

Deakin English

Deakin University English
Language Institute (DUELI)

Online Orientation Handbook 2020



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Welcome to DUELI

Deakin University English Language Institute (DUELI) is Deakin's English language centre. At DUELI we are proud of our reputation as being one of the best English centres in Australia.

Studying English at DUELI provides you with a wonderful chance to meet new people and make lifelong friends. It is a fantastic opportunity to share knowledge, ideas and experiences.

Students from all over the world study English at Deakin. Whether you are planning to learn English to study an award course at Deakin University or for your own personal or professional English language development, our aim is to help you improve your English quickly at the best English language centre in Australia.

I am pleased to welcome you to DUELI, and, with all the staff here, I look forward to helping you become a successful Deakin student.

Ben Stubbs
Director
Deakin University English Language Institute



DUELI and Deakin International's website

All up-to-date information about DUELI is available on deakin.edu.au/dueli.

Check out Deakin International's website for up-to-date information on living matters, financial information, academic support, campus facilities and services. Go to deakin.edu.au/international.

Deakin University English Language Institute

DUELI

Deakin University English Language Institute (DUELI) offers a wide range of English language courses from elementary to advanced level. You can ring DUELI Melbourne Reception on +61 3 9244 5110.

DUELI courses

Courses are integrated and involve the development of reading, writing, listening, and speaking skills using texts and materials from a wide range of media. A strong emphasis is placed on helping students become independent learners. We encourage you to develop your own learning style, set your own goals and draw up your own study plans.

Classes

- Classes are held online between 8:30am and 4:30pm from Monday through Friday.
- Courses are run in five-week blocks.
- There is an average of 15 students per class (generally, DUELI classes range from six to 18 students).

Teaching staff

Teachers at the Deakin University English Language Institute are highly qualified and experienced professionals who have:

- postgraduate qualifications in TESOL
- extensive teaching experience in Australia and overseas specialist skills in curriculum, materials, and study program design
- IELTS preparation and examining experience.

Student services

Deakin student advisers are here to help, advise, and guide you. You can access:

- medical and health services on campus
- personal, confidential, and free counselling on campus and online
- award-winning careers centre where you can obtain information about a range of local and international careers
- assistance with finding accommodation.

More information on student services is available on pages 7-8.

Online facilities

- An Australian university environment.
- Independent Learning Centre (ILC).
- Access to all of Deakin's library facilities.

What to expect at DUELI

Attendance

- You have to attend at least 80% of your scheduled DUELI classes.
- DUELI teachers monitor your attendance every hour of class.
- If you are late by more than 15 minutes for the first class of the day, and more than 5 minutes for any subsequent class, you will be marked absent for that whole one-hour class.
- DUELI will notify you in writing if you are at risk of falling below 80% and of its intention to report you for unsatisfactory attendance.
- If you disagree with the decision to report you, you can appeal against it, following DUELI procedures.

Excessive absence

Students who are absent for more than 5 consecutive business days may be reported to the Department of Home Affairs for non-attendance if they are holding a student visa. Students who are reported and whose visa is cancelled will not be eligible for a refund of any remaining tuition fees.

Course progress and assessment

DUELI is legally required to check your course progress to ensure that you are doing well in your studies. Language skills are assessed throughout the teaching block at regular intervals so that you can revise your study goals.

There are several assessment tasks within each level, which you must pass in order to progress to the next level. You must pass the level specified in order to meet the English language requirement allowing you to enter the intended award study.

Marks are final. All borderline marks are second-marked by a coordinator. Students can request a review of their marks, in exceptional circumstances, by completing the Results Review Form. Students who have failed at a given level three times will be unable to extend their study.

Plagiarism

Plagiarism occurs when a student copies somebody else's work without acknowledging its author. Plagiarism leads to severe penalties in Australia, as it is an example of academic misconduct. Teachers at DUELI will explain how to properly reference your work in order to avoid plagiarism.

Student expectations

Deakin University recognises that students are entitled to have the following expectations during their time at DUELI:

- to study in a safe, secure and supportive environment
- to be treated with respect and courtesy in an environment free from harassment and discrimination
- to have personal privacy respected
- to have access to clear, appropriate procedures for dealing with complaints and grievances.

For information about DUELI's location, maps and travelling, visit deakin.edu.au/locations/melbourne-burwood-campus.



DUELI student code of conduct

Studying at Deakin University is a co-operative relationship between students and staff. Both students and staff work together to support the teaching and learning journey of each and every Deakin student.

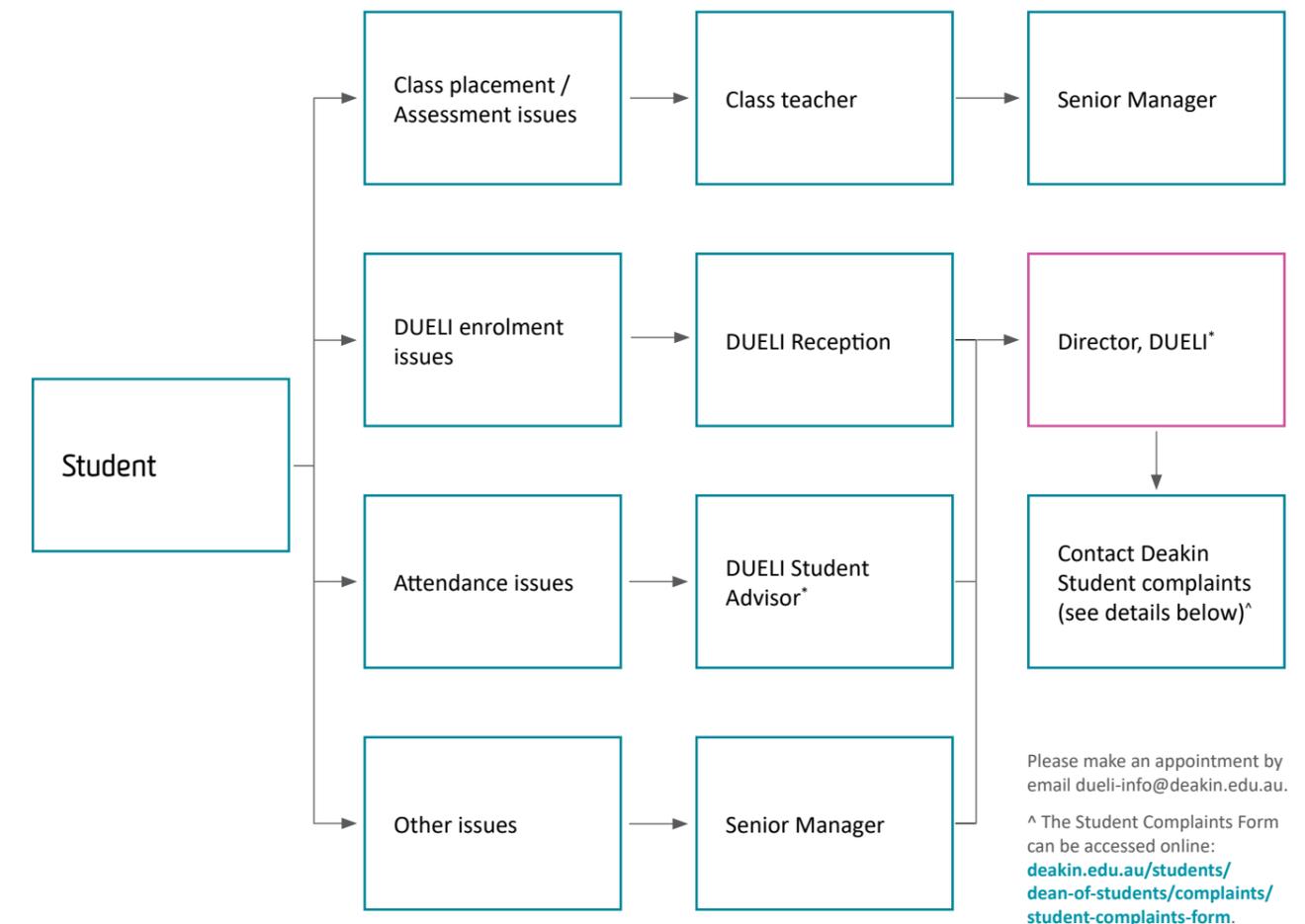
Standards of behaviour

To maintain and uphold positive relationships, this Code of Conduct sets out standards of behaviour based on co-operation, mutual responsibility, respect, self-discipline, and tolerance of others by which everyone is accepted as an individual and where all cultures are highly valued.

| Value | Behaviours |
|--|--|
| Responsibility Being accountable for your own actions and learning | <ul style="list-style-type: none"> Co-operate with teachers and students. Be punctual and fully prepared for class. Complete class work as assigned by your teachers. Practice behaviours that keep everybody safe. |
| Respect Caring about yourself, others and the environment around you | <ul style="list-style-type: none"> Listen carefully to others. Be understanding and tolerant. Treat everybody with respect. Behave in a manner that is non-discriminatory. Practice behaviours that are not disruptive to others. Care for University and personal property. |
| Integrity Being honest and fair | <ul style="list-style-type: none"> Treat others fairly. Allow others to study in a positive environment. Submit work that is your own. |

Student grievance procedure

We hope you find your time at Deakin to be enjoyable and rewarding. If you're unhappy about something at DUELI, you can make an enquiry to the right person following the flowchart below.



More information

To learn more about student procedures visit the following webpages:

- Deakin International Student Compliance and Visas: deakin.edu.au/students/studying/international-students/compliance-and-visas
- Student General Misconduct: <https://policy.deakin.edu.au/document/view-current.php?id=168>
- Student Academic Integrity: <https://policy.deakin.edu.au/document/view-current.php?id=79>
- Student Appeals Procedure: <https://policy.deakin.edu.au/document/view-current.php?id=219>
- Student Complaints Resolution Procedure: <https://policy.deakin.edu.au/document/view-current.php?id=146>

Deakin student services



Deakin University student ID card (Deakin card)

Your Deakin card allows you to use a variety of services around the university, including:

- libraries
- computer labs
- printing
- cafés.

To put money onto your Deakin card, top up online at deakin.edu.au/students/enrolment-fees-and-money/deakin-card/top-up-your-deakin-card.



Library

You can access Deakin's online library anytime. For more information, go to deakin.edu.au/library.



Deakin career counsellors

Deakin career advisors offer counselling and advice on career planning, course and career direction, developing self-awareness of your skills and interest and deciding on postgraduate study. The service also provides information about how to look for a job, write a resume and prepare for an interview. See deakintalent.deakin.edu.au/career-coaching.



Chaplains, multi-faith space

Deakin's chaplains offer a multi-faith approach to belief and spirituality. You are welcome to drop in to chat about issues of faith and other personal concerns. See deakin.edu.au/studentlife/chaplains.



Legal advice

For information about free legal advice go to www.legalaid.vic.gov.au or call 03 9269 0120.

Things to remember

As a DUELI student, it is your responsibility to remember the rules about your attendance, arrival time for class, your course progress and related information. A set of useful apps is also available for you to download on your device.

- DUELI requires that you attend all classes. Your attendance must be above 80%. If your attendance falls below 80% and you may not be able to extend your DUELI course.
- If you are sick please ask your doctor for a medical certificate. Keep all medical certificates in case you have to show them to DUELI or the Department of Home Affairs.
- If you are more than 15 minutes late for your first class, you will be marked absent for that class.
- If you are more than 5 minutes late for any following class, you will be marked absent for that class.
- If you fail the same DUELI level three times, you may not be able to get a course extension.
- Re-printing certificates/statements of results will cost \$30 per copy.



Outlook Web Access (OWA)

Get your Deakin email app on your phone and never miss out on important emails.



Deakin Genie

Let Deakin Genie help you access your required reading and prescribed texts through the Deakin Library.



Deakin Moves

An app to help you find ways of increasing your health and wellbeing as part of your Deakin experience.



Deakin IT services

IT password

For detailed instructions on activating your IT access, please refer to 'How to get your IT password' on the next page.

Email

Deakin University will communicate important information to you by email, so it is important that you regularly check your Deakin email account. From deakin.edu.au choose 'Current students', then 'email', log in and go to your inbox.

Your Deakin email address is your `username@deakin.edu.au`; for example, `john@deakin.edu.au`.

Download the OWA mail app to get Deakin email on your phone.

Your responsibilities

You must:

- NOT allow others to access your password
- report any unauthorised use of your account to IT Services by telephoning 03 9244 6888.

Misuse of services

It is important to be aware of potential misuse of Deakin's services. Some examples are:

- violation of copyright
- using the facilities for commercial reasons
- invading of individual's privacy
- harassing individual through the use of email
- sharing passwords
- tampering with other users' electronic communication
- accessing offensive or inappropriate materials.

Consequences of misuse

You may:

- possibly lose computing access
- have to reimburse the University for additional costs
- face possible disciplinary or criminal action.

Contact the IT Service Desk

Phone: +61 3 9244 6888 or 1800 463 888 (7 days)

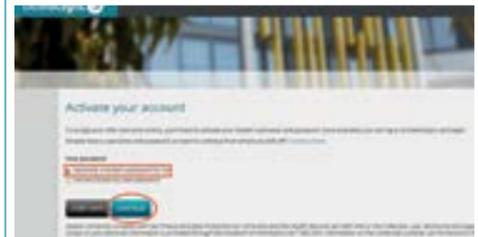
Website: deakin.edu.au/its

How to get your IT password

1 Go to sync.deakin.edu.au/activate. Enter your birthday, student number and course code. You can find your course code on your offer letter, it's usually X067A, X067B, X067C etc (0 = zero). Enter the post code as four zeroes (0000). Then click 'Continue'.



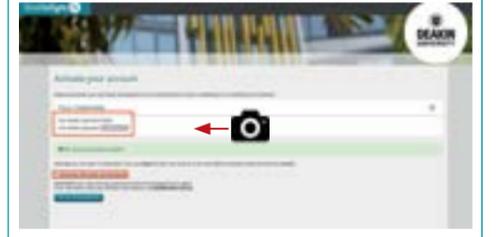
3 Select 'Generate a random password for me', then click 'continue'.



4 Click 'I agree'.



5 Take a photo of your username, password, and email address. Press 'Continue to Deakin'.



6 Please open the browser and log in to DeakinSync. Send an email to dueli-support@deakin.edu.au.

7 Check the DUELI Blog – deakin.my/dueli – for more information.



DUELI dates

DUELI 2020 dates

| Intake | Orientation | Start date | End date | Holidays |
|--------|--------------|--------------|--------------|---------------------------------------|
| 1 | 9 January | 13 January | 14 February | 27 January |
| 2 | 13 February | 17 February | 20 March | |
| 3 | 19 March | 23 March | 24 April | 10 – 14 April (Easter) |
| 4 | 23 April | 28 April | 29 May | 27 April |
| 5 | 28 May | 1 June | 3 July | 6 – 10 July |
| 6 | 9 July | 13 July | 14 August | |
| 7 | 13 August | 17 August | 18 September | 21 – 25 September |
| 8 | 24 September | 28 September | 30 October | 2 – 6 November, Grand Final Day (TBC) |
| 9 | 5 November | 9 November | 11 December | |

DUELI 2021 dates

| Intake | Orientation | Start date | End date | Holidays |
|--------|--------------|--------------|--------------|--|
| 1 | 7 January | 11 January | 12 February | 26 January |
| 2 | 11 February | 15 February | 19 March | |
| 3 | 18 March | 22 March | 23 April | 2, 5, 6 April |
| 4 | 22 April | 27 April | 28 May | 26 April, 14 May |
| 5 | 27 May | 31 May | 2 July | 5 – 9 July |
| 6 | 8 July | 12 July | 13 August | |
| 7 | 12 August | 16 August | 17 September | 20 – 24 September |
| 8 | 23 September | 27 September | 29 October | 1 October, 1 – 5 November, Grand Final Day (TBC) |
| 9 | 4 November | 8 November | 10 December | |

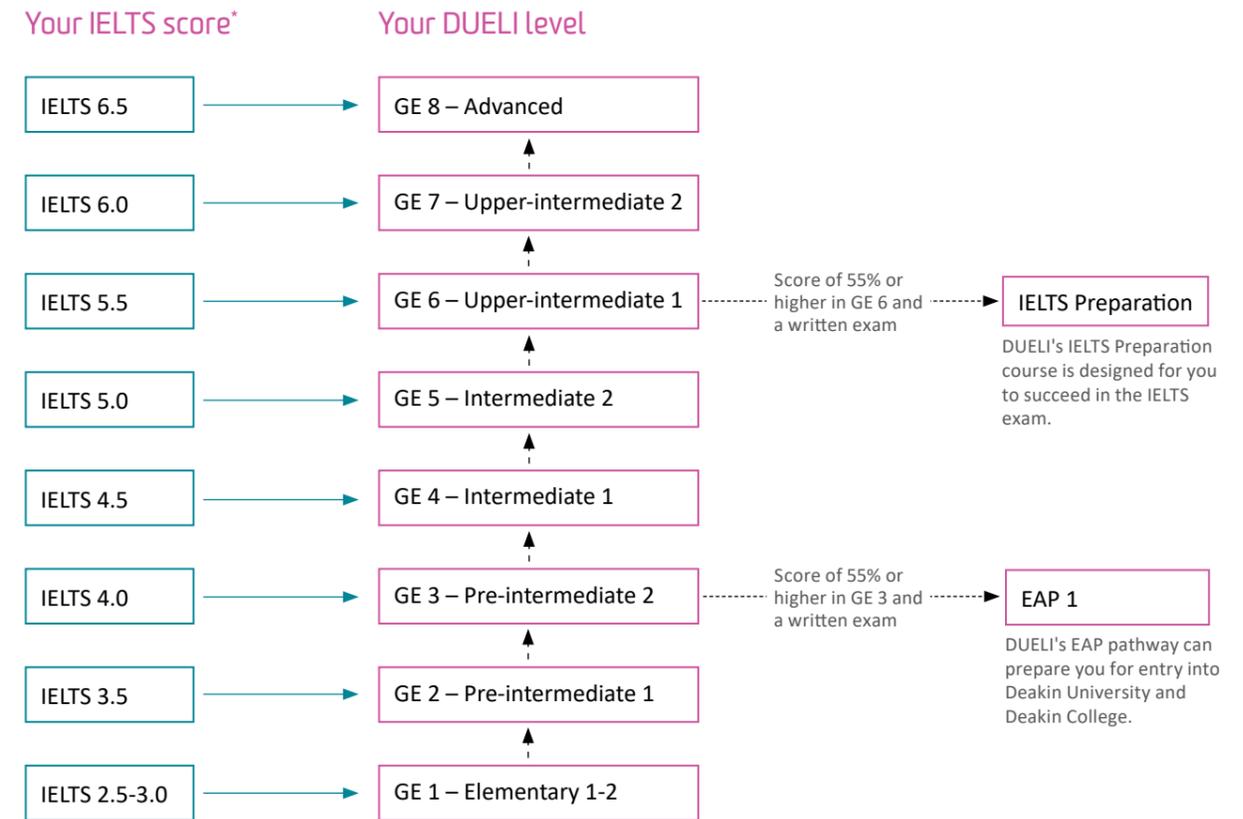
DUELI 2022 dates

| Intake | Orientation | Start date | End date | Holidays |
|--------|--------------|--------------|--------------|--|
| 1 | 6 January | 10 January | 11 February | 26 January (Australia Day) |
| 2 | 10 February | 14 February | 18 March | |
| 3 | 17 March | 21 March | 22 April | 15 – 19 April (Easter) |
| 4 | 21 April | 26 April | 27 May | 25 April, 13 May |
| 5 | 26 May | 30 May | 1 July | 4 – 8 July |
| 6 | 7 July | 11 July | 12 August | |
| 7 | 11 August | 15 August | 16 September | 19 – 23 September |
| 8 | 22 September | 26 September | 28 October | 31 October – 4 November, Grand Final Day (TBC) |
| 9 | 3 November | 7 November | 9 December | |

For updated information visit deakin.edu.au/international-students/dueli/dueli-course-dates.

Please note: The Grand Final Holiday is held in September or October; the date varies from year to year. The dates for 2020, 2021 and 2022 are yet to be determined.

DUELI English language program information



Please note:

* Entry level IELTS score based on your lowest IELTS band score.

The pathway programs are available to student visa holders as their principal course. Courses are also available to other visa holders provided that the length of enrolment at DUELI does not exceed the conditions of their visa.

- Placement into all DUELI classes is based on the results of the DUELI Placement Test. You will take this test when you start at DUELI.
- Programs listed on this guide are available to student visa holders as their principal course. DUELI programs are also available to other visa holders provided that the length of their enrolment at DUELI does not exceed the conditions of their visa.

This is a GUIDE only, please refer to your letter of offer for specific information.

GE – General English
EAP – English for Academic Purposes

From DUELI to Deakin University



Successful completion of DUELI's English for Academic Purposes (EAP) pathway programs can provide you with entry into Deakin University and Deakin College.

The chart below shows how DUELI's EAP pathway programs can help you meet the English language requirements for the degree you want to study. You can learn more about the EAP program and other DUELI programs on deakin.edu.au/international-students/dueli/dueli-courses.

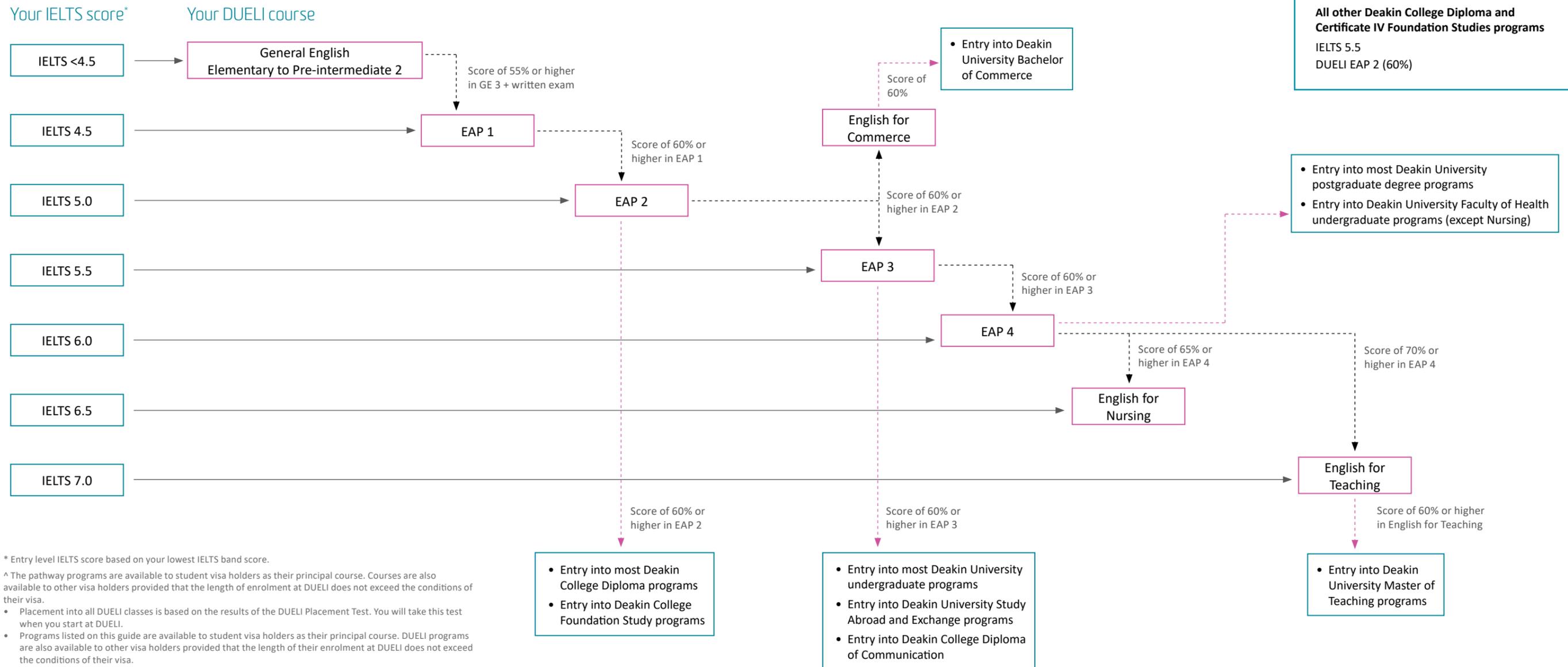
Minimum entry level for Deakin University Award course and Deakin College pathway programs[^]

Deakin University's Bachelor of Nursing
IELTS 7 (no band lower than 7)
TOEFL iBT 94 (Writing 27)

Deakin University Undergraduate and Study Abroad programs, Deakin College Diploma of Communication
IELTS 6.0 (no band lower than 6)
TOEFL iBT 65 (Writing 21)
DUELI EAP 3 (60%)

Deakin University Postgraduate programs and Faculty of Health Undergraduate programs
IELTS 6.5 (no band lower than 6)
TOEFL iBT 70 (Writing 21)
DUELI EAP 4 (60%)

All other Deakin College Diploma and Certificate IV Foundation Studies programs
IELTS 5.5
DUELI EAP 2 (60%)



If you require further information, please contact:
Student Support Coordinator (DUELI)
Melbourne Burwood Campus
70 Elgar Road, Burwood

Postal address: 221 Burwood Highway
Burwood Victoria 3125, Australia
Phone: 03 9244 5110

deakin.edu.au/dueli



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facebook.com/DeakinEnglish

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