The information provided in this handbook is correct at the time of printing, ELS Malaysia reserves the right to make changes to the procedures, rules and regulations from time to time as it deems necessary without prior notice.

Student should read carefully all information on all official correspondence, notice boards (including electronic Blackboard) and other sources of information for students to be aware of changes and updates to the information published in this handbook and also in the other handbooks.

The information in this handbook is correct as at 01 January 2013
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Message from the President of ELS Educational Services, Inc.

Dear Students:

Welcome to ELS. Thank you for recognising the importance of the English language by taking the time to study with us.

For more than 50 years ELS has been helping students around the world to master the speaking, listening, reading and writing of English in order to be more successful with their studies and in their careers. Over this time ELS has developed an effective curriculum, pedagogy and textbooks to organize your learning to help you learn quickly and efficiently.

At ELS we use a communicative approach so that you begin using English actively in the classroom. Participation is the key to fluency and your teachers are trained to optimize your learning.

To gain the maximum benefit from your studies ELS has prepared this booklet for your information. This explains what ELS and your teachers will expect from you. You need to follow these instructions and policies. Read the manual carefully and keep it for reference while you are studying at ELS Language Centres.

Studying English at ELS is fun and your teachers and our administration are ready to help you. You will enjoy studying with students from other countries and can use English to make friends with international students.

I wish you success mastering English and hope you will benefit from English fluency in your future endeavours.

Sincerely,

Mark W. Harris
President & CEO
ELS Educational Services, Inc.
Welcome

Welcome to ELS Language Centres, Malaysia!

We are excited to have you join us and hope that you enjoy and treasure all of your experiences at ELS.

Your future proficiency in using the English language will be a key contributor to your success, allowing you to share ideas and communicate your thoughts effectively to an international audience. The English language will also open your eyes to new knowledge that would serve you well in this highly globalised world. During your studies at ELS, we encourage you to continue to learn English, even outside of the classroom, and practice using the language in your everyday lives.

The information in this Student Handbook will provide you with vital information about studying English at ELS, and help you understand our academic programme, our value-added student services, as well as explain our policies.

Established in 1990, ELS is a leading English language training provider in Malaysia – offering proven and effective methods of teaching and learning English. We offer the highest quality of education that is recognised internationally by colleges and universities and hope that you will make use of our free University Placement Service, which would give you direct admissions into more than 20 top institutions in Malaysia.

If you have questions, if you can't find what you're looking for, or if you would like to schedule an individual meeting with a staff in ELS, please let one of our Counsellors know so that we may assist you further.

Once again, we would like to convey our warm welcome and best wishes for your bright future.

The Management
ELS Language Centres, Malaysia
About ELS

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 has collectively enjoyed more than 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 English language training providers with a network of instruction centres in Kuala Lumpur, Subang Jaya, Johor Bahru, Penang and UPM.

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 to help you succeed in your higher education and career.
A Name You Can Trust

University Recognition
Through ELS Malaysia’s strong academic standard, some 25 colleges and universities in Malaysia along with 650+ colleges, universities and career schools in the USA, and a substantial number of universities and polytechnics in the United Kingdom, Australia and New Zealand, recognise the ELS Advanced Level in lieu of the TOEFL/IELTS or other standardised examination, as an English proficiency qualification that satisfies their English language admissions requirement. This recognition makes the ELS Advanced Level the third most widely accepted proof of English proficiency for university admission after TOEFL and IELTS.

An Award-Winning Institution
In 2010, the Brand Laureate recognised ELS Malaysia as the #1 English School (Best Brand in Education under SME) in Malaysia under the category of Education. In June 2011, ELS Malaysia was awarded the “Standard Bearers of Programme in University Pathways and Preparation Abroad” by ELS USA. This is due to the strong academic quality and reliability maintained by ELS Malaysia.

Teaching Excellence
All ELS instructors must be qualified by education, training and experience. They are made up of Malaysians as well as native-speakers such as the British, Canadians, Australians and Americans. All ELS instructors are also required to take the ELS Teacher Certification Programme (TCP) that equips them with the specific tools, skills and methods to teach English the ELS way. Every ELS centre has an Academic Director who ensures the academic and teaching quality of the instructors.

Warm and Caring Staff
Our professional, experiences and caring staff are dedicated to helping you progress in your English studies, and attain your higher educational and career goals. At ELS, we guide you every step of the way, from the time you enrol to the time you graduate.
Student Services

Learning English is an experience and sometimes can be a challenge. ELS eases the experience through its wide offerings of student services. From university programme counselling to group excursions to exciting destinations around Malaysia, you can learn English everywhere and make fond memories of your time spent at ELS.

The following student services are offered to all ELS students:

ELS Counsellors

ELS counsellors offer a range of support services that meet your specific needs. When you first arrive at ELS, they are available to assist you in settling in and advise you on cross-cultural matters. They will also be your first point of contact for all non-academic issues. Whether you have a question about making an appointment with a doctor, finding a place to live, renewing your visa or any other matters, the ELS counsellors will always be there to help you.

Orientation

The orientation is an important event as you begin your studies with ELS. As a new student, attendance at the orientation is required. You will be briefed on important information that will allow you to maximise your benefits during your studies at ELS, including meeting and making new friends.

Social Activities

Social activities will help you adjust to life in ELS Malaysia and allow you to develop a network of friends to make your ELS experience more enjoyable. Teachers and counsellors will organise activities for students every month. These include movies, sports, games, cultural events and/or visits to local institutions of higher learning. Be sure to join in these activities to make new friends and practice using the English language.
Trips and Tours
If you are looking to travel during your holiday or just over the weekend, ELS offers a variety of trips and tours to famous destinations in Malaysia. With daily departures from a location near your ELS centre, you can visit and tour the majestic Batu Caves or historical Melaka, and many more destinations throughout the country. Please see an ELS counsellor if you wish to book a seat on these tours.

Accommodation
Looking for a place to live? ELS counsellors will help you find the best accommodation that suits your budget and needs.

University Pathways
ELS offers students pathways to colleges and universities in Malaysia and around the globe. Achieve your tertiary education goals by making an appointment with a UPX (University Placement Express) counsellor to assist you in your admissions process. Don’t have a plan yet? The UPX counsellors are also able to provide advice and guidance to choosing the right programme in the right institution. This is a free service provided to all ELS students.

Visa and Immigration Support
ELS will handle all student visa processing for international students. The ELS counsellors will keep you updated on the visa processing progress and provide you with information, support and guidance on maintaining your immigration status while you are in Malaysia.

Insurance
Health insurance coverage is required for all ELS international students. For this reason, ELS will automatically add this to your course fees unless you show proof of a suitable alternative coverage. This comprehensive insurance policy, prepared especially for international students, will cover you throughout the duration of your studies at ELS.
University Pathways

ELS has formed partnerships with more than 650 colleges and universities around the world that has allowed for the Certified Intensive English Programme (CIEP) to be recognised as a proof of English language proficiency for admissions. This means that ELS is able to assist you in applying to any of its university partners.

ELS university placement services:

• Selection: We help you find institutions that best match your educational goals and academic background.
• Document Processing: ELS handles all your applications and correspondence to the selected institution.
• Credential Evaluation: When required, for an additional cost, we can have your home-country high school and/or university transcripts evaluated and credentials certified.
• Notification: ELS notifies you of your academic acceptance and forwards acceptance materials to you.

Letter of Conditional Offer

Some universities offer a Letter of Conditional Offer. Students who receive such offer are considered to be academically qualified, but lack the English proficiency required for a regular admission. A Letter of Conditional Offer states that the student will be admitted once he or she demonstrates a specified level of English proficiency.

Proof of English language proficiency is determined by the school and includes one of the following:

• Completion of Level 109 of the ELS Certified Intensive English Programme
• Achievement of a specified score on the TOEFL® or IELTS™ tests

* Minimum scores vary by institution
ELS Student Handbook

UPX Counsellors
ELS Counsellors 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.

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 University Partners
ELS Counsellors 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 is properly planned for you to achieve your goals. Below are some of the ELS University Partners in Malaysia and their English language requirements for admission.

<table>
<thead>
<tr>
<th>ELS Partner Institutions</th>
<th>ELS CIEP Level Recognition for Admission into…</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Foundation/Diploma</td>
</tr>
<tr>
<td>Asia Pacific University of Technology &amp; Innovation (APU)</td>
<td>109</td>
</tr>
<tr>
<td>Berjaya University College of Hospitality</td>
<td>109</td>
</tr>
<tr>
<td>HELP University</td>
<td>109</td>
</tr>
<tr>
<td>INTI International University</td>
<td>106</td>
</tr>
<tr>
<td>KBU International College</td>
<td>109</td>
</tr>
<tr>
<td>KDU University College</td>
<td>109</td>
</tr>
<tr>
<td>Han Chiang College</td>
<td>106</td>
</tr>
<tr>
<td>Infrastructure University Kuala Lumpur (IUKL)</td>
<td>106</td>
</tr>
<tr>
<td>LimKokWing University of Creative Technology</td>
<td>109</td>
</tr>
<tr>
<td>University Name</td>
<td>Degree</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>London Hotel School (London, UK)</td>
<td>106</td>
</tr>
<tr>
<td>Malaysia University of Science &amp; Technology (MUST)</td>
<td>106</td>
</tr>
<tr>
<td>Nilai University</td>
<td>106</td>
</tr>
<tr>
<td>Saito College</td>
<td>106</td>
</tr>
<tr>
<td>SEGi University</td>
<td>109</td>
</tr>
<tr>
<td>The One Academy of Comm. Design</td>
<td>109</td>
</tr>
<tr>
<td>Tunku Abdul Rahman College</td>
<td>109</td>
</tr>
<tr>
<td>UCSI University</td>
<td>109</td>
</tr>
<tr>
<td>Universiti Putra Malaysia (UPM)</td>
<td>109</td>
</tr>
<tr>
<td>Universiti Tenaga Nasional (UNITEN)</td>
<td>106</td>
</tr>
</tbody>
</table>

If you would like to find out more about the free University Placement Service by ELS, meet with one of our UPX counsellors at your centre.
Scholarships

We reward your achievements in ELS with scholarships to continue your improvement of the English language in the next level. If you are in CIEP Level 109, and wish to transfer to an ELS Partner Institution after graduating from ELS, you can apply for a special scholarship at your chosen university or college.

<table>
<thead>
<tr>
<th>ELS Academic Excellence Scholarship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programme</td>
</tr>
<tr>
<td>Entitlement</td>
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<tr>
<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Eligibility</td>
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<tr>
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<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td>Terms and Conditions</td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>
5. ELS reserves the right to change the Terms and Conditions of the scholarships as and when required without prior notice.

<table>
<thead>
<tr>
<th>Programme</th>
<th>Student’s Chosen University Programme</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Entitlement</strong></td>
<td>• Contribution of RM500 towards tuition fee payment for the student’s chosen university programme at a UPX Partner institution</td>
</tr>
</tbody>
</table>
| **Eligibility** | • Malaysian / International students who have completed CIEP Level 109  
• Students must use the UPX service to apply and confirm their enrolment into a UPX Partner institution |
| **Terms and Conditions** | 1. The student’s chosen university programme must be any of the following: foundation, diploma, undergraduate degree or postgraduate degree.  
2. Students are required to submit the application to apply for the chosen programme and make the minimum application fee payment required by the UPX Partner institution.  
3. Students must receive a Conditional Letter of Offer / Admission from the UPX Partner institution.  
4. The scholarship will be given to the UPX Partner institution as deduction on tuition fee for the first semester.  
6. All scholarships given are non-transferable and non-redeemable for cash.  
7. ELS reserves the right to change the Terms and Conditions of the scholarships as and when required without prior notice. |
Tips on Learning English

Studying English outside of your country may be a new experience for you. Your ELS classes may also be different from the English classes you took in your country. Your teachers will ask you to speak often, share your thoughts and ideas and practice with other students. **To learn quickly in class you should do the following everyday:**

- Speak only English.
- Sit next to someone who does not speak your language.
- Ask questions. If you don’t understand something, raise your hand and ask.
- Speak in complete sentences.
- Take notes.
- Keep a ‘vocabulary notebook,’ where you write down new vocabulary every day
- Don’t be afraid to make a mistake. All language learners make mistakes. Mistakes help teachers know what you have learned, and what you need more help with.

At ELS, your learning does not stop in the classroom. Of course, you should do your homework every day, but you can also practice your English in other ways. While living and studying in this country, you will be surrounded by English 24 hours a day. **Make the most of this by doing the following:**

- Practice what you have been learning in class with people you meet outside of class.
- Use new vocabulary often.
- Speak only English, even with friends who speak your native language.
- Ask an English speaker to help you with something, for example, tell you the time, give you directions, or explain a sign you don’t understand.
- Read the local English newspaper, watch English TV, and listen to English radio – you can learn a lot by singing English songs!
What You Will Learn in the CIEP

You will study in several different types of classes each day at ELS Language Centres. Each class focuses on a specific language skill (listening, speaking, reading or writing) or an element of the language (vocabulary, grammar, pronunciation, etc):

• **Structure Speaking Practice (SSP)**
  This class meets for two periods each day and focuses on speaking, listening and Structure (grammar). Every student in Levels 100 – 109 takes SSP.

• **Reading and Writing (RW)**
  This class meets two periods every day and focuses on developing reading and writing skills. All Certified Intensive English Programme students in every level take Reading and Writing.

• **Conversation (Conv)**
  This class meets one period each day except on Fridays and focuses on building speaking fluency and students are exposed to the functional aspects of the language and speaking skills. Every student in Levels 101 – 109 takes conversation.

• **Language Technology Centres (LTC)**
  In the LTC, students study on computers at their own pace and work independently on lessons appropriate to their level with the help of the LTC resource teacher who monitors the achievement goals for each student. The software uses a variety of media and programming choices to extend what students learn in class, and can be especially helpful in improving students listening comprehension, grammar, vocabulary and pronunciation.
ELS Proficiency Bands
ELS Language Centres has 10 placement levels, 100 – 109. The ELS curriculum groups these 10 levels into 3 proficiency bands.

<table>
<thead>
<tr>
<th>PROFICIENCY/BAND</th>
<th>LEVELS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEGINNING</td>
<td>100 - 103</td>
</tr>
<tr>
<td>INTERMEDIATE</td>
<td>104 - 106</td>
</tr>
<tr>
<td>ADVANCED</td>
<td>107 - 109</td>
</tr>
</tbody>
</table>

Levels 103, 106, and 109 are important levels at ELS. These are called EXIT levels. At these levels, students complete our Beginning, Intermediate, and Advanced levels curricula.

You need to show that you can use the language learned in all three levels of a proficiency band before you can move on to the next band.

One way to understand this is to think of each level as a “piece of pie.” All three pieces of the pie must be eaten in order to finish the pie.

Objectives and Evaluation Criteria
You will receive Objectives and Evaluation Criteria (OEC) for every class you take at ELS. Your teacher will give you the OEC on the first day of each component class.

You should keep the OEC in your notebook and refer to it often. This will help you understand how you are doing in each class.

The OEC tells you:

- what you will study in the class
- what books you will use
- what you will be able to do when you complete the class (learning objectives)
- how you will be graded
The Language Technology Centre

What you do in the Language Technology Centre (LTC) complements the live classroom. It reinforces the skills taught in your classes, and also allows you to learn at your own pace. The LTC provides you with state-of-the-art English language learning content on new computers available to you during LTC hour, lunch time and after school. The software featured in the LTC are engaging, colourful and generally story-based programmes, grammar-skill programmes, business English programmes. You will also have opportunities to learn new vocabulary in these programmes.

Your teacher will receive reports on your performance and capabilities in the LTC.

The Internet is also available at certain times throughout the day for you to use to complete research and homework assigned by your teachers.

ELS Bonus Hour

ELS teachers are available during your study hour in the library or LTC to help you with your English. You may ask questions about your homework, get help with what you studied in the class, or get ideas about what to work on next. Look for the Bonus Tutorial Hour schedule on the Notice boards in the halls and classrooms, or ask the Academic Director.
Academic Information

Orientation
All new students are required to attend the Orientation held on the first week of session. The Orientation will cover important information about studying in ELS and the rules and regulations of your Centre. It is also a good opportunity to make new friends at Orientation.

Attendance Policy
We want you to get the maximum benefit from your course and you should attend all your classes every day.

You may fail the level if you have a total of more than 10 absences from any component class; R/W, SSP and a total of 5 absences from Conv.

In addition, you will receive a zero for participation (10% of your grade) if you miss the following number of classes:

<table>
<thead>
<tr>
<th>CLASSES</th>
<th>HOURS ABSENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSP</td>
<td>10 or more hours of class</td>
</tr>
<tr>
<td>RW</td>
<td>10 or more hours of class</td>
</tr>
<tr>
<td>CONV</td>
<td>5 or more hours of class</td>
</tr>
<tr>
<td>LTC</td>
<td>5 or more absences = failure</td>
</tr>
</tbody>
</table>

You are expected to be on time for class every day.

- If you arrive to class more than 10 minutes late, or miss more than 10 minutes of class, you will be marked ‘Absen’.
- If you arrive to class after the first 5 minutes of class, you will be marked ‘LATE’.
  Note: 3 “LATE” marks = 1 absence
- If you do not work on your assignments in the LTC, you will be marked absent for that class period.
Evaluation and Examination
Each level of the CIEP runs on a four-week session.

• Exit level students will sit for the Mid-Session Progress Check at the end of week 2.
• Non-exit level students are evaluated through weekly ongoing assessments.
• Students in all levels, exit and non-exit levels, are required to sit for the Final Exams.

Final Examination
On the last Thursday of each session, you will have a final exam in your Structure and Speaking Practice (SSP) and Reading (R).

The final exam is an important test and will be 40% of your SSP and Reading grade in levels 101 – 109. You must pass your final exam with a minimum required score in order to pass the level.

All students are expected to take their final exams with the rest of their class. If you miss your final exam, and do not have a note from a doctor explaining your absence, you will not be allowed to make up the exam and will receive a zero (0.0) on the test.

You may also have final exams in other classes such as Writing and Conversation classes. These exams will be given on the last Tuesday or Wednesday of the session.

Grading
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%
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.

To pass a level you need to:

- Score 70% in all components (Reading, Writing, SSP and Conversation) - a mark below 70% in any one component means that you have to repeat the level.
- Fulfil the 75% attendance requirement for each component.

On the final Friday of each session, you will meet with your teachers to review your grades, receive your PROGRESS REPORT and get advice on further study. It is very important that you meet with your teachers on final Friday. Your teacher will not be available to discuss your grade report after final Friday.

**Progress Report**

The Progress Report that ELS Malaysia provides indicates your name, percentage of attendance and highest level successfully completed. It also reports your specific language skills level in understanding Structure Speaking Practice, Reading and Writing and Conversation.
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 recognised 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.

Repeating a Level and Academic Probation
Learning a language is like learning any skill; you may not always learn everything at the same speed. Some things will be easier to learn than other things. Sometimes language learners reach a stage when their progress slows for a short time. While this may be disappointing, you should not let it discourage you, even if it means that you have to repeat a level. Your teachers and Academic Director are eager to help you when you are having difficulty.
All students will meet with their teachers on the final Friday of the session to review their grades. If a student must repeat a level, his teachers will help him understand exactly why he must repeat the level and show what he must improve in order to move to the next level. Any student who must repeat a level should attend Remedial class each week to get additional practice.

If a student does not pass a level for a second time, on final Friday he must meet with his teacher and the Academic Director, who will discuss a learning plan for the next session. The student will receive a formal written learning plan during the first week of the following session. The learning plan will have specific materials, exercises and assignments that the student will need to work on. The student will meet with the Academic Director, or another administrator or instructor, once a week to review progress and get extra help. The student must also attend Remedial Class every week.

If there is a need to repeat a level for a third time, the student will again meet the Academic Director to receive a new learning plan for the session. Again, it will be necessary for the student to arrange weekly meetings with the Academic Director to get extra help. If a student is unable to pass a level after three tries, he will not be allowed to register for classes at ELS Language Centres.

We do not want students to have to repeat any level, but we understand that it may happen. You should understand this, too. However, there are things you can do to give yourself the best chance of succeeding. If you are having trouble in class, it is important to speak to your teacher, ask questions in class, attend Remedial Class and ask your Academic Director for help.
ELS Student Guidelines

Level and Class Changes
If you feel the level you were assigned to is either too difficult or too easy and you would like to change levels, consult first your teachers. Your teachers will discuss your situations with the Academic Director. Whether you can change your level will depend on the result of your placement test and your teachers’ in-class evaluation of your performance at your current level. No level changes will be approved after the end of the first week of class.

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.

Business Policies
All fees must be banked into ELSI SDN BHD bank accounts. You must pay your tuition fee before you can enter a class. The earlier you pay the better chance you will have of getting into the class that you want. If you do not pay soon enough, the class you want may already be full.

Medical Insurance Scheme
All new and current international students are required to take up a health insurance scheme. This medical insurance scheme is required by the Ministry of Higher Education (MOHE) and the Immigration Department. The medical insurance coverage includes the following benefits:

i) Clinical visit (Panel clinics)
ii) Hospitalization at private hospitals
iii) Personal accident and death; and
iv) Repatriation

The medical insurance scheme is COMPULSORY for all international students.
Refund and Cancellation Policy

1. The Registration and Visa Processing Fee is non-refundable.

2. Cancellation 7 days before classes start: Refund of 4 sessions (16 weeks) worth of tuition, material and LTC fees less administrative cost of RM 100 upon written request.

3. Cancellation less than 7 days before classes start: Refund of 3 sessions worth of tuition and material fees less administrative cost of RM 100 upon written request.

4. Cancellation after classes start: There is no refund. Refunds can be considered when the reason for cancellation is of a serious illness proven by an acceptable medical document.

5. Refund payments are made to the original payers only. Refunds are not transferable and take 14 days to process.
ELS Academic Honesty Policy

ELS Language Centres believes in the importance of academic honesty. This means that we expect that each student will produce his or her own work on all assignments and will not cheat on any exam.

When cheating is suspected, ELS has the right to retest the student or require the student to redo the homework or writing assignment in a supervised setting.

Anyone who is caught cheating on a test, as witnessed by a teacher, or handing in an essay or research paper which he/she did not write, and ELS possesses evidence of this, will immediately fail the level and will be placed on academic probation.

Anyone caught cheating a second time could be expelled from ELS Language Centres.

This ELS policy protects you: Accurate assessment of your English skills will ensure that you are in the appropriate level. Being promoted to a level that is too high for your proficiency will delay your ability to learn and succeed.

This policy is similar to policies set by many universities in many countries. If you are going to study in English at a university, you must understand and respect these policies in order to succeed.

All students must sign the Academic Honesty Policy to show that they understand the policy and promise to follow it. If you have any questions about what might be a violation of this policy, speak with the Academic Director, Centre Director or your teachers. They want you to understand the policy so that you can follow it.
General Rules & Regulations

‘SPEAK ENGLISH ONLY’ Policy
ELS Language Centres practices a ‘Speak English Only’ policy. A completely English-speaking environment is one of the best ways to improve your English language skills.

Attendance
A student centred 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 T-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.

Consumption of Food and Drinks
Food and drinks are not to be consumed in the classrooms, library, student lounge and Language Technology Centre.

Mobile Phones
Mobile (cell) phones are not allowed to be used in class or during lessons. 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).

**Illegal Demonstration**
ELS students are not allowed to participate in any illegal demonstration.
Code of Student Behaviour

Any student who breaches any rule under the Code of Student Behaviour as set out in this section is guilty of disciplinary offence.

1 Code of Student Behaviour

1.1 A student shall not conduct himself/herself, whether within or without the campus, in any manner which in the opinion of the Centre Director is detrimental or prejudicial to the interests, well-being or good name of the institution, or to the interests, well-being or good name of any of the students, or staff of the Institution, or to public order, safety or security, or to morality, decency or discipline.

1.2 A student shall not violate any provision of any written law, whether within or without the Institution.

1.3 A student shall not organize, incite, conspire or participate in the boycott of any class, examination or other legitimate activity carried out by or under the direction or with the permission of the Institution.

1.4 A student shall not damage in any manner or cause to be damaged in any manner any property in the Institution, or do any act, which may cause such damage.

1.5 No student, and no organisation, body or group of students, shall organise, manage, run or assist in organising, managing or running, or participating in any gaming within ELS premises.

1.6 Alcoholic Beverage: No student shall be in possession of any alcoholic beverage on ELS premises or consume alcoholic beverage on the premises nor enter the premise in a state of intoxication.

1.7 Obscene Articles: No student shall be in possession, custody or control of any obscene articles on ELS premises. No student, and no
organisation, body or group of students, shall distribute, circulate or exhibit, or cause to be distributed, circulated or exhibited or be in any manner concerned with the distribution, circulation or exhibition of, any obscene article within the ELS premises. A student shall be deemed to distribute, circulate or exhibit an obscene article, regardless of whether such distribution, circulation or exhibition is to only one person or to more than one person and regardless of whether or not such circulation, distribution or exhibition is for payment or for any other consideration or without consideration.

1.8 Smoking: Smoking is prohibited on ELS premises.

1.9 Drugs and Poisons

1.9.1 No student shall be in possession or under custody or control of any drug or poison or be found to be under the influence of any drug or poison.

1.9.2 No student shall give, supply, provide or offer or propose to give, supply, provide or offer any drug or poison to any person.

1.9.3 No student shall consume orally, or smoke or inhale, or introduce into his/her body by injection or in any other manner whatsoever, any drug or poison.

2 Disciplinary Procedures
The Disciplinary Board may impose a suspension from the programme for a specified period or expulsion from the Institution for serious offences.
Ask for Help.

We want your stay at ELS to be enjoyable. If you do have a problem, it is important that you talk to the right person:

- **Teachers**: If you are having trouble in your class, your teacher is the first person you should talk to.

- **Academic Director**: The Academic Director (AD) can help you if you have questions about your classes, schedule, grades, or anything to do with learning English. Your AD is very good at offering advice to help you learn quickly.

- **UPX Counsellor**: The UPX Counsellor can help you if you have questions about applying to a college or university, or other problems like housing or finding a doctor.

- **Centre Director**: The Centre Director (CD) is responsible for everything that happens at the centre. If you have spoken to someone at the centre and still have a question, please speak to the Centre Director. The Centre Director can make sure that all of your questions are answered.
Important Contacts

**ELS Centres**
- Kuala Lumpur: +603 2166 5530
- Subang Jaya: +603 5636 5530
- ELS@UPM: +603 8938 1355
- Penang: +604 283 2530
- Johor Bahru: +607 331 4902

**Medical Centres**
- Kuala Lumpur
  - Gleneagles Hospital Centre: +603 2615 5555
  - Ampang Puteri Specialist Centre: +603 4270 2500

**International Student 24-Hour Emergency Contact:**
- Kuala Lumpur: +6012 214 8470
- Subang Jaya: +6012 254 0426
- ELS@UPM: +6012 912 9014
- Penang: +6012 456 9746
- Johor Bahru: +6012 759 7118

**Emergency Telephone Number:**
- Police, Fire, Ambulance: 999

**Taxi Service**
- Kuala Lumpur: +603 6259 2929
- Penang: +604 281 8766
- Johor Bahru: +607 241 3111

**Helpdesk For International Students at Ministry of Higher Education**
If you need to make an enquiry or share your idea or encounter a problem while studying in Malaysia, please call the Helpdesk.

**Contact Details:**
- Helpdesk For International Students, Ground Floor, No.2, Tower 2, Jalan P5/6, Precint 5, 62200 PUTRAJAYA, MALAYSIA
- **Tel:** +603 8870 6000 ext 4825
- **Website:** https://app.mohe.gov.my/maklumbalas/
- **Contact Person:** Pn. Siti Norhidayati Binti Kamsari
- **Tel:** +603 8870 6986
- **Email:** sitisari@mohe.gov.my
- **Operating Hours:** Monday to Thursday: 08:00 am – 01:00 pm & 02:00 pm – 05:00 pm, Friday: 08:00 am – 12:15 pm & 02:45 pm – 05:00 pm
Kuala Lumpur (KLCC)

KP/BPSG/S195/223/130
A-2-1 Wisma HB, Megan Avenue 2,
12 Jln Yap Kwan Seng, 50450 Kuala Lumpur.
Tel: (603) 2166 5530 Fax: (603) 2166 5220

Universiti Putra Malaysia (UPM)

B50011-U
Ground Floor, Block A, Putra 10.6, North Campus,
Universiti Putra Malaysia, 43400 UPM, Serdang, Selangor.
Tel: (603) 8938 1355 Fax: (603) 8938 1358

Subang Jaya

KP/UPS(5195/PS5/1762)
Unit E-10-0, East Wing, Subang Square,
Jalan SS15/4, 47500 Subang Jaya, Selangor.
Tel: (603) 5636 5530 Fax: (603) 5636 7530

Penang

KP/UPS(5195/PS5/104020)
Han Chiang College, Jalan Lim Lean Teng,
11600 Penang.
Tel: (604) 283 2530 Fax: (603) 283 1029

Johor Bahru

KP/UPS(5195/PS5/223/A)
Level 15, Menara Pelangi, Jalan Kuning,
Taman Pelangi, 80400 Johor Bahru, Johor.
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