



AUSTRALASIA LANGUAGE COLLEGE

CRICOS:02966G

International Student Handbook

Level 14, 233 Castlereagh Street, SYDNEY NSW 2000

Phone: 02 8278 7233

Email: info@alcollege.edu.au

Web: www.alcollege.edu.au



AUSTRALASIA LANGUAGE COLLEGE

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Welcome to Australasia Language College!

Key Staff at Australasia Language College

Bruno TINI
Patrick Hayeck
Maggie LOU

Principal Executive Officer
Director of Studies
General Manager

Our Courses:

- **General English**
 - Beginner Level
 - Elementary Level
 - Pre-Intermediate Level
 - Intermediate Level
 - Upper-Intermediate Level
- **English for Academic Purpose (EAP)**
 - Level 1
 - Level 2
- **IELTS Preparation**
 - Level 1
 - Level 2



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Important information for new students

Orientation and class placement

All students must come to Orientation Day, the first day of your enrolment. This is usually on a Monday. Morning shift students must arrive by 9.00 am on the Monday of their first week of study. Evening shift students must arrive by 3:00 pm on the Monday of their first week of study. Students join their classes following Orientation.

What happens during Orientation of new students:

- The Student Services Officer meets new students in the College foyer and walks them to the Orientation Room.
- New students present their passport and visa to Student Services Officer in the Orientation Room.
- The Student Services Officer photocopies passport photo page and visa page.
- Students complete the New Student Information Form.
- Student photographs are taken (students studying 4 weeks or more) and student ID cards are prepared (for collection the following week from Student Services).
- Students sit their Placement Test.
- The Director of Studies or other experienced Academic staff conduct an interview with new students to assess their English level.
- The Director of Studies places students in classes based on results of all test components.
- Students receive welcome and orientation from the Director of Studies.
- Orientation consists of;
 - facility information
 - information about ELICOS course(s)
 - assessment and certification
 - timetable, lunch breaks
 - student code of conduct
 - student visa obligations (course progress, attendance, change of address, work, etc.)
 - Student services available
 - Worker rights and obligations
 - Complaints & Appeals Procedures
 - External services (health, emergency, banking, etc.)
 - Local amenities
- Students complete, sign and date the 'Student Contract of Learning' to acknowledge understanding of Code of Conduct and visa obligations.
- Students sign Student Code of Conduct.

Global Education Ministry Incorporated T/A Australasia Language College

ABN: 49 829 747 737

Sydney Campus: Level 14, 233 Castlereagh Street, Sydney, NSW 2000 | Sydney Campus: Level 5, 307 Pitt Street, Sydney, NSW 2000
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- Students are issued with Student Handbook
- Students are issued with text books.
- Tour of campus.

Your Timetable

- Morning shift (AM) classes start at 8:00 am.
- Afternoon shift (PM) classes start at 12:20 pm.
- Evening shift (PM) classes start at 4:45 pm.
- Weekend (Saturday and Sunday) shift classes start at 9:00 am.

On your first day of class at Australasia Language College, you will be placed a class suited to your English level and based on the results of your placement test and oral interview.

If you arrive after Orientation has finished, you will need to see the Director of Studies or an ALC's experienced academic staff to complete the placement test and to complete enrolment procedures.

Weekday Morning Session

| MONDAY-FRIDAY 8:00 am – 12:10 pm | | |
|----------------------------------|-----------------|--------------------------------------|
| SHIFT | TIME | Optional Class FRIDAY 12:15-01:15 |
| MORNING SHIFT | 8:00AM-10:00AM | Grammar class |
| | 10 MINUTE BREAK | |
| | 10:10AM-12:10AM | |

Weekday Afternoon Session

| MONDAY-FRIDAY 12:30pm – 4:30pm | | |
|--------------------------------|-----------------|------------------------------------|
| SHIFT | TIME | Optional Class FRIDAY 4:40-5:40 |
| AFTERNOON SHIFT | 12:20AM-2:20PM | Pronunciation class |
| | 10 MINUTE BREAK | |
| | 2:30PM-4:30PM | |

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Weekday Evening Session

| MONDAY-FRIDAY 4:45 pm - 9:00 pm | | |
|---------------------------------|-----------------|------------------------------------|
| SHIFT | TIME | Optional Class FRIDAY 3:45-4:45 |
| EVENING SHIFT | 4:45PM-6:45PM | Writing class |
| | 15 MINUTE BREAK | |
| | 7:00PM-9:00PM | |

Weekend Session

| SATURDAY-SUNDAY 9:00 am -8:30 pm | | |
|----------------------------------|-----------------|--|
| | TIME | |
| MORNING | 9:00AM-11:00AM | |
| | 10 MINUTE BREAK | |
| | 11:10AM-01:10PM | |
| 40 MINUTE LUNCH BREAK | | |
| AFTERNOON | 1:50PM-3:50PM | |
| | 10 MINUTE BREAK | |
| | 4:00PM-6:00PM | |
| 30 MINUTE GAP | | |
| EVENING | 6:30PM-9:00PM | |



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Remember why you are here!

You have a student visa.

One of your visa obligations is to come to class every day.

Coming to class on time means getting more practice which means improving your English skills.

Plan your breaks:

If you come back late from break, you will lose attendance and disrupt the class.

Plan your life around your class:

Do not get a job that will prevent you from attending your class as per timetable.

If you do, this will only cause problems for your attendance.



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Do you have a complaint?

Australasia Language College recognises that differences can arise from time to time with students. Australasia Language College will try to solve all student complaints and appeals as quickly as possible.

What is a complaint? A complaint is when you say (or write) that you are unhappy, frustrated or dissatisfied with the quality of a service you receive, something that another person has done or the way something is done.

What is an appeal? You make an appeal, usually to someone in authority, if you want them to change a decision they have made.

Step 1: Speak to someone, for example, if it is about your course, start with your teacher; if it is about your homestay, talk to the Student Administration Officer.

Step 2: If you still have a problem, speak to the Director of Studies. You may bring a support person with you. If you want to make an appeal, or, example, you have received an attendance warning letter, you should speak to the Director of Studies first. The Director of Studies will respond to your complaint or appeal in writing within 10 working days.

Step 3: If you are not happy about the way your complaint (or appeal) has been dealt with, you should complete a Complaints & Appeals Form and make an appointment to speak with the Principal Executive Officer (PEO). You may bring a support person with you to this meeting. The PEO will respond to your complaint or appeal in writing within 10 working days.

Step 4: If you are still not happy about the way your complaint or appeal has been dealt with, you should ask for a meeting with the Student Appeals Committee. You may bring a support person with you to this meeting. The Student Appeals Committee will respond to your complaint or appeal in writing within 10 working days.

The Internal Complaints & Appeals process is not complete.

Step 5: If you are unhappy with the outcome of the Student Appeals Committee, you can ask for the help of an external appeals agent. Contact the Overseas Students Ombudsman at www.oso.gov.au to access their Complaints and Appeals mechanisms.

The Overseas Students Ombudsman, GPO Box 442, Canberra ACT 2601

Phone: 1300 362 072

Fax: 02-6276 0123

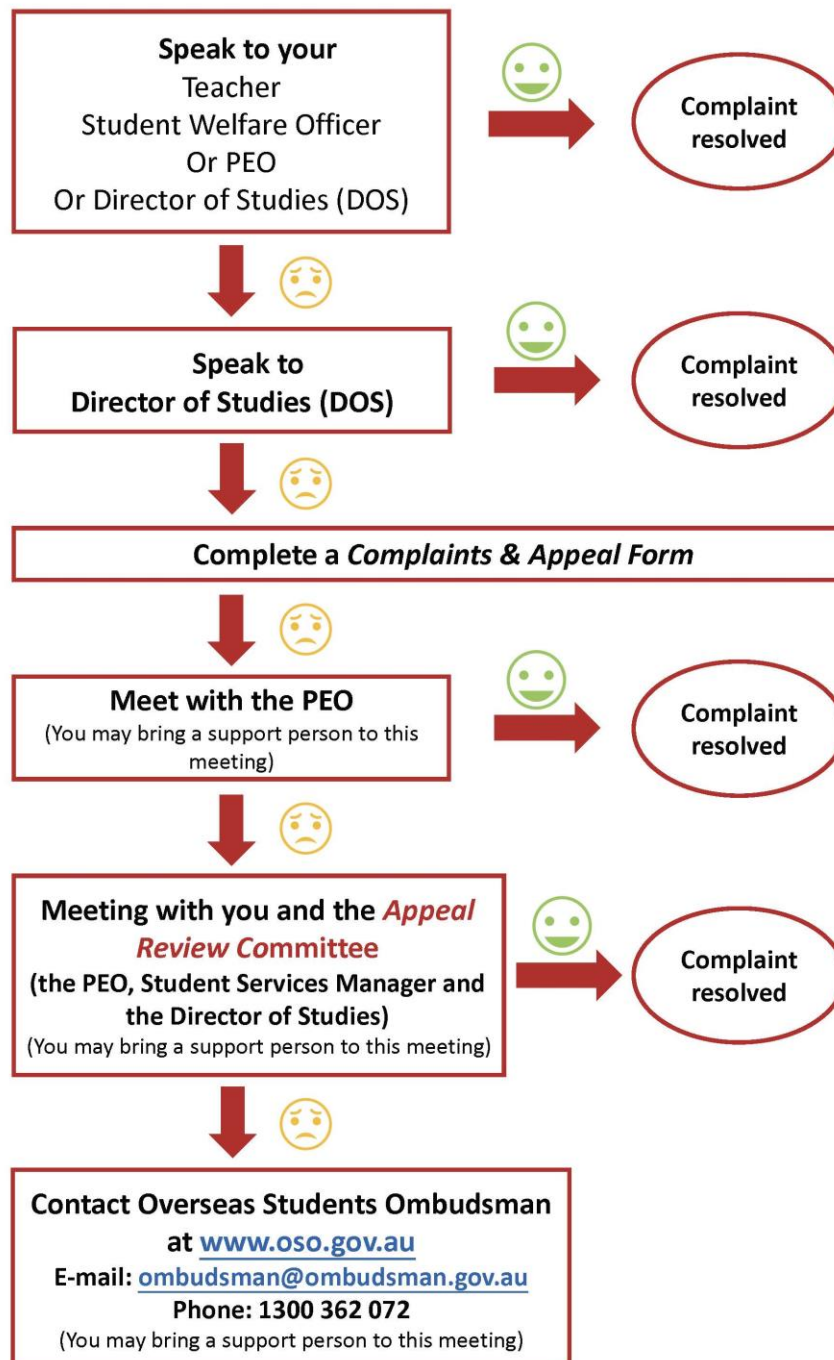
E-mail ombudsman@ombudsman.gov.au

This is a **FREE SERVICE**.

You may choose your own external student appeals agent if you wish. You should inquire about current fees when you contact the agent.



Complaints & Appeals Process Flow Chart





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Important Policies for International Students

Attendance Monitoring Policy (Student Visa Holders)

You must follow the conditions of your student visa.

All overseas students on a student visa must:

- Maintain a minimum of 80% average course attendance
- Have satisfactory academic performance at every stage of their course
- Notify the College if there is a change to their contact details – phone number, email address and residential address

If you do not follow your student visa conditions, Australasia Language College will give you warnings and offer help called an 'intervention strategy' to help you. If you still do not follow your student visa conditions, Australasia Language College will report you to DHA via the Provider Registration and International Students Management System (PRISMS). Additional information on student visa issues is available on the DHA Internet site at <http://border.gov.au>

Unsatisfactory Attendance

As a **Student Visa Holder**, you must attend all classes and any other activities that are part of your courses for example, excursions. Teachers will record your attendance at classes on a class roll at the beginning and end of each lesson. The class rolls will be checked every week by administration personnel.

If, you cannot come to class because you are sick, or other serious reasons, you must tell our Student Services Officer on 02 8278 7233 immediately. If you are absent because you are sick, you should always get a medical certificate from your doctor and show this to the Student Services Officer when you come back to school

If students are late for class more than 15 minutes for any lesson, they will lose 1 hour of attendance for that lesson.

What happens when your attendance is not good?

1. What happens if I do not go to school for a week?

A '**5 consecutive days absence - Warning letter**' will be sent to you giving information about your attendance and reminding you that you should maintain 80% attendance level for your course. The letter will also ask you to contact the College and tells us why you were absent.

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2. When a student's attendance falls below 90%

A **'1st Warning Letter'** will be sent to you giving information about your attendance and reminding you that you should maintain 80% attendance level for your course. The letter will be handed to you or will be sent to the email address you have given us. This letter will also tell you what will happen if you do not have attendance of 80%. The letter will also tell you about an 'intervention strategy'. This is ways that the College can help you if you have a problem with your attendance.

3. If a student's attendance falls below 85%

A **'2nd Warning Letter'** shall be sent telling you that you must come for an appointment with the Director of Studies to discuss your poor attendance record and strategies to ensure they stay above 80% for the course.

4. If a student's attendance falls below 80%

You will be sent a **'Breach Recorded Letter of Intention to Report to the DHA'** telling you that you will be reported to the DHA for unsatisfactory attendance for their course of study.

You will also be informed about how you can access ALC's Complaints and Appeals process. You will have 20 Working Days to do use the College's Complaints and Appeals process.

If you do not use the Complaints and Appeals Process within 20 working days, a report shall be sent to DHA via PRISMS. You will also be sent a 'Breach Reported Letter' telling you that you that we have notified DHA.

The main way we give students attendance warning letters is **in person**; however, Australasia Language College also uses different methods to contact students if they do not come to the College. **Australasia Language College may also send attendance warning letters by post or email and contacts students by telephone to notify them of such warnings. Therefore, if you change your contact details, such as address, email or phone number, you MUST inform the College of THESE changes within 5 days of the change.** Australasia Language College may also contact your agent, if applicable, if they cannot contact you.

Australasia Language College does not take any responsibility for the consequences of a student's failure to contact Student Services about changes to their contact details.



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Holidays and Extended Leave Policies

Holidays/vacation

Holidays are only available for students whose courses are **more than 12 weeks long**. We will only give you a holiday in special circumstances if your course at Australasia Language College is less than 12 weeks. You should apply for holidays **at least one week in advance**. Holidays will not be granted retrospectively (after you return from a holiday).

- 1) The length of your holiday is automatically added to the end of your course.
- 2) You must go to Student Services to complete your **Holiday Application Form**
- 3) **You can only start your holiday on a Monday.**
- 4) All public holidays are counted as course days and will not be re-accredited.
- 5) You must ask the DOS if you need an emergency holiday.

Academic Monitoring Policy

One of the conditions of your student visa is that you show good academic performance.

1. If you are not making progress, you will be issued with a **'Warning /Show Cause Letter – Unsatisfactory Course Progress'** letter. This letter tells you about a meeting between you and the Director of Studies to talk about an 'intervention strategy', that is help you to improve your academic performance.
2. If the intervention strategy does not result in satisfactory course progress, you will be sent with a **'Letter of Intention to Report - Unsatisfactory Course Progress'** letter.
3. Before you are reported to DHA for unsatisfactory academic progress, you will have 20 working days to appeal. You are allowed to appeal for the following reasons:
 - if you believe that your marks have not been recorded or calculated correctly;
 - if you believe that you have compassionate or compelling reasons for not making satisfactory progress;
 - if you believe that the College has not implemented its intervention strategy and therefore has not helped you.
4. Compassionate or Compelling Circumstances



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Compassionate or compelling circumstances are things beyond your control and they can stop you from progressing through your course. These could include:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes
- Death of a close family member such as parents or grandparents (evidence may be required)
- You must go home because of major political problems or natural disaster in your home country and this has impacted on your studies
- A traumatic experience which could include but is not limited to involvement in or witnessing of an accident or a crime committed against you or you have been a witness to a crime. These cases should be supported by police or psychologist's reports.

The Department of Education give the above examples of things that may be considered as compassionate or compelling circumstances.

5. If the problem is not resolved to your satisfaction, you can access ALC's Appeals and Complaints process. You will have 20 Working Days to do use the College's appeals and complaints process.
6. The Director of Studies will then try to resolve the complaint with you and any other people who may be involved. This attempt at resolution must commence within 10 working days of the day you made a complaint. If you use the Appeals and Complaints process, you still must go to class while the appeals process is being processed.
7. If your appeal is successful, continuing support and counselling will be given to you and you must promise to follow the conditions agreed and the matter will not be referred to DHA.
8. If you choose not to access appeals process within the 20 working days period, withdraw from the process or the outcome of the appeal is unsuccessful following the completion of the process, you will be reported to DHA as not achieving satisfactory course progress.
9. You will receive a 'Final Letter to Report -Outcome of Internal Review' letter outlining the reasons why your complaint/ appeal has not been upheld. You are still required to attend classes until DHA makes decision on your visa.
10. If you are reported for unsatisfactory course progress, you are must call DHA and book for an interview immediately. DHA will give you an appointment and consider all your exceptional circumstances based on Australasia Language College's reports and records to make a decision whether your visa is cancelled or not.



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Academic Deferral & Suspension of Enrolment Policy

At Australasia Language College you can only defer (start again at a later time) or suspend enrolment because of compassionate and compelling circumstances. Compassionate and compelling circumstances are explained in the previous section.

Please complete the **Enrolment Variation Request Form** at Student Services if you need to do so.

Academic Policies

Assessment Policy

Assessments are conducted on the last day of each week of study and test students' Listening, Speaking, Reading and Writing skills. Remember: Students are expected to spend 2 weeks at each General English level and also 12 weeks in the EAP and IELTS Preparation.

'Level up' Transfer Policy

When you start your English studies at Australasia Language College, you do a Placement Test and an interview with the Director of Studies. We then put you in a class to match your English language level, e.g. Starter, Elementary, etc.

How long do I study at each level?

You must complete 12 weeks/ 3 months of study at each General English level:

| General English Level | How long? |
|-----------------------|---------------------|
| Elementary | 12 weeks/ 3 months |
| Pre-Intermediate | 12 weeks/ 3 months |
| Intermediate | 12 weeks/ 3 months |
| Upper Intermediate | 12 weeks/ 3 months |
| IELTS Preparation 1-2 | 12 weeks each level |
| EAP 1-2 | 12 weeks each level |

When can I 'move up' class?

You can 'move up class' if:



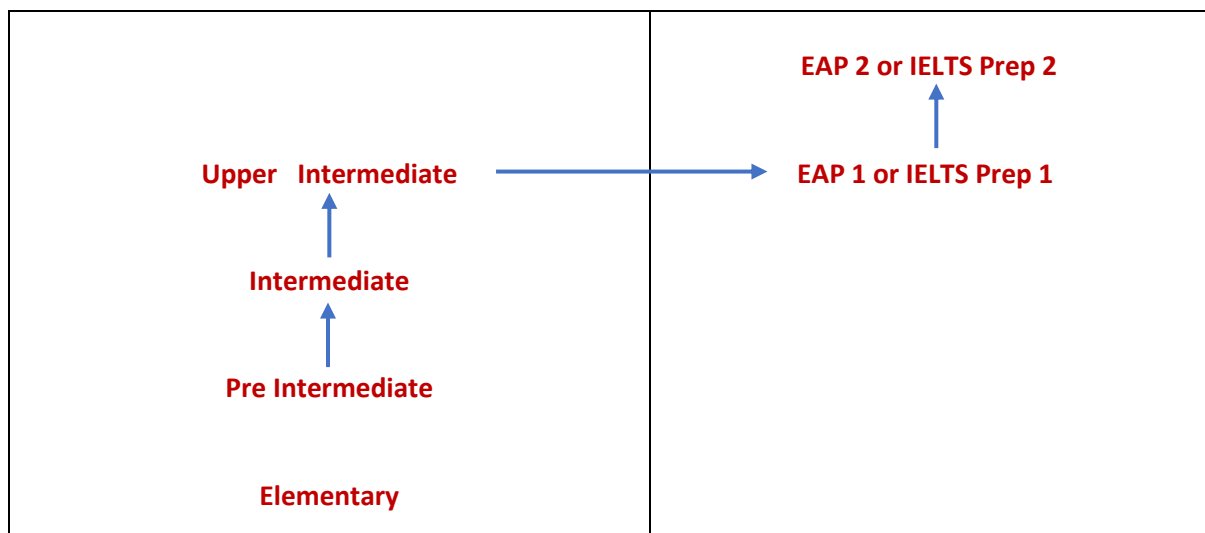
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1. You have completed 10 (or 12) weeks of each course/level;
2. You have 80% or higher attendance;
3. You have passed most of your end-of-week tests AND/OR
4. You have passed your summative assessment test (exit test)
5. If your teacher says you are ready to 'move up' class.

You cannot 'move up class' if you do not meet these requirements.

Moving between English courses



English Only Policy

Students may not use any other language in class other than English unless they are permitted to do so by their teacher.

If you do not follow this rule, will result in a **warning letter**. Remember that everyone in the class has paid to study and practice English.

Your classmates need you in order to improve. **Use class time as an opportunity to practice your English skills all the time.**

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Your Assessments

Your teacher will give you some tests (assessments) every week, usually on the last day of the school week as well as in the last week of your 12-week course. Your teacher will give you tests to see how well your English is improving. You could have a test in writing, reading, listening speaking, grammar or vocabulary. Usually you will have 2-4 tests each week, for example, writing, listening, grammar and vocabulary. Your weekly tests will be 30/45 minutes to 90 minutes depending on the class you are in.

Tests can also help your teacher to see where you and your classmates might need extra help with your English studies.

After your test, your teacher will give you a copy of your weekly test results. Your teacher will give you a copy of your Assessment Cover Sheet. This sheet will tell you the results of your weekly test. Your teacher will give you a score for each test you completed on test day. Look at the table below to see what your score means:

| Assessment Rubric | | |
|-------------------|--------------|---|
| Your Result | Stands for | What does this mean? |
| A | Achieved | <p>Very well done!</p> <p>You have shown that you have achieved all the learning outcomes for your week of study</p>  |
| NA | Not Achieved | <p>Help Needed!</p> <p>You did not show that you have achieved the learning outcomes for this week.</p> <p>You need to speak to your teacher</p>  |
| NP | Not Present | <p>Problem!</p> <p>You were not in class on the day of your weekly test. This could become a problem for you if you do not do your weekly tests. You need to talk to your teacher.</p>  |



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Mobile Phones in Classrooms

All mobile phones must be **SILENT** during a lesson. If you are waiting for a call about employment, family illness or any other call which is very important to you, please tell your teacher of the possible call before class. You should take the call outside of the classroom.



Students receiving calls during class often will be given a **warning letter**.

Change of Contact Details Policy

Your student visa says that you must tell Australasia Language College if you have changed your contact details (phone number, postal address, e-mail address, etc.) within 7 days. This is very important so that that Australasia Language College can contact you, if necessary.

Australasia Language College will not be responsible for the consequences of students' failure to inform them of changes to their contact details.

Student ID Card Policy

During the first week of your course, you will receive a student identification (ID) card. You should always carry this card while you are at Australasia Language College. You can get a Student ID Card from Student Services who will take your photograph when you request an ID card. Your Student ID Card offers many discounts to public events, movies, museums, and more; however, it does not give you a discount for public transport in the city.

If you have lost or misplaced your student ID card, please go to Student Services and a replacement card will be issued at a cost of \$20.00



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Students must meet the following responsibilities

1. You must abide by all Australian Federal Government and NSW State Government laws, rules and regulations.
2. You must arrive on time for class in order not to be marked absent (students are considered absent if more than 15 minutes late).
3. You must not disrupt classes by speaking in their native language.
4. You must not use their mobile phones or other devices during class time unless the teacher permits their use as part of the lesson.
5. You must treat fairly and courteously other students and staff
6. Consuming food and drink in the classroom or at the computers are not permitted
7. You must not damage college property or premises.
8. Australasia Language College is a drug and alcohol-free Environment. The use, sale or distribution of alcohol and/or prohibited drugs on the College premises is strictly forbidden at all times. Starting your classes affected by or becoming affected by the use of substances when you are at the College is breaching Australasia Language College's policies and is subject to severe disciplinary action.
9. Firearms and knives: You must not bring firearms, knives or any weapons to the College. If you are found with these on school premises, you will be expelled.
10. Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building.

Please remember that misbehaviour can lead to expulsion from the College and your enrolment will be cancelled if your misbehaviour is inappropriate or your conduct seems to endanger people at the college. The Director of Studies may impose the penalty of permanent exclusion from Australasia Language College in the case of physical or verbal abuse of students or staff of the College, repeated or severe misconduct, or in the case of criminal acts.



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As a new student, you will be asked to acknowledge and sign the following Student's Code of Conduct.

Student's Code of Conduct

- I will strive to complete my studies to the best of my ability through goal setting and careful time management. I agree to take full responsibility for my actions.
- I will dress appropriately in a neat and tidy manner.
- I will make every effort to be on time for class. I will show good behaviour and I will notify the Institute if I am unable to attend any class.
- I will treat other students and the College staff with respect and fairness and obey reasonable directions from teachers and staff.
- I will be honest in my assessments and will not involve myself in any form of plagiarism.
- I understand the College's copyright policies and agree to abide by the Copyright Act 1968.
- I will not disrupt classes by speaking in their native language.
- I will not use my mobile phone or other devices during class time unless my teacher permits their use as part of the lesson.
- I will not behave in a way that could threaten, offend or embarrass others.
- I take full responsibility for my absences and try to catch up outside of class times
- I will treat my fellow students and staff with respect, courtesy and consideration.
- I will not be involved in any discrimination.
- I will look after the Institute facilities and resources and personally make sure that there is no damage caused to them. I will treat equipment with care.
- I will take all necessary care to ensure that my computer external drives are cleaned of viruses before I commence any course-related work.
- I understand and agree that I will only receive the learning materials if I have paid for my course materials in advance.
- I will be prepared for each lesson with the necessary stationary and textbooks.
- I promise to keep Australasia Language College up-to-date about my address and contact numbers.
- I understand I must maintain a minimum of 80% attendance in my classes.
- I understand that the College reserves the right to expel a student for a serious breach of ethics which could include actions including petty theft, sexual harassment of fellow students or staff, refusal to follow a reasonable instruction from a staff member and being disruptive. If the offence is of a criminal nature, then appropriate action will be taken to inform the relevant authorities.
- I understand that as a student at the College, I have the rights to enjoy a safe and supportive environment without harassment or discrimination.
- I understand that I will be informed of all assessment procedures as well as results from those assessments.
- I have the right to lodge a complaint or appeal without being victimized.

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Working while studying

Your studies are the most important thing, but we recognise that some students may want or need to work part-time. Working arrangements need to be fitted in and around your study commitments.

International students may be restructured by visa condition 8101 which prevents them from undertaking any work. Students are not permitted to work until they have commenced their study. Australasia Language College English notifies the Department of Immigration and Border Protection automatically via PRISMS when you start your study.

You can work up to 40 hours per fortnight during semester study periods and unlimited hours during semester vacation periods. If you were granted a Student visa on or after 26 April 2008, you will already have Permission to Work automatically included with your visa.

Under no circumstances must any international student undertake work unless they have visa condition 8101 (no work condition) on their visa. Failure to seek permission to work from DHA will lead to visa cancellation.

Part-time work must not interfere with your studies. Full-time students must be available to attend English classes from 9.00am to 2.45 pm., Monday to Thursday and 4.00 – 8.00pm Monday to Friday for the evening class shift.

Cancellation and Refund Policy

Australasia Language College uses the following refund policy where applicable:

1. The application fee (enrolment fee), accommodation placement booking fee and airport pickup fee are not refundable under any circumstances, including visa rejection.
2. If you are refused a visa for study or for an extension of study in Australia, the tuition fee, materials fee, (any guardian fee if applicable,) and the homestay accommodation fee will be refunded in full within 4 weeks from the default day / student advice to Australasia Language College day, after receiving a written claim from you provided that all original documents and an original letter from the Australian Embassy, High Commission or Immigration Office are supplied to Australasia Language College.
3. If you cancel your course no later than 28 days before the course is due to commence, the enrolment fee plus 70% of the tuition fee will be forfeited.

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4. If you cancel your course 28 days or less before the course is due to commence, the enrolment fee plus 50% of the tuition fee will be forfeited.
5. No refund will be given to you if you cancel once a course has commenced.
6. No refund will be given to you if you who breach your visa conditions or fail to meet course requirements.
7. If you are taking package courses that include an ELICOS course as a prerequisite to a vocational course, you will be considered an Australasia Language College student from the commencement of your period of study in Australia.
8. Australasia Language College will not authorize the transfer of fees to any other institution or any other student account.
9. If you complete the course early or 'fast-tracks', the full tuition fee and materials fee must be paid before any certification is issued.
10. If you extend your course, you will be subject to additional fees and those fees must be paid before any certification is issued.
11. If you change courses after commencement of the course in which you were originally enrolled, you will be subject to the current fee structure. You are also subject to paying a new materials fee due prior to the commencement of your new course.
12. Should Australasia Language College be unable to offer the course for which you have enrolled, a full refund will be paid to you if who have a CoE approved, visa granted, and studying status within 2 weeks after Australasia Language College defaults on the intended course in which you have enrolled.
13. If you wish to apply for a refund, you should do so in writing on Australasia Language College using the Refund Request Form, which is available in the Student Handbook and on request from the Student Services.
14. This agreement does not remove the right to take further action under Australia's consumer protection laws, Australasia Language College's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. For details refer to Standard 8 of the National Code 2007, and Sections 27-32 of the ESOS Act 2000.
15. You must be aware that personal information may be made available by Australasia Language College to Commonwealth and State agencies and the ESOS Assurance Fund Manager (Standard 3.1 d of the National Code 2007).
16. You are only allowed to defer commencement or suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional compassionate and compelling circumstances.
17. Where you defer commencement or suspends on any other grounds, Australasia Language College must report you to DHA via PRISMS as not complying with visa conditions.
18. In the case of a default (by you and/or provider) on a course by Australasia Language College, we will give you a statement that explains how the monies for a refund have been worked out.
19. All refund considerations will be strictly limited to the monies that Australasia Language College has received from you as tuition fees only (i.e., exclusive of all non-refundable fees and agents'



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commission, whether this commission was deducted before or after the student payment to Australasia Language College.)

20. Alternatively, if in default, Australasia Language College will arrange for you to be offered a place in an alternative course(s) delivered by a CRICOS registered provider at the College's expense. If you accept the offer of placement in an alternative course(s) in writing, the College is relieved of its liability to provide a refund to you.
21. Alternatively, under the Tuition Protection Service (TPS) framework, if Australasia Language College is unable to fulfil its obligations to complete a course, the TPS framework will facilitate the placement of you in the first instance, and where this is not possible, will provide a refund of unexpended tuition fees (i.e. tuition the you have paid for but has not been delivered by Australasia Language College. The TPS covers Australasia Language College defaults if the course Australasia Language College course does not start on the agreed starting day, or if the course stops being provided after it starts and before it is completed, or the course is not provided fully to you because Australasia Language College has had a sanction imposed.
22. This Cancellation and Refund Policy is subject to review from time to time.
23. Australasia Language College recommends that Australia's ESOS legislative framework is read carefully prior to your enrolment. The ESOS framework provides legislative protection for international you and is available for viewing at <https://internationaleducation.gov.au>

Conditions of Enrolment

- Australasia Language College reserves the right to vary these conditions at any time without notice.
- Students are expected to attend 100% of classes and maintain attendance above 80% at all time.
- Tuition fees are not transferable to other institutions or students.
- Bank charges are deducted from refunds made by electronic transfer or bank draft.
- In cases where a student wishes to discontinue his/her course, the balance of fees is not refundable.
- Once a student has commenced their initial course they may incur an admission fee if they wish to make changes to their course structure, change of class time (if applicable) or change of course.
- If a student cannot attend classes regularly because of compelling circumstances, including health or compassionate grounds supported by independent evidence such as medical certificates, Australasia Language College may temporarily suspend the student's course until the student can recommence their full-time studies.
- Student Visa holders may only take holidays in accordance with their Visa conditions and cannot take holidays before 12 weeks of their course.

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- Students on a Tourist or Working Holiday Visa can have 2 holidays with a combined maximum total duration of 4 weeks.
- All students requesting a holiday must complete a 'Holiday Leave Application Form', which is approved by the Director of Studies, after verifying student attendance and previous holiday periods taken.
- All students, holidays must start on Monday or the first day of the working week if Monday is a public holiday.
- Students agree to the use of their name and/or image for possible use in education-related marketing and promotional materials.
- The student agrees to take care of their own belongings at all times and will not hold Australasia Language College responsible for any loss, accident or damage.
- The student agrees to follow all lawful and reasonable instructions given by Australasia Language College, its staff or teachers, while on Australasia Language College's premises or participating in excursions, field trips or extra-curricular activities.
- The student will not hold Australasia Language College or its staff and teachers responsible for any accident, injury or loss that occurs on any excursion, field trip or extra-curricular activity.
- The student will not participate in any field trip, excursion or extra-curricular activity unless they have adequate insurance coverage, such as that which may be arranged by Australasia Language College on request through Overseas Student Health Cover.
- To understand the rights and responsibilities for student visa holders it is recommended that prior to enrolment, students should read the ESOS Framework: <https://internationaleducation.gov.au>
- A student who does not meet their financial obligations throughout their enrolment may be suspended from their course until they have paid the fees due
- A student who terminates or completes a course but has not paid all relevant course fees will not be issued with a statement of attainment or certificate until such monies have been paid in full.

Student Services

Australasia Language College provides academic and personal support to all students. Teachers and administration staff will be there to assist you with their studies and personal problems.

Academic Support

If you have any problem with your course progression, the Director of Studies will work in conjunction with your class teacher to help you improve your grades. You will be assisted with the following learning skills:

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- time management
- completing additional homework assignments
- one to one tuition
- Independent learning focus on a particular area of weakness e.g. computer assisted language learning reading tasks, grammar exercises, trial tests.

Personal Counselling

If there is a personal problem troubling you, you should contact Student Services they can assist you to see an appropriate counsellor.

Health insurance

All international students studying in Australia must have medical insurance. If you have asked Australasia Language College to arrange Overseas Student Health Cover (OSHC) on your behalf, your OSHC card will be ordered during the week of your enrolment. You will receive an OSHC card by mail either at your Sydney address or it will be delivered to Australasia Language College.

If your card has not arrived within 3 weeks, please go to Student Services for advice.

Emergency, Health & Social Services

| | |
|----------------------------|---|
| Academic Matters | Speak to your teacher. If you need additional assistance, ask the Director of Studies for information. |
| Accommodation | Contact the Student Services Officer for information. |
| Access & Equity | Ask the Student Services Officer for information. |
| Counselling | <p><i>Telephone Counselling:</i></p> <ul style="list-style-type: none"> • Lifeline and Suicide Prevention 13 11 14 • Salvo Careline 02 9331 6000 • Salvo Youthline 02 9360 3000 • Salvo Crisis line and Suicide Prevention 02 9331 2000 <p><i>Professional Counselling Services:</i></p> <ul style="list-style-type: none"> • Wesley Mission 02 9263 5555 • Salvation Army 13 72 58 |
| Disability Support | Commonwealth Respite and Carelink Centre 1800 052 222 www.commcarelink.health.gov.au |



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| | |
|--------------------|---|
| Emergency services | <ul style="list-style-type: none"> • Police/ Fire/ Ambulance 000 |
| Health | <p>Sydney Premier Medical & Health Centre 309 Pitt Street, Sydney CBD 2000 Phone: 02 8964 8677</p> <p>World Square CBD Medical Centre World Square Shopping Centre 644 George St, Sydney NSW 2000 Phone: 02 9777 0024</p> |
| | <p>Department of Home Affairs (DHA) 26 Lee Street, Sydney (next to Central Station) Phone: 131 881 http://www.homeaffairs.gov.au Study in Australia www.studyinaustralia.gov.au 03 9012 5834</p> |
| Legal | <p>Law Access NSW Legal Help Line 1300 888 529 Or ask the Student Services Officer for further information.</p> |
| Sexual Health | <ul style="list-style-type: none"> • Sydney Sexual Health Centre Sydney Hospital- Nightingale Wing, Macquarie St. (HIV/AIDS & STD testing, sexual health info & clinic services) Mon – Fri 9 a.m.- 8 p.m., Sat 10 a.m.- 6 p.m. Phone: 9382 7440 Fax: 9382 7475 www.seslhd.health.nsw.gov.au/sydney-sexual-health-centre (follow link to the Sexual Health Centre) • HIV/AIDS Information Line Phone: 02 9332 9700 • Sexual Assault King George V Building, 75 Missenden Road Camperdown NSW 2050 Phone: 02 9515 9040 Daily Monday to Friday 8:30 a.m.- 5 p.m. • NSW Rape Crisis Centre Provides 24-hour telephone & counselling support. Phone: 1800 424 017 24/7 Support |



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Useful Australian Websites

<http://www.whereis.com.au> – Searchable online Sydney maps

<http://www.whitepages.com.au> – Australian White Pages

<http://www.yellowpages.com.au> – Australian Yellow Pages

<http://www.xe.com/ucc/> - Currency Conversion

<http://www.cityrail.nsw.gov.au> – Trains

<http://www.sydneybuses.nsw.gov.au> – Buses and ferries

<http://www.131500.com.au> – Transport Info Line

<http://www.realestate.com.au> – Finding Accommodation

<http://www.domain.com.au> – Finding Accommodation

<http://www.flatmate.com.au>- Finding Accommodation

Active Lifestyle Information

Library

NSW State Library

www.sl.nsw.gov.au

Macquarie Street, Sydney

Phone: 02 9273-1414

Hours: Mon to Thurs 9am - 8pm, Fri 9am - 5pm; Sat - Sun 10am - 5pm

Sports

Sydney University Sports & Aquatic Centre, Darlington Road, Darlington, NSW

Phone: 02 9351 4978

Hours: 5:30 am ~ 10 pm

Post office

General Post office

Shop 1048 World Square Shopping Centre, 644 George St Sydney NSW 2000

Phone: 02 9244 1988

Opening Hours: Mon to Fri 9 am ~ 5 pm

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Banks

| | |
|---------------|--|
| Westpac: | Cnr. Market St & Clarence St., Sydney |
| St George: | 11/55 Market St, Sydney |
| ANZ: | 205 Castlereagh St Sydney |
| National: | 134 Liverpool St Sydney |
| Commonwealth: | Cnr Liverpool St & Castlereagh St Sydney |

Hours: Mon to Fri 10:00 am ~ 4 pm

Places to Eat near Australasia Language College

During class break time, you can use our kitchen facilities which include the following:

- Fridges
- Microwaves
- Hot and cold water
- Free tea and coffee making facilities

It is cheaper to bring your own lunch and to use the school facilities. However, if you wish to buy lunch or food outside the school, there are some local outlets that may provide what you are looking for:

- **Palomino Espresso**, 1/61 York St.
- **Baker Brothers**, Shop 1 56-58 York St
- **Serigo Espresso**, 101 York St, Sydney
- **Sourdough Panini Bakery & Cafe**, World Square, 60 York St
- **Woolworths Supermarket**, Cnr Park & George Street Sydney

Food courts:

- **David Jones Food Hall**, 65-77 Market St, Sydney
- **World Square CBD**, 379 Pitt St, Sydney NSW 2000
- **Westfield Sydney CBD**, Cnr Pitt St Mall and Market St Sydney
- **Sussex Centre Food Court**, 401-403 Sussex St, Sydney Haymarket

English Pathways

Australasia Language College offers you General English, English for Academic Purposes (EAP), IELTS Preparation, courses that meet a broad range of language needs and academic goals. Below is the pathway of our English courses:

| General English | English for Academic Purposes | IELTS Preparation |
|----------------------|-------------------------------|-----------------------|
| | | |
| | EAP 2 | IELTS Preparation 2 |
| Upper Intermediate ↗ | EAP 1 ↗ | IELTS Preparation 1 ↗ |
| Intermediate ↗ | ↗ | |
| Pre-intermediate ↗ | | |
| Elementary ↗ | | |

Guidelines for placement in English Language course levels

The minimum number of weeks of English study required to progress from one level to the next is 12weeks.

Placement Test

If you do not have a current IELTS or TOEFL result, you will need to sit a placement test which is you do on the morning of the first day of the course (Orientation day). See your Offer Letter for the exact dates of Orientation Day.

Australasia Language College insists that all new students, regardless of presentation of previous English proficiency certificates, sit a placement test an oral interview on their first day.

Exit testing

You will be given a test at the end of each week and the end of the 12-week course. Your result in these tests will be used to determine your progressing to the next level. Weekly testing occurs in the four macro skills, reading, writing, speaking and listening as well as in the knowledge of grammar, vocabulary and pronunciation.

Our courses are designed around a twelve-week syllabus. To progress to the next English level, students must complete a 10 or 12-week cycle and receive an average of 70% for all examinations.

More about our ELICOS Programs

Our ELICOS programs have multiple start and end dates so that students can join anytime and study for their chosen number of weeks. ELICOS courses do not always have a finite duration. All courses are language-focused, with a broad purpose of improving the students' language proficiency. The majority of courses do not have minimum language proficiency entry requirements. Students are tested and placed in the appropriate language level on arrival. The courses do not lead to an award qualification, i.e. a higher education or AQTF qualification. Such courses are called 'non-award' courses.

Australasia Language College accepts international students with a variety of visa types, e.g. some students may have student visas, which are covered by the regulatory framework of ESOS and National Code 2007, while others may have non-student visas (e.g. tourist, working holiday, etc.) which are not covered by any existing regulation and therefore do not have welfare and consumer protection conditions. Australasia Language College ensures that even through reporting obligations do not apply to students in non-student visa holders, quality provisions are applied equally to all students regardless of visa type.

For students at risk of not making satisfactory progress, Australasia Language College will take relevant steps or in other words, put in place, an "intervention strategy" to assist or advise students who are at risk of not satisfying course requirements. The intervention strategy may include steps including counselling, withdrawal for small group or one-to-one tuition, setting additional homework or language tasks, assistance with finding materials or resources on the internet, etc.

The table below shows Australasia Language College's language programs from which you may choose:

| ELICOS Programs | Levels | Duration |
|------------------------------------|--------------------|----------|
| General English | Elementary | 12 weeks |
| | Pre- Intermediate | 12 weeks |
| | Intermediate | 12 weeks |
| | Upper Intermediate | 12 weeks |
| English for Academic Purpose (EAP) | Upper Intermediate | 12 weeks |
| | Advanced | 12 weeks |
| IELTS Preparation | Upper Intermediate | 12 weeks |
| | Advanced | 12 weeks |



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Course Descriptions

General English (CRICOS Course Code: 070828J)

This 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 other English courses or vocational training courses. It is offered at 5 levels: Beginner, Elementary, Pre- Intermediate, Intermediate and Upper-Intermediate.

The General English course develops all 4 skills – listening, reading, writing, and speaking. This program enables students to use English with greater confidence, develop their ability to understand conversations and television programs, read fiction and non-fiction texts with understanding, speak with increasing fluency, clarity and accuracy, activate their existing grammar, and develop a greater range of accuracy, and understand both of formal and everyday English.

Classes in the General English program are topic based, interactive and use a mixture of teaching and learning materials including course books, television, radio, CDs, DVDs and computer software. Course content focuses on the development of communications skills with a balance of speaking, listening, reading and writing tasks.

English for Academic Purposes (EAP) (CRICOS Course Code: 068332G)

This course is offered at 2 levels (Level 1 and Level 2) and is designed to prepare students for success in academic post-secondary courses and in the IELTS test. EAP develops academic language as well as study skills.

EAP students will learn how to listen and take notes in lectures, give oral presentations and group discussion, write academic essays, and read academic texts.

The EAP course enable students to understand spoken English in conversations, discussions and lectures and to take notes, speak clearly and confidently, apply a range of reading skills in order to understand and make notes on a variety of written texts, express in writing, facts, ideas and opinions using correct and appropriate vocabulary, grammatical structures and other features of academic writing and use a range of study skills (including research skills) in order to synthesize information and ideas from different sources.

Many of the skills learned in the EAP course can be directly transferred to the skills and language focus to the IELTS Preparation course and test.



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IELTS Preparation (CRICOS Course Code: 091902G)

This course is designed for students who intend to take the IELTS test for further study or work where English is the language of communication. This course will prepare students to undertake either the General Training or Academic IELTS test modules. Course content includes tuition to improve speaking skills (including interview techniques), listening strategies, reading and writing strategies and practice tests to simulate the kinds of tasks included in the IELTS test.

IELTS measures test taker's ability to communicate in English across all 4 language skills – listening, reading, writing and speaking. The Academic version of test is for students wishing to go to university in Australia. The General IELTS test is for students who want to study vocational courses or as proof of your English level for migration purposes.

Student Safety

Australia is a multicultural country. The Australian Bureau of Statistics reports there are 200 different languages spoken by immigrants which suggest close to that number of nationalities live in Australia.

This multicultural mix means that, in general, Australia is a diverse and tolerant nation, Sydney, of which Parramatta is a suburb, is ranked as the 10th 'most livable cities in the world by the Mercer's Quality of Living Survey. However, because Australia is mostly an urban society, crime does occur.

Australia prides itself on the quality of education it provides to international students, who greatly contribute to it being seen as of a friendly and welcoming society.

Australasia Language College tries to create a safe environment at its campus in Sydney for all its students and staff. We also try to provide students with relevant and useful information about personal safety. A member of the NSW Police visits our premises to speak to international students about safety.

Australasia Language College also provides information to international students about safety and security in the Students' Handbook which is provided to every new student during Orientation.

If a student encounters a threatening situation, he/ she may also contact the NSW Police by dialing 000.

Our Student Service can assist students with non-urgent situations, If we cannot assist student directly, we will refer students to the relevant external agency.

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What can I do for their own personal safety?

There are a number of practical, common sense steps that everyone including international students can take. These steps are particularly important when travelling after dark;

- Do not carry large amounts of cash. Only bring the amount that you need with you for your journey.
- Do not travel through isolated areas particularly at night time.
- When possible, do not travel alone.
- Keep your valuables out of sight or if possible, leave them at home.
- Avoid situations and places where others are behaving in a loud and unruly way.
- Report suspicious people or activities to the police.

The Australian Government is taking steps to ensure international students remain confident that Australia will not tolerate discrimination or the victimization of students who are guests in our country.

What is discrimination?

Discrimination occurs when someone is treated unfairly because they happen to belong to a particular group of people or have a particular characteristic.

In NSW many types of discrimination are against the law. The laws dealing with discrimination help give everyone in NSW an equal chance.

For more information, go to the Anti-Discrimination Board of NSW's website, <http://www.lawlink.nsw.gov.au/ADB>

What is victimization?

Victimization is against the law in Australia. It is against the law for anyone to hassle or victimize you or treat you unfairly because:

- you have complained to your employer or another person about discrimination or harassment;
- you have complained to the Anti-Discrimination Board; or
- you have supported someone with a discrimination or harassment complaint or acted as a witness in a discrimination or harassment case.

For more information, go to the Anti-Discrimination Board of NSW's website, <http://www.lawlink.nsw.gov.au/ADB>

You can also find more information for international students provided by the NSW Government website http://www.internationalstudents.nsw.gov.au/living_in_nsw



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STUDENT SELF ASSESMENT RECORD

Name of your English Course (General English/ IELTS Prep. or EAP):

When you receive your results from your teacher, record them in the table below to keep a track of your progress.

Key:

Your teacher will give you one of the following scores: A / NA/ NP

A = Achieved NA = Not Achieved NP = Not Present

STUDENT'S NAME:

STUDENT ID NUMBER:

COURSE:

LEVEL:

TEACHER:

| | R (/20) | W (/20) | S (/20) | L (/20) | G/V (/20) | TOTAL % | My comments |
|------------------|------------|------------|------------|------------|--------------|------------|-------------|
| WEEK 1 Date: | | | | | | | |
| WEEK 2 Date: | | | | | | | |
| WEEK 3 Date: | | | | | | | |
| WEEK 4 Date: | | | | | | | |
| WEEK 5 Date: | | | | | | | |
| WEEK 6 Date: | | | | | | | |
| WEEK 7 Date: | | | | | | | |
| WEEK 8 Date: | | | | | | | |
| WEEK 9 Date: | | | | | | | |
| WEEK 10 Date: | | | | | | | |
| WEEK 11 Date: | | | | | | | |
| WEEK 12 Date: | | | | | | | |

END OF DOCUMENT

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