

EA Tuition Assurance Scheme Activation for:

ELICOS courses delivered by the Institute of Innovation Pty Ltd, trading as
Matrix English (02578G)



English Australia (EA) was advised on 7 July 2010 of the closure of Matrix English. The EA Tuition Assurance Scheme (TAS) process has therefore been activated as the college is unable to continue delivering courses to students.

It is important for creditors, students and other people affected by the closure of this college to note that:

- EA is not Matrix English; and
- EA does not have access to student fees, or other money from Matrix English.

However, EA does manage the TAS which covers the **English language programs** delivered by Matrix English. EA's priority is to assist students with a suitable alternative placement as soon as possible.

A student meeting was organised on 12 July 2010 to inform students of their rights and responsibilities under the legislation and emails were sent to students for whom contact details were held to inform them of the appropriate process for them to follow.

Instructions for students

- ❖ If you are **currently studying in Australia**, you should download a *Relocation Request Form* from the EA website, complete and send to EA. EA will organise a placement.
www.englishaustralia.com.au > Students > EA Member College Closures – student relocations
- ❖ EA is only offering placements to students who are **in Australia** and have started their course.
- ❖ If you are **offshore** and/or **have not started your course** yet:
 - you have a **student visa**, you should submit a request for a refund to English Australia on matrix@englishaustralia.com.au

English Australia will forward this request to DEEWR and the ESOS Assurance Fund.
 - if you have a **different visa** (not a student visa), you should download a Relocation Request Form from the EA website, complete and send to EA. EA will organise a placement.
www.englishaustralia.com.au > Students > EA Member College Closures – student relocations

Contacting EA

Students should only contact EA in writing. Please use the following email address.

Email: matrix@englishaustralia.com.au

Please note: EA can only respond to written requests.

By collecting information in writing EA is better able to respond accurately and quickly to your requests. Students who phone or visit EA will be directed back to this email/fax number. EA will respond to your email or fax within 24 hours during normal business days. EA guarantees to reply to you, therefore if you do not receive a reply back please check your junk mail folders to see that the email came from EA.

Leading, supporting and representing the international English language industry in Australia

Level 3, 162 Goulburn St, Surry Hills NSW 2010
PO Box 1437 Darlinghurst NSW 1300 Australia

T +61 2 9264 4700
F +61 2 9264 4313

E easec@englishaustralia.com.au
www.englishaustralia.com.au

Information EA Needs

When contacting EA, please provide the following information:

Title
Full Name
Date of Birth
Email Address
Phone Number
Mobile
Address
Student Number
Visa Type:
Name of Course
Date of commencement of studies
Expected completion date of studies
Fees paid in advance for tuition that has not yet been received
Supporting documentation

Visa Issues

The Department of Immigration and Citizenship is aware of the situation and will respond to your enquiries. Please contact Immigration with your queries on visa issues on **13 18 81**. A list of immigration offices can be found at:

<http://www.immi.gov.au/contacts/australia/index.htm>.

Further information is provided on the DIAC website for students affected by 'provider default':

http://www.immi.gov.au/students/_pdf/edu-provider-default.pdf

OSHC

Australian Health Management (ahm) were the OSHC provider for Matrix English. Students with questions regarding their OSHC cover should contact the ahm Operations Department via email at:

oshcemail@ahm.com.au

Students should provide proof of purchase via a copy of CoE and/or a receipt provided by ahm or Matrix.

About the EA Tuition Assurance Scheme (TAS)

The scheme is in compliance with the requirements of the Commonwealth's Education Services for Overseas Students (ESOS) Act 2000. The purpose of the ESOS Act is to protect the interests of students studying in Australia on student visas, by providing students whose college has closed a suitable alternative course.

The Scheme ensures that overseas students displaced from any ELICOS course conducted by an EA member, due to the member's inability to continue the course, will be efficiently relocated with minimal disruption to studies in a comparable course with another EA member college.

The EA Tuition Assurance Scheme commits to placing all ELICOS students studying with a member college that closes, regardless of their visa type.

Further information is provided on the DEEWR website for students affected by 'provider default':

http://www.aei.gov.au/AEI/ESOS/Consumer_Protection_Info_on_closures.htm

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