

## WELCOME MESSAGE

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Welcome to ELS Language Centres, Malaysia. You have made an excellent choice in choosing ELS to study English and we shall help you succeed.

This Student Handbook has been specially prepared to provide you with some useful information. Please take time to look through this handbook. We know it will help you to benefit from your language programme as well as to enjoy your stay here.

If you need any assistance please feel free to arrange an appointment to meet with your Course Counselor.

We hope you will have an enjoyable stay in Malaysia and a rewarding learning experience at ELS Language Centres.

## INTRODUCTION

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ELS Language Centres, Malaysia, was established in 1990 and is a franchise of the US-based ELS Language Centres. With nearly 100 centres worldwide, ELS Language Centres has collectively enjoyed nearly 50 years of history, teaching over 2 million students the best and shortest way to learn English. Since 1990, ELS Language Centres Malaysia, has built a reputation as being one of the best ELS Language Centres outside the USA with a network of instruction centres in Petaling Jaya, Kuala Lumpur, Bukit Bintang, Subang Jaya, Johor Bahru and Penang.

ELS Language Centres Malaysia, is registered and approved by the Ministry of Education as an institute of higher learning and is recognized by the Human Resource Development Council as a training centre. It has also gained the approval of the Home Ministry to recruit and accept international students. Currently ELS Language Centres has a widely diversified base of students from more than 30 countries.

The hallmark of our reputation is the unmistakable interest we take in the overall welfare of our students. In addition to top class teaching-learning facilities, we are dedicated to providing excellent student services at all our centres.



## ACADEMIC INFORMATION

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### ORIENTATION & REGISTRATION OF NEW STUDENTS

All students are briefed on the first day of session on the ELS rules and regulations and the code of conduct to adhere to while studying in ELS. At the beginning of every session, the first hour will be used for administrative purposes, i.e. registration, orientation and collection of books and distribution of the session timetable. As such, classes will only begin at 9:30am on the first day of every new session.

### REPLACEMENT CLASS POLICY

In the event that there is more than one day of public holiday within a 20-day Certified Intensive English Programme (CIEP) session, replacement classes will be arranged and these replacement classes are usually held on Saturdays.

### PROGRESS CHECKS/FINALS

CIEP classes require different tasks and projects, but each instructor will give the dates and procedures for completing requirements within the course. The final examination schedule for all Levels, which is usually held in the last week of the session, will be posted on the notice boards in advance. Continuous assessments and progress checks are conducted throughout the course for all components.

### EVALUATION AND EXAMINATION

Each level of the CIEP runs on a four-week session. Exit level students have to sit for the Mid-Session Progress Check at the end of week 2, non-exit level students are evaluated through weekly ongoing assessment. Students in all levels, exit and non-exit levels are required to sit for the Final Quizzes in week 4 of the session. Your instructors will provide you with more details.

#### Grading

Marks are awarded on a percentage basis as follows:-

- Distinction 90% - 100%
- Credit 80% - 89%
- Pass 70% - 79%
- Repeat 0% - 69%
- Incomplete X\*

\* Incomplete means the student has failed to meet the minimum attendance requirement to pass the course or has not completed all or part of the quizzes.

The following grading criteria will contribute towards your final result:

Finals	40%
Mid-Session Progress Check/Continuous Assessment	30%
Participation	10%
Class work/Homework	10%
LTC (including Reward Flash and 24/7)	10%

### **PASS/REPEAT POLICY**

A student is deemed to have passed a level if he/she scores 70% in all components (Reading, Writing, SSP and Conversation). A fail mark recorded for any one component would mean that the student has to repeat that level. In very special cases, where students have performed extremely well in the passed components they may be allowed to do a split-level. Another criterion for passing a level is fulfillment of the 75% attendance requirement.

### **PROGRESS REPORTS**

A Progress Report is given to every student on the last day of the session. It reports the student's proficiency level for Reading, Writing, SSP and Conversation. A complete academic report, together with the attendance record and Release Letter, is available when a student has completed his/her course of study at ELS and wishes to transfer to a course of study at another College/University.

### **CERTIFICATES**

Certificates are awarded to students who have completed exit levels i.e. levels 103, 106 and 109.

#### Certificate of Completion

This is awarded to students who have successfully completed level 109 of the CIEP. This certificate is recognized for admission into most local colleges and to certain universities, local and overseas.

#### Certificate of Proficiency

This is awarded to students in level 109 of the CIEP if they demonstrate superior academic performance and obtain 90% or more marks in all the components.

#### Certificate of Promotion

This certificate is awarded to students who have successfully completed Level 103 (Beginning) and Level 106 (Intermediate). The ELS level 106 Certificate is accepted by several local colleges for admission into diploma courses.

#### Certificate of Attendance

Students who have attended 75% of their classes but have failed to achieve proficiency at Levels 103, 106 and 109 are awarded the Attendance Certificate. This certificate is also awarded to all students upon request at the end of their period of study at ELS Language Centres provided they have fulfilled the 75% attendance requirement in all the components.

## CONSULTATION HOURS WITH INSTRUCTORS

Consultation hours with full-time instructors can be from 8.30 am to 4.30 pm daily depending on the instructors' availability. Please make an appointment should you wish to consult your instructor.

## RECOGNITION

More than 550 US universities, colleges and career schools accept graduates with the CIEP 109 (Advanced Level) qualification into their academic programmes in place of the TOEFL/ IELTS or other standardized English Tests. In addition, several colleges in Malaysia and universities in New Zealand, Australia and the UK are beginning to recognize our level 109 Certification for admission into their courses. Our Course Counselors should be able to provide you with the list of universities/colleges that recognize our level 106 and level 109 Certification. The Course Counselors also provide free counseling on the choice of courses, or placement into universities and colleges.

## CANCELLATION and REFUND POLICY

### 1. Student Registration and Processing Fee

The Registration and Visa Processing Fee is non-refundable.

### 2. Tuition Fee

#### Withdrawal 7 days before commencement of classes

- a) If a student decides to withdraw 7 days before commencement of classes, he/she will be given a full refund less administrative cost of RM100 if written request is received 7 days prior to the commencement of classes.

b) Withdrawal less than 7 days before commencement of classes

Balance of Course fee less forfeited amount of one session fee will be refunded if Written request is received less than 7 days before commencement of classes. For Social Pass and Malaysian students paying month to month, no refund will be given.

c) Withdrawal after commencement of classes

No refund will be given except for student with serious illness that prevents him/her from attending all classes. In case of such an illness, acceptable medical document must be provided before a refund can be considered. If approved, only the unused portion of the course fee for subsequent month(s) will be refunded.

## **STUDENT SERVICES**

A Course Counselor is available to assist students to settle in and to advise and guide students on academic and cross-cultural issues. The Course Counselor, with the help of instructors and support staff, will also organize recreational activities, trips to local places of interest and campus and local college and university tours from time to time.

## **ACTIVITIES**

Teachers and Course Counsellors at ELS Centres will organize activities for students every month. These include movies, sports, games, cultural events and/or visits to local institutions of higher learning.

## **ACCOMMODATION**

The Course Counselor also helps to arrange accommodation for international students and local outstation students. Accommodation will depend on the budget of each student and his/her preference.

## **OTHER SERVICES**

Other services provided include transferring students to ELS worldwide, counselling on university/college placement and obtaining Student Passes for International Students. Please consult your Course Counselor for more information.

The UPX (University Placement Express) online application procedure allows students easy access to university profiles, course information, scholarships available, ELS Certificate acceptance and fast online applications. ELS Course Counselors are readily available to provide you with all the necessary help and assistance to accelerate your application process and to ensure that your academic path after ELS is secured.

## **ADDITIONAL ASSISTANCE**

If you have concerns on academic matters or need general assistance, please consult your class teacher or your Academic Director.

## **CHANGE OF ADDRESS**

It is important that you inform your Course Counselor/Administrative Staff immediately of any change in your address or telephone number.

## FACILITIES / SERVICES

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### Language Technology Centre (LTC)

Compulsory LTC hours are scheduled daily for every CIEP class. During LTC hours, students are able to work on specified language software, research assignments and other assignments scheduled for the session for your class. An Instructor/Resource Assistant and other support staff are available to help students during LTC hours. Please see notice on the door of the LTC for opening/closing hours. The Internet can be accessed only from 3:30pm to 5:00pm or as per the schedule which may vary from session to session and from centre to centre.

Use of the LTC facilities is subject to rules and regulations set by the LTC Administrator which may vary from time-to-time. Generally, the rules are as follows:

- Food and drinks are not allowed in the LTC
- All LTC materials (such as Books, CDs and Headsets etc.) should be returned after use.
- Nothing should be written on the printed materials borrowed from the LTC.
- Recording of CDs is not permitted.
- No programme should be deleted from or added to the computers in the LTC.
- Students are prohibited from entering indecent web sites. If students are caught, they could be expelled.
- Students are obliged to conform to all provisions of the law especially in relation to copyright and intellectual property.
- Inter-relay chat services are not allowed in the LTC.
- Only CDs/Cassette tapes borrowed from the LTC may be used in the centre.



## **RULES AND REGULATIONS**

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### **'SPEAK ENGLISH ONLY' POLICY**

ELS Language Centres practices a 'Speak English Only' policy. A completely English speaking environment is one of the best and fastest ways to help you improve your English language skills.

### **ATTENDANCE**

A student-centered approach to learning English requires full participation from students and this makes attendance in classes important. Students who miss more than 25% of the class hours for any one component without a valid reason will not be awarded any marks and their progress reports will record an 'Incomplete' for the course.

### **PUNCTUALITY**

Students are expected to be punctual for class. Late-coming shows an indifferent approach to your studies and is also disruptive. Frequent late-comings will be considered absenteeism and this may affect your results.

### **DRESS CODE**

All students are expected to dress appropriately while attending classes. Shorts and sleeveless tee-shirts are strictly prohibited for male students. Mini-skirts and body-hugging outfits are not allowed for female students. Slippers/flip flops are NOT ALLOWED. Dressing according to the cultural beliefs/values is respected but it must not be an obstruction to facial identification or in any way infringe on the social and cultural values and customs of the people of Malaysia.

### **SMOKING/DRINKING**

Smoking/drinking liquor are strictly prohibited within the compound of all ELS Language Centres.

### **MOBILE PHONES**

Mobile (cell) phones are not allowed to be used in class or during lessons which means you are not allowed to make or receive calls. Please switch off your phones or put them on silent mode. If you are expecting an urgent call or information please instruct the sender to send via SMS. In case of urgent personal matters (e.g. serious illness or death of close family members, ask your family to contact the school. The message will be passed on to the student immediately).

### **HELP LINE**

If you encounter any problems outside ELS Language Centres and need help, please contact your respective centres. The help line number can be obtained from any Administrative Staff.

## INFORMATION FOR INTERNATIONAL STUDENTS

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### ENROLMENT PROCESS

Upon enrolment, students must

- sit for a placement test to determine their level of English Language proficiency
- pay a total sum of tuition fee to cover 4 months of study
- submit **complete documents including academic transcripts** to the centre for student visa application

### IMMIGRATION

The immigration policies of Malaysia are very strict regarding the issuance of the Student Pass. Therefore, as a guest of this country, it is important that all students holding a Student Pass adhere to the regulations.

The most common concerns regarding immigration are:

1. Extension of Student Pass  
Be sure that you know the **expiry date** of your Student Pass. If you are planning to continue your studies at ELS Language Centres, you will have to submit your passport and all relevant documents to the Front Desk **at least 4 weeks** before the expiry date of your student pass for purposes of Student Pass Extension. The Immigration department will charge a nominal fee, which will be borne by the student, for this process. Processing of Student Pass Extension will take a period of at least 4 weeks.  
  
**Note:** Students who wish to have their student passes extended or have done an ELS Student Pass Extension are required to pay for and study for at least 2 months on their extension period prior to transferring to another college. Fee paid will be forfeited if the student fails to comply with this policy.
2. Cancellation of Student Pass  
If you are planning to leave the country and wish to head straight back home to your country of origin, you will have to submit your passport together with a copy of your flight ticket to the Front Desk for purposes of Student Pass cancellation. It will take approximately 2 weeks for the Immigration Department to process the cancellation. Any balance of monies due to you will be refunded on confirmation of the cancellation of the Student Pass by the Immigration authorities. Please note that all refunds are subject to the terms and conditions of the Refund Policy practiced by ELS Language Centres.

### 3. Shortening of Student Pass

We would strongly encourage students to transfer to other colleges only on completion of the ELS level 109. International students need to obtain an offer letter from the college/university of their choice before ELS can issue them a Release Letter. Your ELS Student Pass will subsequently be shortened to enable your new college/university to process your new Student Pass as quickly as possible. The duration for the Shortening of the Student Pass is at least 4 weeks.

#### Authorization

The Centre Director/Office Manager or person authorized must approve all requests for Cancellations/Shortening/Refunds prior to submission to the International Student Division (ISD).

### 4. Leave Application

International Students who have studied for at least 4 months continuously are eligible for one (1) month leave. To apply for leave, students need to fill up the leave application form that they can request from the Front Desk. Their applications must receive the approval of the Centre Director/Academic Director before they can go on leave. The Student Pass will be CANCELLED if students do not inform the centre of their whereabouts.

Students will only be eligible for study leave after completion of a minimum of 4 months of continuous study.



## HEALTH & MEDICAL

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### MEDICAL EXAMINATION

All international students need to undergo a health check in their country of origin. This is to ensure that they are in good health to pursue their studies in Malaysia.

### INSURANCE

Medical insurance for all international students is strongly encouraged if they do not already have an insurance coverage. If a student has an insurance coverage from his/her government or a private company, ELS Language Centres requires the student concerned to sign a 'Disclaimer Form'.

Students eligible to apply for the ELS Insurance Policy coverage are:

- a) Those aged between 16 to 40 years old
- b) Full-time students only

### STAYING HEALTHY

Health plays a very important part in a student's performance. However, if you do fall ill or have a medical problem and need to visit a doctor, the Course Counselor is always available to assist you to seek an appointment with a medical doctor. You can also obtain, from the Course Counselor, a list of hospitals and clinics in case there is an emergency and you need to visit the doctor at night or over the weekend. Students suffering from any infectious diseases should remain at home until they are completely recovered. Please contact your Course Counselor at the centre immediately if you cannot attend classes. A medical certificate must be tendered to support any absence due to sickness/ill-health.



## LIFESTYLE IN MALAYSIA

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### Working hours

All government departments including postal services are open from 8am to 4.30pm Mondays - Fridays. Bank transactions can be conducted between 9.30am and 3.30pm Mondays - Fridays.

### Currency

The currency in Malaysia is the Ringgit and sen. The Ringgit is the only legal tender in the country. Credit cards are widely accepted in Malaysia and can be used at most restaurants, supermarkets, department stores etc usually for purchases above RM50.

### Public Transportation

Public transportation is available easily.

#### Light Rail Transport (LRT)

KL city and its immediate suburbs are accessible by LRT. Two (2) main lines service the city and its immediate suburbs. They are the STAR and PUTRA lines. There are feeder buses to and from the LRT stations.

#### Monorail

A monorail runs through the city connecting KL Sentral to Titivangsa and passing through the main shopping centres of Imbi and Bukit Bintang.

#### KTM Commuter

The commuter train-network covers 40 stations. The KTM Commuter is a very popular choice among the public to commute to and from work. It is fast, efficient and frequent- the perfect way for suburban travel without having to battle with the city's notorious traffic jams. In addition, business centres and shopping complexes are also located within the vicinity of the major stations.

#### Express Rail Line (ERL)

It runs from the KL Sentral Station in Kuala Lumpur to the Kuala Lumpur International Airport. The fare is RM35 for a one way ride.

#### Taxis

Taxi stands are often found beside bus stops. The fare flags off at RM3 on boarding. It is easy to get a taxi in the city. Most of the city public taxis are red and white, yellow or green in colour. If you take a taxi between midnight and 6 am, there is a 50% surcharge on the fare. There is a special limousine service to and from KLIA that has a definite fare structure depending on your destination. The charges are double after midnight.

### Public Buses

The main bus service companies in the city are Intrakota, Rapid KL and Cityliner. Most of the buses are air-conditioned. Their routes cover the Klang Valley, encompassing the city centre and its surrounding areas. It is easy to get buses in the city as they stop at all bus stops along their routes.

### Cellular telephone

Celcom, Digi and Maxis offer cellular telephone service both on pre-paid and post-paid basis. Rates are competitive, so shop around to see who offers the best rates for the kind of service you need.

### Laundry

The cost for doing laundry is RM5 for up to 2.5kg. If you want clothes cleaned and pressed, it may cost up to RM1 per item. Dry cleaning costs vary between RM5 and RM15 per item depending on the type of garment.

### Shopping

Generally, all major stores open from 10am to 10pm. There are many malls and stores located in Kuala Lumpur. Some of the more popular ones include Lot 10, KL Plaza, Bukit Bintang Plaza, Sungai Wang Plaza, Starhill Centre, KLCC, Subang Parade and the Mid Valley Megamall.

Most items available in the big stores are also available at the night markets where prices are negotiable.

For daily shopping needs, hypermarkets like Carrefour, TESCO and Giant are ideal. If you do not live near these places, all residential areas have neighbourhood stores which stock daily essential items.

The night market, which operates in major residential areas, is the best place to buy fruits and vegetables. Items like clothes, plants, meat and fish and cooked local food to eat on the spot are also available.

ELS Language Centres hopes that your language proficiency improves tremendously during the period of study with us. You will learn best if you take an active approach to learning the language. Below are some IDEAS that can help you. GOOD LUCK!

## 17 Ideas That Can Help You Learn

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TAY LESLEY, PH.D

Director of Curriculum

1. **Maintain a POSITIVE attitude.** Remember that just as people learn their first language, anyone can learn a second language.
2. **Be REALISTIC.** At the same time, you should realize that learning a language takes time and effort.
3. **Be FLEXIBLE about cultural rules.** To learn a new language, you may need to change cultural attitudes. For example, in some countries students are not supposed to say anything in class unless the teacher asks them to. But to learn, you need to practice your English. So, don't be afraid to ask questions and speak in class.
4. **Learn to LIVE with uncertainty.** As a learner, you don't understand everything that people around you are saying, and you often have to make guesses about what something means. If you accept this as part of the game of learning another language, you will learn faster and better.
5. **Take RESPONSIBILITY for your own learning.** An instructor, a book, or a course can help you learn English, but in the end you are your own best teacher. To learn well, you need to have your own goals. Do you want to improve your pronunciation, your vocabulary, your reading comprehension? Then choose activities that will help you reach these goals.
6. **ORGANIZE your learning.** For example, if you're studying vocabulary, learn related sets of words (such as colours, types of furniture, tools) opposites, synonyms, etc. You are more likely to remember whatever you have learned in an organized way.
7. **USE what you know.** Many languages have related words (cognates), and you can often discover meanings by looking at context (the situation in which a word or expression occurs)
8. **Use a DICTIONARY.** In fact, use a couple, both a bilingual and an all-English dictionary. Remember, however, that Spanish (or Korean, or Japanese, etc.) is not English. So don't expect to find an English word that means exactly the same thing as the word in your language. An all-English dictionary will give you a better idea of how a word is actually used in English.
9. **Learn new IDIOMS.** Idioms, including the many two-word verbs in English (for example, run across, run on, run over, run out, etc.), are a very important and interesting part of the language. If you want, carry around your own IDIOM NOTEBOOK so you can write these down as you hear them.
10. **Learn from your FELLOW STUDENTS.** Just because other students are at the same general level as you does not mean you can't learn from them. If a classmate is having a problem saying something, listen to what he or she is trying to say. Think of how you would say it yourself. If you're not sure of what a student has said, ask the teacher (using your own words), "Did Susan mean that....?"

11. **Keep the conversation GOING.** When you speak with anyone, if you don't understand what someone says, don't panic. Try to catch the main idea, and keep talking. Or if you are really confused, ask the person to repeat what he or she has said. If you continue the conversation, things may become clearer later, and your partner is more likely to stay interested in talking with you.
12. **Take ADVANTAGE of your mistakes.** Don't worry too much about mistakes - everybody makes them. You can learn a lot from your mistakes. When you're not sure, ask whether you've said something correctly, or if there is a better way to say it.
13. **Get some regular PRACTICE outside of class.** Listen to the radio for a half-hour each day. Watch the news on TV, read a daily paper (you don't have to read all of it, almost no one does!) etc. You will hear new vocabulary and structures, and get practice with familiar ones.
14. **Practice THINKING in the new language.** If you're on a bus, for example, describe to yourself in English what is happening, where you are, where you're going, what you see from the bus window, etc. You can get lots of language practice this way without saying a thing!
15. **Enjoy AUDIOCASSETTES.** Whether you're driving in a car, sitting comfortably near a cassette player, or carrying a portable radio. You can listen to and learn from English audiocassettes. There is a great variety available, including language exercises, books-on tape, radio programmes and, of course, SONGS.
16. **Access the INTERNET.** If you have a computer with access to the internet. EXPLORE! The Net has become a most valuable personal and business communication tool. English is the predominant language of the Internet. While you're learning how to use this tremendous resource, you can learn and practice English in its most current form. It's fun to connect on the World Wide Web!
17. **Have FUN with the language!** Make up sentences with the vocabulary and structures you've learned, then, see if what you've said works. People say that life is an experiment and learning English can be too.

## TO ACHIEVE YOUR GOALS

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- Arrive on time for every class
- Attend all if not at least 75% of all classes in the Session
- Participate in your class activities everyday and have a positive attitude
- Do your homework well and hand in all your assignments on time. If you are absent, you are still responsible for doing the homework and handing it in to your instructor.
- Meet the minimum standards required by your instructors
- Practise speaking English at all times when you are in ELS Language Centres

***We wish you a very enjoyable and pleasant learning experience  
at ELS Language Centres, Malaysia***