

Online English Language Studies Program

Proposal for Donghua University



Choose UQ's Institute of Continuing & TESOL Education (ICTE)

Study at a university ranked in the world's top 50



Global Connections

Meet, make friends and learn English with people from around the world.

More than 53,000 students, including over 18,000 international students, choose to study at UQ. Each year ICTE welcomes more than 4,400 students from nearly 50 countries into our English language courses.



Excellent Teachers

Learn English from qualified and experienced English teachers.

UQ is home to Australia's most awarded teachers with more national teaching awards than any other university.

Since moving into the online teaching space in 2015, ICTE has constantly refined our online delivery techniques and provides unrivalled professional development and support for our teachers to ensure the best experience for students.



Active Online Community

Sign up for UQ's Virtual Village and engage with the UQ community from the comfort of your own home.

Choose groups of interest to 'hang out' with, sign up for events and activities online, join forums, create appointments with career, support and learning advisors, chat one on one with peers and get in touch with other support services.



Highly Ranked

UQ is ranked in the top 50 as measured by the QS World University Rankings. Studying at UQ shows that you have achieved a globally competitive standard of excellence at one of the world's most respected universities.

It is one of only three Australian members of Universitas 21, an international network of leading research intensive universities and a founding member of the prestigious Australian universities Group of Eight (Go8)



High-quality Online Programs

At ICTE you will learn in small virtual classes and enjoy lots of opportunities to work in groups, speak, listen and share ideas.

Our online courses use high quality materials from academic and real-world sources and our teachers are constantly innovating to push the boundaries of online English learning.

Whatever your English language learning goals, ICTE offers you the opportunity to excel.



World-class Support & Activities

ICTE's experienced team of learning advisors are available for online consultations and support.

Students can book a 30 minute appointment with a Learning Advisor by Zoom to gain practical help to support their English learning.

There are also a variety of online extra-curricular activities for you to take part in.

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Introduction

The University of Queensland's (UQ) Institute of Continuing & TESOL Education (ICTE) wishes to express its genuine interest in providing an Online English Language Studies program for Donghua University. ICTE has extensive experience in the design and delivery of English Language Studies programs to groups of overseas students from colleges and universities. Information regarding UQ and ICTE is included as Appendix A.



[Take a virtual tour of ICTE](#)

Course Outline

The Online English Language Studies course is specifically designed for students who speak English as an additional language and wish to develop their English language skills in a teacher-led, interactive, fun online classroom environment. Participants will be integrated into ICTE's English language classes based on their proficiency level and study together with students of different nationalities.

Courses will focus principally on the development of communicative competence in all four macro skills – speaking, listening, reading and writing, with principal focus on the development of fluency and proficiency and the enhancement of speaking and listening skills. While it is assumed the majority of students will be placed into our General English stream, depending on the student's level they may also be able to take part in our English for International Business Communication or English for Academic Purposes course offerings.

The program will be delivered via live online classes with one of ICTE's experienced teachers combined with supplemental self-study materials and other online activities. For further information regarding ICTE's online programs, please visit our website: <https://icte.uq.edu.au/online>

Program Dates

A 5-week Online English Language Studies program is proposed as follows:

| | |
|-----------------------|---|
| Program Dates: | Monday 20 July to Friday 21 August 2020 |
|-----------------------|---|

Please note that ICTE is closed for the following public holidays in 2020: 1 January, 27 January, 10 April, 13 April, 25 April, 4 May, 12 August, and 5 October. The University of Queensland will be closed for Christmas holidays from Thursday 24 December 2020 to Monday 4 January 2021 inclusive.

Number of Participants

There are no minimum numbers required for the program to proceed, as the participants are integrated into ICTE's regular online classes. The maximum number of students per class allowable under Australian Government accreditation is 18.

Minimum Age of Participants

Participants of the age of 18 years or over will be accepted into the program.

Online English Class Format

ICTE has been delivering high-quality face-to-face English language teaching for almost 40 years, and is now leading the field in translating this award-winning classroom experience to an online learning environment. ICTE has significant experience in developing online language learning courses, with our IELTSx online IELTS preparation course attracting over 1,000,000 enrolments from all over the globe since its launch in 2015.

Unlike some other online English language programs, participants will complete 20 hours of live English language instruction per week via Zoom, focusing principally on the development of communicative competencies in all four macroskills (speaking, listening, reading and writing). ICTE teachers have undertaken extensive training in order to recreate the exciting, interactive class environment that ICTE is highly regarded for in a virtual space, making full use of all of the technology available to them.

In addition to the live teaching, all online courses will be supplemented with learning tools and modules, using UQ's online learning platform Blackboard, and [other online resources](#), which are free and accessible to all enrolled students. We have also moved our learning support and activities online to ensure students are engaged and supported in achieving their learning goals.

Participants will be integrated into ICTE's regular English language classes with students of different nationalities from their own home. Participants will be tested on the first day of the program during orientation and allocated to classes according to their English proficiency level. Please note if students have a similar level of English proficiency there may be multiple numbers of students from the group in particular classes.

It is anticipated that most participants will be placed in General English classes, ranging from elementary to advanced levels. Students who have a higher intermediate English proficiency level will have the choice of higher-level General English classes or entering English for Academic Purposes (EAP) or English for International Business Communication (EIBC) classes depending on availability. Please note that classes and levels are run according to demand, and all courses and levels may not run in each session. A detailed course outline for the General English program is included in Appendix B.

Course Timetable

Online English Studies programs timetable structure:

- 20 hours of live online teacher-led classes per week, consisting of 4 hours each day (excluding Australian public holidays) between the hours listed below
- Classes will be taught between 10:00am – 3:00pm AEST (GMT+10)
- Flexible break times will be decided by each teacher to best suit their class' needs, and will total 1 hour per day

*Exact class times may be subject to change

Materials

Textbooks will be used with most programs and will also be supplemented with ICTE's own in-house materials for our English language courses. ICTE's blended learning teaching model includes digital content that will be used alongside authentic ICTE material to engage and stimulate students in their language learning.

Participants will be required to order their own textbook from a local supplier. Information regarding the textbook and where it can be purchased from will be sent out to participants closer to the start date of the program.

Assessment

An examination will be held during the fourth week of each session, indicating individual performance in each of the macro skills (speaking, listening, reading and writing). Certificates of attendance and exit test results will be forwarded approximately five weeks after completion of the program. For more information on ICTE session dates please visit <https://icte.uq.edu.au/study/english-courses/fees-dates>.

Activities

ICTE and UQ have a wide range of online extra-curricular activities that students can take part in in order to supplement their in-class learning. These activities can include:

- Finding and chatting to UQ student conversation partners using the Vygo app
- Learning drawing techniques with our Virtual Drawing class
- Joining our challenges on Goosechase – completing missions, earning points and competing with other ICTE students
- Taking part in our ‘Monday Motivation’, ‘Wellbeing Wednesday’ and ‘Feel Good Friday’ conversation groups to interact with the ICTE community and learn strategies for coping with life’s difficulties
- Connecting with the wider UQ community through the [UQ Virtual Village](#) and finding groups of like-minded students to chat and share ideas with

For more information regarding these activities please visit the following website:

<https://icte.uq.edu.au/online-activities>

Student Support Services

ICTE provides a range of student support services as part of the program. These services include:

- Free 30-minute one-on-one online tutoring sessions with an ICTE teacher to support the student’s language learning and help with any specific problems they might be having
- Free 1 hour workshops on various topics including Setting Goals & Planning Study, Critical Thinking, Study Skills for writing, reading, listening and speaking, Learning Vocabulary, and more.
- Abovementioned ‘Monday Motivation’, ‘Wellbeing Wednesday’ and ‘Feel Good Friday’ conversation groups to help keep students motivated and healthy during their studies

Program Management and Staffing

ICTE has well defined lines of communication, program responsibility and decision making in place to ensure the smooth running of all programs. All enquiries should be directed initially to the Regional Manager, Business Development to ensure a single point of overall project management and coordination. Upon program confirmation, each program will be managed by the ICTE Program Services Team, coordinated by a single Program Services Officer, who will take over communication and be responsible for the coordination of all the day to day aspects of the program. A member of staff is available at all times during the day to assist participants with academic, cultural or personal problems. Homestay Officers are contactable by phone after hours in an emergency.

The point of contact at ICTE for all matters relating to the proposed Online English Language Studies program for 2020 is as follows:

Julie Nicoli
Regional Manager Business Development
Institute of Continuing & TESOL Education
The University of Queensland
St Lucia Brisbane Qld 4072 Australia

T: +61 7 3346 6707
F: +61 7 3346 6771
E: j.nicoli@icte.uq.edu.au

Enrolment Procedures

Confirmation of the group booking is requested at least 8 weeks before program commencement. A Program Confirmation form is included as Appendix C. Please complete and return this form to confirm the program booking.

For the purposes of enrolment, the following documentation is required:

- A consolidated listing of participants showing full name (with family name in bold), gender (Ms/Mr), email address (for PC not cell phone) and date of birth. Please see template icte.uq.edu.au/pdf/Participant-Summary-Group.xlsx
- Download and complete an application form for each student at icte.uq.edu.au/icte-application-form.pdf or have the students apply online at https://icte-uq.formstack.com/forms/apply_online
- A clear scanned copy of the photo page of each participant's passport

All participants will be issued with an individual Letter of Offer that lists the fees for the program they are enrolled in. Students must complete and return the Enrolment Agreement that is part of the Letter of Offer.

The consolidated group participant listing and scanned passport copies should be sent by email at least six weeks before program commencement. The ICTE Application form should be sent by email at least four weeks before program commencement. A Program Checklist and Due Dates schedule is included as Appendix D.

ICTE Program Cost

The per participant cost based on a 5-week integrated intensive online English Language Studies program including program coordination, management and evaluation, tuition, and student services fee, is as follows:

| Per Participant Cost | \$ AUD |
|--|--------------------|
| Tuition Fees | \$ 1,725.00 |
| Less Institutional Partner Reduction (10%) | -\$ 172.50 |
| Student Services Fee | \$ 50.00 |
| Total Program Cost per Participant | \$ 1,602.50 |

Fee Payment Guidelines

Upon confirmation of the program you will be sent an invoice by the UQ Finance and Business Services Department. Payment can be made by credit card, cheque, telephone payment or by BPAY. Instructions will be outlined on the invoice of how the invoice can be paid.

Students can also choose to pay for their program individually by using the Payment Details Form included with their LoO. A number of payment methods are available.

Cancellation and Refund Policy

ICTE policies on cancellations and refunds are included as Appendix E.

The Institute of Continuing & TESOL Education at The University of Queensland looks forward to providing an Online English Language Studies program for Donghua University in July 2020.

Julian Wilson
Director, Institute of Continuing & TESOL Education
The University of Queensland

23 April 2020

Appendix A Background Information

Brisbane, Queensland, Australia

Brisbane is the state capital of Queensland and is one of Australia's most popular study and travel destinations. It offers course participants an exciting, multicultural lifestyle with a diversity of food, celebrations and customs, sporting events, museums, art galleries, trendy weekend markets, clubs, bars and live entertainment in a clean and safe environment. Many people choose to live and study in Brisbane because it offers:

- Sub-tropical environment
- Vibrant, city culture
- One of Australia's lowest costs of living

Brisbane is Australia's fastest growing city with a population of 2.1 million and offers convenient, simple to navigate, reliable public transport services including train, bus and ferry systems. Brisbane is also the gateway to the famous Gold Coast and Sunshine Coast, three of the world's largest sand islands and sub-tropical hinterland rainforests – all of which are under two hours travel away and most are accessible by public transport.

The University of Queensland

For more than a century, The University of Queensland (UQ) has maintained a global reputation for creating positive change by delivering knowledge leadership for a better world.

UQ ranks among the world's top universities, as measured by several key independent rankings, including the CWTS Leiden Ranking 2019 (32)*, the Performance Ranking of Scientific Papers for World Universities (40), US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and Times Higher Education World University Rankings (66).

At UQ, we're changing the way higher education is imagined and experienced. Our students enjoy innovative and flexible online learning options, diverse and dynamic partnership opportunities, and an integrated virtual and campus learning environment.

More than 53,000 students, including the majority of Queensland's highest academic achievers, as well as top interstate and overseas students, study across UQ's three beautiful campuses in South-East Queensland at St Lucia, Herston and Gatton. They include more than 18,000 postgraduate and about 18,000 international students who contribute to a diverse, supportive and inclusive campus community.

With a strong focus on teaching excellence, having won more Australian Awards for University Teaching than any other university, UQ is committed to providing students with the best opportunities and practical experiences during their time at university, empowering them with transferable knowledge and skills that will prepare them to exceed expectations throughout their careers.

In December 2017, UQ celebrated its 250,000th graduate joining its global alumni network, which includes approximately 13,300 PhDs and spans more than 170 countries.

UQ's six faculties, eight globally recognised research institutes and 100+ research centres attract an interdisciplinary community of more than 1500 scientists, social scientists and engineers who champion research excellence and continue UQ's tradition of research leadership. This is reflected in UQ being awarded more Australian Research Council funding (\$25.8 million) for fellowships and awards commencing in 2017 than any other Australian university.

UQ has an outstanding track record in commercialising innovation, with major technologies employed across the globe and gross product sales of more than \$15.5 billion.

In 2018, UQ was ranked first in Australia by the prestigious Nature Index for life sciences.

UQ is one of only three Australian members of the global Universitas 21; a founding member of the Group of Eight (Go8) universities; a member of Universities Australia; and one of only two Australian charter members of the prestigious edX consortium, the world's leading not-for-profit consortium of massive open online courses (MOOCs).

UQ employs more than 6600 academic and professional staff and has a \$1.75 billion annual operating budget.

Institute of Continuing & TESOL Education

The University of Queensland's Institute of Continuing & TESOL Education (ICTE) was established in 1981 and is located on the University's St Lucia campus. The Institute holds accreditation under the Tertiary Education Quality Standards Agency (TEQSA), Australia's independent national regulator of the higher education sector. ICTE is also Quality Assured by the National ELT Accreditation Scheme (NEAS), is a government registered ELICOS provider, a member of the ELICOS Association 'English Australia' since its establishment in 1983 and a registered IELTS, TKT, Occupational English Test (OET), and PTE Academic test administration centre.

ICTE celebrated 30 years of operation in 2011 and was named as Australia's leading education and training exporter winning two of Australia's most prestigious export awards - the Premier of Queensland's Export Award (Education & Training) and the Australian Export Award (Education & Training).

It has significant experience in the design, development, delivery and management of programs in English for General, Academic, Business and Special Purposes and in pre-service and in-service TESOL teacher training and teacher professional development. The Institute also has wide experience in the area of customised short-term programs designed to meet the training and ongoing development needs of international government, corporate and educational organisations.

ICTE programs have been delivered for a diverse range of client organisations, including national and provincial ministries and bureaus of education, municipal education authorities, professional teaching associations and international education institutions from developing and developed countries including, Korea, Japan, China, Hong Kong, Macau, Taiwan, Thailand, Vietnam, Indonesia, Saudi Arabia, Brazil, Colombia, Chile and Mexico.

In 2019, ICTE delivered training to more than 10,855 participants across its range of programming streams and administered in excess of 10,500+ IELTS/TKT/OET tests. The Institute has strong and established administrative systems with a highly qualified and experienced management, administration and teaching & training staff.

Additional information on the range of courses and support services offered through ICTE is available through the website www.ictc.uq.edu.au.

ICTE Student Support

ICTE's experienced team of learning advisors are available for online consultations. Students can book a 30 minute appointment with a Learning Advisor via Zoom to gain practical help to support their English learning.

Appendix B General English Course Information

General English (GE)

The General English (GE) course is designed for students who want to improve their ability to communicate in English for social and work situations. General English also provides students with a solid foundation to progress to advanced ICTE English courses. It is offered at seven levels:

| | | |
|---------|---------------------|-------------|
| Level 1 | Pre-Elementary | (CEFR A1) |
| Level 2 | Elementary | (CEFR A2) |
| Level 3 | Pre-Intermediate | (CEFR B1.1) |
| Level 4 | Intermediate | (CEFR B1.2) |
| Level 5 | Higher Intermediate | (CEFR B2.1) |
| Level 6 | Pre-Advanced | (CEFR B2.2) |
| Level 7 | Advanced | (CEFR C1) |

Entry Requirements

Students should have a pre-elementary level of English to enrol in GE. Students are tested on the first day of their course to determine their class level. Students usually spend ten weeks at each course level.

General English Course Outcomes

The General English language program enables students to:

- Use English with greater confidence
- Develop their ability to understand real-life conversations
- Understand a variety of spoken and written media such as television programs and websites
- Read with greater understanding
- Speak with increasing fluency, clarity & accuracy
- Develop and extend their existing grammar knowledge

General English Course Content

GE classes are topic based, interactive and dynamic. Modern course materials, including print and digital content, are used to engage and stimulate the student. Course content focuses on the development of communication skills with a balance of speaking, listening, reading and writing tasks.

You will learn through class activities, individual, pair and small group work.

Course modules include

- Speaking, Listening, Grammar and Vocabulary Skills
- Reading Skills
- Writing Skills

Appendix C Program Confirmation Form

| | |
|--------------------------------|---|
| Program: | DONGH10720 Donghua University Intensive Online English Language Studies Program |
| Dates: | Monday 20 July – Friday 21 August 2020 (5 weeks) |
| Number of Participants: | _____ Participants or <input type="checkbox"/> To be advised |
| Contact Person: | Ms Xiaoxue Zhang (Blanca) Program Coordinator, Oceania International Cooperation Office Donghua University 2999 Renmin Rd. (N) Songjiang District Shanghai PR China (201620) Tel: 86 21 6237 3507 Email: snow@dhu.edu.cn |

I confirm that the above-listed details and program dates and content are correct. I have read, understood and agree to the Fee Payment Guidelines and Refund and Cancellations policy as outlined in the proposal.

.....
Please print name and job title

.....
Signature

.....
Date

Please email the signed form back to
Julie Nicoli, Regional Manager Business Development, ICTE
j.nicoli@icte.uq.edu.au

Appendix D Program Checklist and Due Dates

| | | |
|---|--------------------------|-----------------------------|
| Program Confirmation Form | <input type="checkbox"/> | Friday, 22 May 2020 |
| Consolidated Participant List | <input type="checkbox"/> | Friday, 5 June 2020 |
| Scanned image of participants' passport | <input type="checkbox"/> | Friday, 5 June 2020 |
| Enrolment Form for each participant | <input type="checkbox"/> | Friday, 19 June 2020 |
| Fee Payment | <input type="checkbox"/> | Friday, 19 June 2020 |
| Program Commencement | | Monday, 20 July 2020 |

Appendix E Policies: Cancellation and Refund

Cancellation Policy

- A course is considered to be the total number of weeks in which a student is enrolled.
- Subject to the terms and conditions in the Enrolment Agreement, a student may cancel an enrolment in an ICTE course.
- All applications for cancellation must be made in writing prior to the date of cancellation and addressed to the Senior Manager Operations & Services ICTE.
- Prior to cancelling an enrolment, students should seek advice with regard to the financial implications; enrolment obligations and visa requirements agreed to in the signed Enrolment Agreement to ensure that the implications of cancelling are fully understood.
- ICTE has the right to change its fees and conditions, cancel or defer a course and alter course timetables and class locations.
- Where there is a student default on payment of tuition or other related fees by the specified due date, ICTE has the right to cancel a student's enrolment and must report the student default to the appropriate authority within five (5) business dates. Where a student default on payment occurs, the student may be denied access to teaching and learning and other services until the required fee is paid in full. This may lead to the cancellation of the student's electronic Confirmation of Enrolment (eCoE).

Refund Policy

In response to the current global COVID-19 situation, ICTE has introduced a flexible refund policy during this period to assist our students with their travel and study plans.

- Enrolments cancelled no less than five (5) business days PRIOR to the course commencement date will be eligible for a full refund of all tuition fees paid.
- Enrolments cancelled within five (5) business days of the course commencement date will be eligible for a full refund of tuition fees less a AUD\$100 administration fee.
- Enrolments cancelled after the course commencement date will be eligible for a refund of the unused portion of tuition fees, less a cancellation charge equivalent to one week of tuition fees.
- Students can defer online studies for up to a period of three months or three ICTE sessions without penalty. Extensions or deferrals after this time would be at the discretion of ICTE Admissions.
- Students who wish to transfer from online studies to face-to-face (at a time when this study option is available) can do so, without penalty; however, they would be required to pay the difference in tuition fees (if any).

Please note that the Student Services Fee is non-refundable.

ICTE reserves the right to review this policy at any time including when international borders are open for travel.



Contact details

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CRICOS Provider Number 00091C