

Conditions of enrolment

1. Student Pass & Visa Requirement

- 1.1. All foreign students studying in Malaysia must have a valid student pass issued by the Immigration Department of Malaysia (JIM).
- 1.2. ELC will make the necessary arrangement for you to obtain a student pass. You have to be between 18 to 45 years old for the application of student pass.
- 1.3. **Documents required for student pass application :**
 - Passport Photocopy (Bio-data page, all pages with Visa information, pages showing any extensions, clarifications of names, and previous passport numbers)
 - Passport size photo (with white background) 3.5cm x 5cm height
 - Academic results and/or academic certificates (English translated copy is required)
 - Health Declaration Form duly completed and signed
- 1.4. All application for student pass are subject to approval by the authority and ELC is not liable if the application is rejected due to any reasons or if the approval term is shorter.
- 1.5. **Single Entry Visa (SEV)** is required for selected nationalities entering Malaysia as student. The list of countries is available at www.imi.gov.my. Kindly contact the nearest Malaysian High Commission/Malaysian Embassy/Consulate or visit www.imi.gov.my or <http://www.kln.gov.my/web/guest/mission> to obtain the SEV (if applicable) before purchasing your flight tickets to enter Malaysia.
- 1.6. For students who are entering Malaysia on a student pass, please provide the details of your flight and arrival date. ELC's representative will receive you at the immigration check-point. A visa will be issued to you at the entry point in the form of an endorsement on your passport.

2. Visa Endorsement

- 2.1. Upon arrival, you must perform the post arrival medical health check within three (3) days with the panel clinics appointed by Education Malaysia Global Services (EMGS). You must submit your passport after the medical check-up to ELC within seven (7) days after your arrival. ELC will help to submit your passport to EMGS for student pass and visa endorsement. The endorsement process may take approximately 6-8 weeks. This duration is just estimation and is dependent on EMGS and JIM.
- 2.2. Your Student Pass approval is subject to your post arrival medical health check report. Appealing of medical health check report is subject to the approval from the EMGS. You are NOT to arrange any travel arrangement during the endorsement process till you receive back your passport.

3. Course Information

- 3.1. **Weekly hour**
 - Intensive General English / Business English / Academic English : 20 hours + 5 hours of optional class per week
 - Semi-Intensive General English : 15 hours class per week
 - Premium Intensive General English / Business English / Academic English : 15 hours class + 5 hours One-to-one + 5 hours optional class per week
- 3.2. **Minimum level :** Business English and Academic English courses require a minimum level. You should show evidence of your level upon enrolment or complete the ELC pre-course test. ELC retains the right to transfer your enrolment to a different course if your level of English is unsuitable for the course in which you have enrolled.
- 3.3. **Premium courses :** A minimum of 4 weeks' notice is required for ELC to organise a Premium course.
- 3.4. **Course transfer :** After the start of your program at ELC, you may choose to transfer onto a different course. You may do so provided that you meet the minimum level required and as soon as there is availability in that course at your level. No transfer fees apply but you will need to pay an upgrade fee if you choose to transfer onto a more expensive course. This upgrade fee cannot be paid by shortening your enrolment. If you choose to transfer onto a cheaper course, there will be no refund or course extension to make up for the price difference.
- 3.5. **IELTS Exam :** The IELTS Exam fee is not included in any program fees. It is payable directly to your chosen test centre after your arrival in Malaysia. IELTS exam fees is RM795 from 1-January-2019.

4. General condition of enrolment

- 4.1. **Payment & confirmed enrolments :** When enrolling at ELC, you will receive an invoice listing the fees owed and starting payment due dates. A confirmed place at ELC will be secured after all fees have been received as outlined on your invoice.
- 4.2. **Attendance & course progress :** Student visa holders must attend at least 80% of their course and maintain satisfactory course progress by completing all class work, assignments and assessments. Students who fail to meet these requirements may be reported to JIM.
- 4.3. **Residence address :** You must notify ELC of any change of residential address while at the college. Failure to notify the college that you have changed address may result in automatic cancellation of your visa without your knowledge.
- 4.4. **Personal Information :** A student's personal information may be made available to the Federal and State agencies and other Authorities as required under Malaysian law.
- 4.5. **Communication :** Photographs, videos and testimonials provided by you and/or taken by ELC may be used for marketing and promotional purposes. You agree that ELC communicates with you via photo, e-mail and SMS.

- 4.6. **Code of conduct :** You must behave appropriately at all times within ELC and ELC arranged accommodation. This includes appropriate behaviour on social media. Students agree not to post inaccurate information, information that infringes on the privacy of ELC staff or students or use inappropriate language in relation to ELC.
- 4.7. **Possible changes :** ELC retains the right to change its fees and conditions, cancel or defer courses, and to alter course timetables and class locations at any time without notice.
- 4.8. **Missed classes :** If you miss classes for personal reasons including illness, no financial compensation or make up classes will be offered.
- 4.9. **Your rights :** This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Malaysia consumer protection laws.
- 4.10. **Personal Conduct at ELC :** ELC is committed to a policy of zero discrimination, harassment and bullying on the grounds of race, religion, nationality, gender, sexual orientation, age or any other reason. All students, staff and other stakeholders are expected to behave with, and treat others with, respect at all times, both in and outside of the school premises. No forms of discrimination, harassment or bullying will be tolerated. Observed and demonstrable instances of discrimination, harassment or bullying will be dealt with, and can result in expulsion from the school without refund.

5. ELC cancellation and refund policy

- 5.1. For cancellation of your English language program the following terms and conditions apply to your enrolment fee, tuition fee, material fee and student visa processing fee.
- 5.2. The enrolment fee and student visa processing fee are non-refundable in all cases.
- 5.3. For program cancellation with more than 28 days notice, ELC will retain the enrolment fee only.
- 5.4. For program cancellation with less than 28 days notice, ELC will retain the enrolment fee and 25% of the tuition fees.
- 5.5. For program cancellations on or after the date of commencement, there will be no refund.
- 5.6. For program cancellations due to refusal of a student visa, ELC will retain the enrolments and student visa processing fees only. Your student visa deposit and Overseas Student Health Cover or Insurance fees are fully refundable, such fees will be refunded within 14 days when ELC received the refunded amount from EMGS.
- 5.7. The term "program" used above refers to your entire enrolment at ELC and can encompass a combination of several courses.
- 5.8. Additional refund policies apply for any extra services you have booked including but not limited to accommodation.
- 5.9. If you defer your program and later cancel it prior to your new start date, the cancellation policy will apply from your original course start date, not your deferred start date. This is relevant as it determines whether point 5.3, 5.4 and 5.5 applies to your potential refund.
- 5.10. Refund requests will be processed within four weeks. If you enrolled through an education agent, the fees will be refunded to that agent.
- 5.11. Program fees are not transferrable to another person or institution.
- 5.12. In the event that a student fails to complete a program of study, ELC is not obliged to return any part of the fees paid.
- 5.13. In the unlikely event that ELC cancels a course before its commencement, you will receive a full refund within 2 weeks.

6. Accommodation Policies (applies to all accommodation options)

- 6.1. **The accommodation placement fee** applies to all accommodation bookings and is non-refundable.
- 6.2. A minimum of 4 weeks booking applies. In the event that students defer their arrival or cancel their accommodation bookings 4 weeks notice for ELC Student Apartment will be required, otherwise student be liable for the rent from the initial arrival date. The departure date from the accommodation will also remain the same unless ELC can organise an extension at an additional fee. Administration fee applies for all cancellation.

7. ELC Student Apartment

- 7.1. As far as possible, the student apartment bookings should be arranged with arrival on a Sunday and departure on a Saturday.
- 7.2. A minimum of 4 weeks booking applies. 4 weeks notice applies for any changes to the booking.
- 7.3. Student will have to pay USD300 bond upon registration.
- 7.4. Upon arrival, student will be expected to sign the student apartment rules (copy available upon request). Non-compliance with the rules may result in eviction. If a student is evicted from the apartment, there will be no refund.
- 7.5. We reserve the right to change a booking for a bed in a twin room into a triple room.
- 7.6. Smoking is not permitted in any of the ELC student apartment.

Indemnity and release

On behalf of myself, my executors, administrators and assigns, I agree to waive and release all claims against ELC English Language Company (Malaysia) Sdn Bhd, its directors, and appointed representatives for any loss, accident, delay or expense, bodily injury or death which I may cause or suffer in connection with or resulting from attendance or participation in any of ELC's programs, accommodation arrangements, transfer, sporting, recreational and cultural activities. I agree that the law of Malaysia shall apply to this agreement.

Please sign the 2nd page of this enrolment form to confirm that you agree with our conditions of enrolment.