unauthorised use of artificial intelligence (AI).
- **IELTS Preparation:** four full IELTS-format Progress Tests over 16 weeks (weeks 4, 8, 12 and 16).

KOIC moderates and validates its assessments so that they are fair, consistent and aligned with the learning outcomes (ELICOS Standards 2018, P4).

Course Completion

- **General English:** you complete a level and move up with an overall average of 60% or more across the three Progress Tests. The average is taken across all skills, not for each skill. Where you sit a Progress Test twice, the higher result counts.
- **EAP:** you complete a level with at least 50% in each skill.
- **IELTS Preparation:** you complete the course with a final average of 60% or more across the four Progress Tests.

Attendance

All ELICOS students must attend a minimum of 20 contact hours per week and maintain at least 80% attendance of scheduled contact hours (National Code 2018, Standard 8).

Excursions

ELICOS classes hold a monthly excursion, usually during Assessment Week, so that activities can be used in Writing and Speaking assessments. Excursions are part of the curriculum and attendance is required. They usually last 3 to 5 hours and are led by class

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teachers. Where an excursion involves a venue with a higher entry fee (such as Taronga Zoo or Luna Park), it only goes ahead if all students agree. KOIC seeks student discounts wherever possible.

Course Progress

KOIC monitors ELICOS course progress under its **Course Progression and Risk Intervention Policy**, the ELICOS Standards 2018 and National Code 2018, Standard 8. Your teacher records your results after every assessment. Each General English level (12 weeks), each EAP level (10 weeks) and the IELTS Preparation course (16 weeks) is a study period.

You are at risk of not meeting course progress requirements if you meet the trigger for your course:

- **General English:** below 60% in any part of a Progress Test, or a running average below 60%.
- **English for Academic Purposes:** below 50% in any skill on any summative task.
- **IELTS Preparation:** a running average below 60%, any skill below 50%, or no improvement since the previous Progress Test.
- **All courses:** you do not meet the completion rule for your level or course after reassessment.

If you are at risk, you will meet your teacher and the Director of Studies (DoS) ELICOS to agree an Intervention Strategy.

International ELICOS students who do not meet the completion rule for their level or course in two consecutive study periods, despite an intervention strategy, are issued an Intention to Report letter. You have twenty (20) working days from the date of the letter to appeal under the KOIC Complaints and Appeals Policy. If the appeal is unsuccessful, not lodged or withdrawn, KOIC reports you to the Department of Home Affairs (DHA) via PRISMS (National Code 2018, Standard 8). Attendance is managed and reported separately under the ELICOS Student Attendance Policy.

Certification

KOIC issues certificates in line with ELICOS Standards 2018, Standard P4.2:

- **Certificate of Completion** – when you complete your course (for EAP, each level) and meet the completion rule.
- **Statement of Achievement** – when you leave early, do not complete all assessments (DNC) or do not meet the completion rule.

Certificates show the CRICOS course name and code, your dates of study, the CEFR level achieved and your results. They are issued within thirty (30) calendar days of completion, provided all fees are paid. A Unique Student Identifier (USI) is required for VET courses only.

Course	Grades used
General English and IELTS Preparation	A Excellent (86–100%) • B Good (71–85%) • C Satisfactory (60–70%) • D Unsatisfactory (below 60%) • DNC Did not complete the assessments
EAP	HD High Distinction (85–100%) • DI Distinction (75–84%) • CR Credit (65–74%) • PS Pass (50–64%) • FA Fail (0–49%)

General English gives one Certificate of Completion per enrolment, showing the highest level completed and its CEFR level. EAP gives a Certificate of Completion for each level completed. IELTS Preparation gives one Certificate of Completion showing the module and CEFR exit level (B2+).

KOIC is not an IELTS test centre. KOIC results are not IELTS scores and are not an English test result for visa purposes. To get an official IELTS score you must sit the IELTS test with an approved test centre (https://ielts.com.au/australia).

Learning Outcomes and Pathway Options

EAP supports students who wish to develop the academic English skills required for further study. KOIC's VET Diploma courses

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may also support progression to higher education programs offered by institutions and universities across Australia, subject to the entry requirements, credit transfer policies and approval processes of each provider. Each provider sets its own English entry requirements; check whether your intended provider accepts KOIC EAP results.

ENROLMENT INFORMATION

ELICOS Entry Requirements

All ELICOS applicants must be at least 18 years old. KOIC checks your English level before it makes you an offer (National Code 2018, Standard 2).

Course and level	Entry requirement (CEFR)	Accepted evidence
General English – all levels	No minimum English level	Pinnacle English Placement Test (online, before the Letter of Offer). Your result sets your starting level.
EAP1	B1	IELTS Academic 5.0 (no band below 4.5), PTE Academic 31 or TOEFL iBT 37; or GE Intermediate completed at KOIC
EAP2	B1+	IELTS Academic 5.5 (no band below 5.0), PTE Academic 39 or TOEFL iBT 51; or EAP1 completed at KOIC
EAP3	B2	IELTS Academic 6.0 (no band below 5.5), PTE Academic 47 or TOEFL iBT 67; or EAP2 or GE Upper-Intermediate completed at KOIC
IELTS Preparation	B2	IELTS Academic or General Training 6.0 (no band below 5.5), PTE Academic 47 or TOEFL iBT 67; or EAP2 or GE Upper-Intermediate completed at KOIC; or the Pinnacle English Placement Test (90% or more).

- Equivalent PTE Academic and TOEFL iBT scores are those in Schedule 1 of the Migration (English Language Tests and Evidence Exemptions for Subclass 500 (Student) Visas) Instrument 2025 (F2025L00906). Band minimums are a KOIC rule.
- Test results must be no more than two years old at the date of offer. KOIC checks each result with the test provider's online verification service.
- EAP applicants do not sit the Pinnacle test. If you do not have an accepted test result or previous KOIC study, you start in General English and move to EAP when you complete the required level. Applicants from English first-language countries may enter EAP through the Pinnacle test or schooling evidence.
- These are KOIC's academic entry requirements, not visa requirements.

Your Starting Level

Your starting level, as shown in your Letter of Offer and Written Agreement, is provisional until the end of your first week. Your teacher checks that the level suits you. If your teacher has concerns, the DoS ELICOS will meet with you. Your level is changed only with your agreement, and any change to your course or its length is confirmed in writing and updated in PRISMS.

Enrolment Procedure

1. Read this ELICOS Pre-Enrolment Information Guide.
2. Select the course you wish to apply for.
3. Complete the KOIC Application Form, available on the KOIC website.
4. Email your completed Application Form and supporting evidence to info@koic.nsw.edu.au: a copy of your passport, and

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your English test result or qualifications.

5. General English and IELTS Preparation applicants: sit the Pinnacle English Placement Test online when KOIC sends you the link (not needed if you are entering IELTS Preparation with an accepted test result or previous KOIC study).
6. If you are successful, KOIC issues a Letter of Offer, which includes your starting level, a Written Agreement and a Tax Invoice for the deposit.
7. Read, sign and return the Written Agreement by email or post.
8. Pay your course deposit as shown on your Tax Invoice.
9. Once KOIC receives your signed Written Agreement and deposit, it issues an electronic Confirmation of Enrolment (eCoE) for your visa application.
10. When your visa is approved and you arrive in Australia, attend orientation on the Friday before your first class.

Conditions of Enrolment (Student Code of Conduct)

As a student of KOIC, you have the right to:

- Be treated with respect and fairness, free from discrimination or harassment, regardless of religious, cultural, racial, gender, sexual or socio-economic differences, age or disability.
- Study and work in a safe, clean and cooperative environment.
- Have your personal property, including student work and computer files, protected from misuse or damage.
- Learn in an environment free from intimidation, bullying or disruptive behaviour.
- Access support services, including academic assistance, counselling, and language and literacy resources.
- Receive clear, timely information about course requirements, assessment criteria and feedback on your academic performance.
- Resolve complaints and disputes fairly and without fear of retaliation.
- Express and share ideas, ask questions and take an active part in learning.

With rights come responsibilities. KOIC students are expected to:

- Treat all members of the KOIC community, including students, staff and visitors, with courtesy, respect and fairness, and refrain from discriminatory or harassing behaviour.
- Submit original work, acknowledge others' contributions, and avoid plagiarism, cheating, unauthorised use of AI or other academic misconduct.
- Comply with KOIC policies and procedures, including those on bullying, harassment and sexual misconduct.
- Attend all scheduled classes, take part fully in learning activities and complete assessments on time. Request extensions at least three days before the deadline.
- Avoid disruptive behaviour, and not bring unauthorised substances or weapons onto campus.
- Respect and maintain KOIC property, facilities and equipment.
- Arrive on time to classes with the necessary materials, ready to learn.
- Fulfil payment obligations as set out in your Written Agreement.

Course Deferral, Suspension or Cancellation

KOIC allows students enrolled in ELICOS courses to defer, suspend or cancel their enrolment under specific conditions:

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compassionate or compelling circumstances, student misconduct, or at the student's request. These changes follow KOIC's Deferment, Suspension or Cancellation of Student Enrolment Policy, the ESOS Act 2000 and National Code 2018, Standard 9. Students can appeal any enrolment decision. Changes to international students' enrolments are reported through PRISMS and may affect visa status.

COURSE FEE INFORMATION

All course fees and charges are payable in Australian Dollars (AUD). Fees must be paid in full by the due date on the invoice and/or scheduled fee date. Late payment fees may apply. A complete schedule of course fees and charges is available on the KOIC website.

Please note: all fees are subject to change and may be updated without prior notice.

Payment of Fees

Students may pay tuition fees in full or in instalments as set out in their Letter of Offer and Written Agreement. Fee payment plans are given to all students. Once enrolment in a course has been confirmed, fees must be paid according to the payment plan. Each term's fee must be paid before the term starts, and students receive a reminder notice ten (10) days before the due date.

- KOIC will not collect more than $1,500 AUD of the student's total tuition fee for a course before the student begins the course.
- KOIC will not require any remaining fees earlier than two (2) weeks before the start of the student's second study period.
- A student may voluntarily pay earlier than two weeks but is not required to do so.
- An exception to the two (2) weeks rule is where the fees relate to the first study period, or are a debt.
- After the first study period, students remain responsible for paying fees on time as set out in the payment schedule in their Written Agreement.

A late payment penalty applies if tuition fees are late:

- $100.00 AUD if paid within 7 days after the due date
- $200.00 AUD if paid more than 7 days after the due date

If fees are unpaid fourteen (14) days or more after the due date, KOIC will inform the student in writing of its Intention to Report for non-payment of fees to the Department of Home Affairs (DHA) via PRISMS.

A 10-day cooling-off period applies from the time the student signs the Written Agreement and makes the initial payment. If the student withdraws during this period, tuition fees are refunded in full, less the application fee.

Refund Policy

Refunds are processed according to the terms in the student's Written Agreement. Refund eligibility is set out below.

Scenario	Refund amount
Visa refused before course commencement	Calculated in accordance with the ESOS Act: course fees paid minus the lesser of 5% of course fees or $500 (less application fee)
Withdrawal 28 days or more before course start	80% of tuition fees (less application fee)
Withdrawal less than 28 days before course start	50% of tuition fees (less application fee)
Withdrawal after course commencement	No refund

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Provider default	Refund of unused tuition fees or placement in an alternative course, as required by the ESOS Act

KOIC will refund tuition fees paid in advance when:

- A student's visa application is refused by the Department of Home Affairs (DHA), and the student does not start the course or withdraws before the agreed starting day. The refund is calculated in accordance with section 47E of the ESOS Act and the associated legislative instrument: the course fees paid, minus the lesser of 5% of the course fees received before the default day, or $500. The DHA visa refusal letter must be provided as evidence.
- The student withdraws 28 days or more before the course start date (the start date in the original Application Form, not later changes to it): 80% of the tuition fee is refunded.
- The student withdraws less than 28 days before the course start date: 50% of the tuition fee is refunded.
- The student applied for a visa extension and it was not granted by DHA: unused tuition fees are refunded in full.
- A current student withdraws in writing 28 days or more before the start of the following term: unused tuition fees are refunded.
- A student was provisionally enrolled on condition of achieving acceptable English language proficiency and cannot achieve the required level: all tuition fees and charges for the course are refunded less a $300 AUD cancellation fee.

KOIC will not issue refunds for:

- application fees, and non-tuition fees such as administrative or materials fees;
- withdrawal after the course has started;
- withdrawal not in accordance with the student's visa obligations, or not in good faith;
- a change in the student's work hours;
- inconvenience of travel to class;
- moving interstate or overseas;
- job changes or retrenchment;
- students who leave before completing the course;
- a student becoming a permanent resident of Australia during the program (no guarantee of university or other pathway places applies);
- a student visa refused by DHA because fraudulent documents were supplied.

Eligible refunds are paid within 28 days of receiving written notification, with a statement explaining how the amount was worked out. Refunds are paid only to the person who paid the tuition fees, in Australian Dollars, to the account specified in the refund application.

The Written Agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the student's rights to take action under the Australian Consumer Law if the Australian Consumer Law applies.

For full details, refer to **KOIC's Fees Management and Refund Policy.**

Transfer Between Registered Providers

KOIC follows Standard 7 of the National Code 2018, as amended by the National Code Amendment (Overseas Student Transfers) Instrument 2026. From 2 October 2026, international students cannot transfer to another provider before completing **12 months** of their principal course, unless one of the following applies:

- KOIC or your course is no longer registered.

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- KOIC has been sanctioned by the regulator in a way that stops you continuing your course.
- KOIC releases you and records the release in PRISMS.
- Your government sponsor supports the transfer in writing.

The 12-month period applies where the new provider enrols you on or before 30 June 2027. From 1 July 2027 it returns to six months. The period is counted from the start of your principal course. If you are studying ELICOS before your main course in a package, you have not yet started your principal course.

KOIC assesses release requests fairly, considering academic progress, visa compliance and student welfare, and may release you where the transfer is in your best interests. A release is not granted to avoid reporting for course progress, unpaid fees or attendance. A release is free of charge. If KOIC refuses your request, you will receive written reasons and may appeal within twenty (20) working days under the **KOIC Complaints and Appeals Policy.**

STUDENT SUPPORT SERVICES

ELICOS Orientation

Orientation is held on the Friday before your first class and includes:

- registration and the New Student Check
- handing out of the Student Handbook, where policies, procedures and other aspects are explained
- explanation of your timetable, course content and student needs
- explanation of the assessment timetable and requirements
- explanation of results and certification
- attendance, course progress and visa requirements
- tour of premises
- introduction to your teacher

Transition Support

KOIC provides transition support to help students adapt to their learning environment and achieve their goals, including:

- **Academic skills development:** workshops on study skills and time management, and tutoring and mentoring for academic challenges.
- **Personalised learning plans:** individual support strategies, including for students with language, literacy and numeracy needs.
- **Career and further study guidance:** CV writing, interview preparation and pathway advice.
- **Wellbeing and personal support:** access to counselling for mental health, stress and personal challenges, and support for students managing work, family and study.
- **Inclusive support:** tailored assistance for international students, Aboriginal and Torres Strait Islander students, students with disability and students from disadvantaged backgrounds.

Student Support Services

KOIC is committed to an inclusive and supportive learning environment. Support includes one-on-one academic help and workshops on study strategies, essay writing and research skills. For students with disability, mental health challenges or other

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needs, reasonable adjustments are made, such as modified assessments, assistive technology or personalised learning plans. KOIC also offers wellbeing support, including in-house counselling, referral to external services and emergency crisis protocols. All students are encouraged to tell us about their needs at enrolment or at any time.

Support for International Students

KOIC helps international students adapt to studying and living in Australia. Orientation gives essential information on accommodation, public transport and healthcare. International students have access to academic and personal support services, including emergency contacts for health and legal issues and 24/7 helplines. KOIC complies with the ESOS Act 2000 to protect international students' rights and provide a safe, supportive environment.

Visa Requirements

International students must hold a valid student visa to study in Australia. KOIC provides guidance on visa conditions, including:

- **Full-time study:** ELICOS students must attend a minimum of 20 contact hours per week.
- **Attendance and progress:** students must maintain at least 80% attendance and meet course progress requirements.
- **Contact details:** students must tell KOIC of any change to their residential address, phone number or email within seven (7) days.

Overseas Student Health Cover (OSHC)

International students must have Overseas Student Health Cover (OSHC) for the duration of their student visa. OSHC covers essential medical expenses, including doctor visits, hospital care and prescription medicines. KOIC checks that students have valid OSHC at enrolment and can help arrange OSHC through preferred providers.

Accommodation and Living Costs

KOIC can help students find suitable accommodation, including homestay, student housing or private rentals. The Australian Government recommends a minimum of AUD $29,710 per year for living expenses, excluding tuition fees. Typical costs include rent, utilities, food, transport and leisure. KOIC staff can give budgeting tips.

Cultural Adaptation

- **Cultural orientation:** information on Australian customs, social norms and communication styles.
- **Workshops and social events:** opportunities to practise English and make friends.
- **Counselling:** professional advice for students experiencing homesickness, culture shock or other challenges.

Bullying, Discrimination and Harassment

KOIC is committed to a safe, inclusive and respectful environment for all students, staff and stakeholders. Bullying, discrimination, sexual harassment and racism are strictly prohibited. Incidents or concerns should be reported promptly through KOIC's formal reporting channels, which prioritise confidentiality and fairness. KOIC responds to all allegations sensitively, with appropriate support, investigation and disciplinary action.

Cultural Safety

KOIC provides a culturally safe, respectful and inclusive learning environment. KOIC recognises and values the diverse cultural identities, languages, beliefs and lived experiences in its community, including Aboriginal and Torres Strait Islander peoples and students from culturally and linguistically diverse backgrounds. Cultural safety concerns can be raised through KOIC's formal reporting and support channels.

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Complaints and Appeals

KOIC provides fair, transparent and accessible processes for complaints and appeals. If you are dissatisfied with an academic or non-academic decision, or have concerns about any aspect of your studies or services, you are encouraged to use the Complaints and Appeals process. KOIC encourages informal resolution where possible. You will not face any disadvantage or reprisal for lodging a complaint or appeal.

Procedure

Complaints should be made in writing and are acknowledged within five (5) business days. If unresolved, complaints may progress through internal review, and external appeal is available if needed. All complaints and appeals are handled promptly, impartially and confidentially. KOIC provides support such as interpreters where needed. Full details are in KOIC's Complaints and Appeals Policy on the KOIC website.

CAMPUS FACILITIES

The KOIC Language Centre is at Level 7, 11–17 York Street, Sydney NSW 2000, in the heart of Sydney's Central Business District, just steps from Wynyard and Town Hall stations, with buses, light rail and major transport links nearby. Facilities include:

- three common areas for self-study
- a breakout area for downtime between classes
- a student kitchen with a fridge, microwaves, filtered water, and a kettle with free tea and coffee
- convenient access to cafes, restaurants, shopping centres, cinemas and sports facilities

Key Contact Details

Contact	Details
King's Own International College (KOIC)	Level 7, 11–17 York Street, Sydney NSW 2000
Administration Officer	info@koic.nsw.edu.au | (+61) 2 9163 8903
Director of Studies ELICOS	savvas@koic.nsw.edu.au | (+61) 2 9163 8903
Website	www.koic.nsw.edu.au