



STUDENT HANDBOOK



INTERNATIONAL UNIVERSITY OF SARAJEVO
INTERNACIONALNI UNIVERZITET U SARAJEVU

1. ENTRY LEVEL LANGUAGE PROFICIENCY REQUIREMENTS AT IUS

The language of instruction and communication at IUS is English. Each student must prove their English language proficiency at minimum B2 level to be able to begin their faculty programs. All information regarding the required documentation of English language proficiency can be found at the link below.

<https://els.ius.edu.ba/en/ius-language-proficiency>

2. ENGLISH LANGUAGE EDUCATION PROGRAM AT ELS

A. PROGRAM DURATION AND LEVELS

Prior to beginning their studies, students are required to take the ELS Placement Test. Based on the results, they are placed at the appropriate level (A1, A2, B1, or B2).

Students who achieve a score of 75 or higher on this exam are eligible to take the ELS Proficiency Exam. Upon passing, they may begin their faculty studies.

At the English Language School, students can complete four levels in one academic year. Each level lasts approximately two months. The ELS academic calendar, including the start and end dates of levels, exam dates, semester breaks, and other key dates - can be accessed through the link below.

The ELS Academic Calendar: <https://els.ius.edu.ba/en/els-academic-calendar>

Students who cannot complete the ELS program up to the B2 level within one academic year (except those who are expelled from the University due to absenteeism or academic failure) may continue their studies at ELS in the following academic year.

B. FORMATION OF CLASSES

When creating classes at ELS, factors such as ensuring balanced academic levels, maintaining a gender balance, and evenly distributing students from different countries are carefully considered, as these elements are highly important for overall class performance. Since placements are made according to these criteria, **requests for class changes are not accepted**. Changing classes can disrupt these balances and may result in various administrative and academic difficulties.

C. WEEKLY CLASS HOURS

At ELS, students have 24 hours of classes per week, spread over five days. The schedule and class times are provided at the start of each level.

D. COURSE BOOKS

Students are required to collect their course books during the first week of each level, against a signature. Students who attend classes without their books after the first week will not be admitted. Photocopied books or books with written notes are not permitted. Each level also includes supplementary materials designed to enhance reading, writing, listening, and speaking skills. Students who are repeating a level may be assigned a different set of books to better support their learning.



3. ASSESSMENT AND EVALUATION AT ELS

The passing grade for each level is **65** out of 100 points. Students who do not achieve this score must repeat the same level.

- Students who fail the same level **three consecutive times** will be expelled from the University and are prohibited from attending classes or exams at ELS. However, these students may re-enroll at the University if they submit proof of achieving the required TOEFL iBT scores accepted by the University (for more information, please visit <https://els.ius.edu.ba/en/ius-language-proficiency>)

A. CALCULATION OF ASSESSMENT COMPONENTS AT ELS

QUIZZES	10 points
INDEPENDENT READING EXAM	10 points
MIDTERM EXAM	30 points
FINAL EXAM	40 points
ASSIGNMENTS	5 points
ATTENDANCE	5 points
TOTAL	100 points

B. QUIZZES (10 POINTS)

The average score for all weekly quizzes is 10 points. These quizzes are based on the topics covered in the class for that level. Students who miss a quiz will receive a score of '0' for that quiz, and they cannot make up missed quizzes they have missed. However, students with an approved absence, in accordance with the attendance rules described in this handbook (Please see Section 4), will not have their quiz averages negatively affected by missed quizzes.

C. INDEPENDENT READING (10 points)

At the beginning of each level, students are provided with a reading book appropriate to their level. Students take a test on the book they read independently outside of the classroom. The test is worth 10 points.

D. MIDTERM EXAM (30 POINTS)

The Midterm Exam is held midway through each session and consists of three parts: Reading, Writing, and Listening. Each part is worth 10 points.

E. FINAL EXAM (40 POINTS)

The Final Exam is held at the end of each session and consists of four parts: Reading, Writing, Listening, and Speaking. Each part is worth 10 points.

F. ASSIGNMENTS (5 POINTS)

At the end of each session, students are graded on all assignments they have submitted.



G. ATTENDANCE (5 POINTS)

Attendance at ELS is mandatory. Students must attend at least 85 % of the classes. Attendance is recorded for each class and marked according to the table below. Students are rewarded with points (from 0 to 5 points maximum) for their attendance during a session.

NUMBER OF ABSENCES	POINTS
0	5
1 – 5 hours of absence	4.5
6 - 10 hours of absence	4
11 - 15 hours of absence	3.5
16 - 20 hours of absence	3
21 - 25 hours of absence	2
26 - 30 hours of absence	1
Over 31 hours of absence	0

H. ELS PROFICIENCY EXAM

At the end of each level, the ELS Proficiency Exam is administered.

The Proficiency Exam consists of four sections: Reading, Writing, Listening, and Speaking. Each section is worth 25 points. The passing scores for the Proficiency Exam are specified at the following link: <https://els.ius.edu.ba/en/ius-language-proficiency>

Students who meet the minimum scores listed at the link above are eligible to start their studies at IUS. ELS Proficiency Exam results are valid for two years; any results older than two years will not be accepted.

- Students who complete the B2 level with a score of 65-74 points are required to take the ELS Proficiency Exam at the end of the level.
- Students who complete the B2 level with 75 points or above (**except for students in double diploma programs, master's and PhD programs**) are exempt from the ELS Proficiency Exam and may begin their faculty studies directly.
- Students who complete B2 level are allowed to take the ELS Proficiency Exam up to four times in total. Such students take their first ELS Proficiency Exam at the end of the session in which they complete B2 level. If they pass the ELS Proficiency Exam, they are eligible to start their faculty courses. If they fail the Proficiency Exam, they will be allowed three additional attempts **by the end of the following academic year**.
- Students who complete the B2 level within the academic year in which they enrolled but do not pass the ELS Proficiency Exam are allowed to register for and repeat the B2 level **only one more time** by the end of the following academic year.
- Students who complete the B2 level but cannot pass the ELS Proficiency Exam in their four attempts may begin their faculty studies by providing documentation that they have achieved the minimum TOEFL iBT scores accepted by the University. (Please see: <https://els.ius.edu.ba/en/ius-language-proficiency>)
- Students who complete the **B1 level** with 80 points and above are also allowed to take the ELS Proficiency Exam. If they pass the ELS Proficiency Exam, they don't have to attend the B2 level, and they can start their faculty courses right away. If they fail the ELS Proficiency Exam, they must attend the B2 level.



- Students who are unable to complete the B2 level within two academic years (excluding students whose enrollment has been terminated due to absenteeism or academic failure) may take the ELS Proficiency Exam **a maximum of four times by the end of the following academic year** (the third year following their initial enrollment), regardless of the level they most recently completed. These students may take any four of the exams administered until the end of the following academic year; the exams do not have to be consecutive. An exam registration fee must be paid for each of the four ELS Proficiency Exams.

4. INFORMATION REGARDING ATTENDANCE AT ELS

- Students with absences over 15% (30 hours) **are not allowed to take the Final Exam**. Such students are considered to have failed due to absenteeism and repeat the same level. In summer school, the absence limit may vary depending on the length of the program.
- Students who **fail due to absence twice in one academic year** (not necessarily in consecutive sessions) are expelled from the University and will not be allowed to re-enroll at IUS.
- Students can use their **15% absenteeism limit (30 hours)** for such situations as illness, doctor appointments, individually arranged legal matters (consulate, residence permits, police appointments, etc.), flat searching or moving.
- Daily/hourly absences are not excused by any means. Therefore, doctor's notes or medical opinions from any doctor or clinic for such cases are not accepted.
- Each student is responsible for keeping track of their absences and attendance records on the IUS Student Information System (SIS).
- **ELS Administration or ELS teachers cannot give students any permission to be absent for any reason. Students decide whether to attend a class or not on their own.**

EXCUSES THAT MAY BE ACCEPTED BY THE UNIVERSITY

- Medical reports issued **only by state hospitals for 10 or more consecutive days or over** (in the event of an operation, long-term illness, contagious disease, accident, etc.) are taken into consideration by the University.
- Reports from private hospitals, clinics, doctors, or dentists are not accepted.
- Medical reports from the **state hospitals** must be submitted to the ELS Administration **within 3 business days after the last day stated on the report**. Students must write a letter of request addressed to the ELS Administration along with the medical report. If travel abroad is required for treatment, the student must provide documentation showing that they traveled during this period. Late submissions are not taken into consideration. In the medical reports provided, the dates considered valid are those stated by the hospital administration, and not the ones stated in the letter of request by the student.
- **Medical reports for fewer than 10 consecutive days are not taken into consideration.** In such cases, students must use their allowed absence limit (15 %).
- Students who lose a first-degree relative are granted 5 working days of bereavement leave upon submitting a written request and the appropriate documentation to the ELS Administration.
- Students who are unable to attend classes due to valid reasons—such as flight cancellations or delays, natural disasters in their home country, unexpected transportation issues, etc.—may submit a written



request along with supporting evidence to the ELS Administration within three days of their arrival in the country.

The quiz average or level passing grades of students who are unable to attend their classes due to the valid reasons mentioned above are not negatively affected by the quizzes or exams that take place during their absence.

5. RULES TO FOLLOW DURING CLASSES AND EXAMS

A. RULES TO FOLLOW DURING CLASSES

- **Mobile phones are permitted during lessons solely for dictionary use and educational purposes.** Students must not use their phones to send messages, make calls, browse social media, or play games during class time. As improper use of mobile devices can disrupt classroom discipline and negatively impact focus and participation, students are expected to use their phones responsibly and with discretion.
- If students use their phones for personal purposes other than dictionary and/or English learning, then, they will be warned by the teacher. Instructors have the right to remove students from class if they disregard warnings and continue using their phones. **Consequently, they are marked absent for that lesson.**
- Students must come prepared with the necessary materials (course books, notebooks, pens/pencils, erasers, etc.) for the lessons. After the first week, no student will be allowed to attend classes without their course books.
- Students are allowed in the lessons if they are up to 5 minutes late, but they are marked LATE for that hour. If students are more than 5 minutes late, then they are not allowed in the lesson and marked ABSENT. Two LATE marks within a week constitute one ABSENT and are recorded in the SIS.

B. RULES TO FOLLOW DURING EXAMS (ALL QUIZZES, TESTS AND EXAMS AT ELS)

Cheating and plagiarism (the unauthorized use of others' work) during exams are serious academic offenses. Exam papers of students caught cheating or attempting to cheat are confiscated by the exam invigilator, and the ELS Administration is notified to take disciplinary action. Any exam sections found to contain plagiarism receive a grade of "0" and are not marked.

Before Exams

- Students must bring a valid identification card bearing a recent photo. **The only accepted IDs are IUS student cards, passports, national IDs, and driver's licenses.**
- Students must bring along pencils, erasers, pencil sharpeners and other materials to the exam. Students are not allowed to exchange such materials during the exam.
- Writing or taking notes on desks/tables before or during the exam is prohibited. Students who have written material on their desks/tables will be considered as attempting to cheat.
- Students must turn off their mobile phones and smartwatches. Mobile phones and smart watches will be collected by the invigilator and kept on the invigilator's desk during the exam.



During Exams

- Students must fill in the “Name-Surname” and “Student Number” sections in PEN.
- Students are not allowed to leave the exam room in the first 20 minutes of the exam.
- Students are not allowed to enter the exam room after the first 20 minutes of the exam, and therefore, lose the chance to sit for that exam.
- If only two students remain in the exam room, the student who finishes the exam first must stay in the room until the other completes their exam.
- Students are not allowed to leave the exam room for any reason, including visiting the restroom. Leaving the exam room will be considered as finishing the exam for that student.
- The use of printed dictionaries, digital dictionaries, calculators, or any other supporting materials is prohibited during exams.
- Students are not allowed to have any items on their desks during exams other than their exam paper and materials such as pens and erasers (e.g., books, notebooks, dictionaries, study notes, etc.).

6. ELS SUMMER SCHOOL

- The ELS summer school program is designed to allow students who cannot complete the ELS program in one academic year to complete the program during the summer period and begin their faculty studies in the following academic year. For this reason, the ELS summer school program is available only to B1 and B2 students.
- ELS Summer School students are subject to the same academic and administrative rules that applied during the previous sessions at ELS.
- The details of the ELS summer school program (fee, dates, etc.) are usually announced in May. Scholarship students wishing to attend the ELS summer school are also required to pay the summer school fee.

7. ACADEMIC SUPPORT PROGRAM AT ELS

ELS students who encounter difficulties in their courses at any level receive academic support through various means. The ELS Academic Support Center provides the following services:

1. ELS EDUCATION CONSULTANT SUPPORT

The education consultant at the ELS Academic Support Center prepares and monitors individualized study programs for ELS students. In addition, the consultant directs students to the resources they need and provides guidance to help them adapt to the ELS system and improve their exam readiness.

2. REMEDIAL CLASSES AT EVERY LEVEL (A1, A2, B1 AND B2)

Remedial classes are arranged weekly for ELS students when deemed necessary. In the ELS remedial classes, students review the lessons from the week and receive one-on-one support from their teachers on topics they find challenging.

3. ONE-ON-ONE STUDY HOURS WITH ELS TEACHERS (OFFICE HOURS)

ELS students may request one-on-one sessions with their teachers outside of class and receive support on topics they find difficult. Teachers post their one-on-one office hours on their office doors.



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4. PEER ASSISTED STUDY SUPPORT PROGRAM (STUDY-BUDDY PROGRAM)

In the Study-Buddy Program, IUS faculty students assist ELS students with topics they find challenging. These sessions include a review of the weekly material and exam practice. Students interested in joining the program can apply through the Academic Support Center.

5. SPEAKING PRACTICE WITH ENGLISH NATIVE IUS STUDENTS

Students from different countries study at IUS. Native English-speaking students may have speaking practice with ELS students on a weekly basis.

6. WORKSHOPS AND SEMINARS

ELS education consultants and instructors organize workshops and seminars that address topics students find difficult.

FREQUENTLY ASKED QUESTIONS

1. What is the average class size?

Each class has 15 to 20 students.

2. Do I have to take the ELS Placement Test if I'm an absolute beginner in English?

No. Absolute beginners are not required to take the ELS placement test.

3. How many teachers do I have in one session?

Each group is taught by a minimum of two and a maximum of four teachers.

4. How can I check my attendance?

Attendance records are entered into the IUS Student Information System (SIS) weekly, allowing you to monitor your absences in the system.

5. How can I learn my ELS exam results?

Detailed midterm exam results and quiz averages are announced with a class report placed in each classroom. You can check your final exam and ELS Proficiency Exam results through the Student Information System (SIS).

6. May I review my exam papers? May I ask for my exam paper to be reassessed?

Students who wish to review their midterm exam papers can do so at the time and place announced by the ELS Administration. In reviewing the exam papers, priority is given to students who scored below a certain threshold in the exam. Students who fail the final or proficiency exams may apply individually to the ELS Administration to review their papers during the week following the announcement of the exam results. Reviews are conducted by the Deputy Director. After the review, students who do not agree with their exam results may submit a letter of request to the ELS Administration to have their papers reassessed.

7. When my exam is reviewed and a mistake is found, will my marks be adjusted?

If an error affecting the result is detected in a reviewed exam paper, the Deputy Director responsible for academic matters makes the necessary corrections, and the revised score is recorded in the system.



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8. How do I get an IUS Student email address?

You will receive instructions on how to set up your IUS student email address from the IUS IT Department. These instructions will be sent to the email address you provided during your registration at IUS. You will need your IUS student email address to activate your Student Information System (SIS) and MS Teams accounts.

9. What is Student Information System (SIS) and why do I need it?

After registering at IUS, each student is granted access to the Student Information System (SIS). This system can be accessed via the SIS link at <http://sis.ius.edu.ba>. The Student Affairs Office (SAO) provides all students with a personal username and password. You can track your attendance and final grades in ELS through SIS and complete all official university procedures via this system. For any assistance related to SIS, you can contact the Student Affairs Office.

10. Why do I need an MS TEAMS account?

ELS Administration shares all relevant information about your program and exams through MS Teams announcement groups. Your class teachers also create an MS Teams group for your class and share homework, assignments, announcements, materials, and feedback in these groups. It is your responsibility to follow these groups, submit all assigned work, and stay informed about matters related to courses and exams. For any support related to MS Teams, you may contact the IT Department.

11. How do I communicate with ELS Administration and ELS teachers?

You can communicate with ELS Administration and ELS teachers only through your student email address or MS Teams Platform within working hours on weekdays. For this reason, the first thing you need to do is activate your student email address. Please do not send your questions about lecture notes, exams, or similar topics via social media.

12. How do I get my IUS student ID Card and why do I need it?

You can obtain your student ID card in person from the Student Affairs Office (SAO). You need your IUS student ID card to enter the Campus, and you are also asked to show your student ID card in the exams.

13. Do I need a residency permit as a foreign student in BiH?

Yes. It is your responsibility to complete all the paperwork required by the local authorities. Late applications can lead to serious consequences such as fines and/or deportation.

14. Which IUS unit is responsible for residence permit issues?

The Visa Department within the International Relations Office (IRO) is responsible for residence permits. You are required to submit the necessary documents to this office. You may reach them through visa@ius.edu.ba.

15. How can I apply for dormant status at ELS/IUS?

You need to contact the IUS Student Affairs Office (SAO) to get the dormant status.

16. Who can I consult about my school fees/contract renewal/exam fees etc.?

You need to consult with the IUS Finance Department finance@ius.edu.ba or Istanbul Office iusistanbul@ius.edu.ba (for Turkish students).

17. Where can I get my ELS certificate?

You can get it from the ELS Administration. The document will be prepared within 5 working days following your request.