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INTRODUCTION TO MELBOURNE LANGUAGE CENTRE

Welcome to Melbourne Language Centre!

With over 30 years’ experience as an ESL provider, Melbourne Language Centre provides the highest quality English Language courses for your learning experience! Our courses have been proudly endorsed by NEAS for 25 years, and we aim to give students the most exciting, welcoming and immersive educational experience in Australia.

At MLC, we provide classes for General English (GE) to help develop your everyday English skills; IELTS preparation; English for Academic Purpose (EAP) if you are preparing for university; and preparation for the Occupational English Test (OET) if you are a medical professional.

Additionally, we have our extremely reputable High School Preparation (HSP) and Junior School Preparation programmes (JSP), with highly experienced and qualified teachers guiding and preparing our students in lively and engaging classes.

For any enquiries about the courses provided, please feel free to ask a member of staff, and they will be happy to provide you with more information.

From everyone here at MLC, we hope you enjoy your time in Melbourne!
STUDYING IN AUSTRALIA AND THE ESOS FRAMEWORK

Welcome to studying in Australia! A great first point to gather information about what Australia is like, what studying in Australia is like, and what you and MLC must do is http://www.studyinaustralia.gov.au/.

The Australian Government has put laws in place to ensure international students are protected and enjoy their time receiving quality education. These laws are known as the ESOS framework and aim to protect your rights and set out the standards all Australian education providers offering education services to overseas students must obey. Amongst other things the standards require us to offer complaints and appeals processes, student support services, and intervention and support strategies if you do not progress through the course as expected. The ESOS framework also protects your prepaid tuition fees and your right to get the education you paid for.


POLICIES AND PROCEDURES

MLC Policy and Procedures govern the way you, your teachers, and the management of MLC approach, manage and respond to your learning environment. It is important that you read and understand the Policies to ensure you comply with the Colleges’ expectations of you and the rights you have as a student.

Policies and Procedures are constantly being reviewed and updated based on our quality enhancement and compliance frameworks. Therefore, to ensure their currency, documents are not reproduced in this handbook. You can access the documents online at: http://www.acknowledgeducation.edu.au/policies-and-procedures/

You should pay attention to the:

INTERNATIONAL ENROLMENT

For enrolment information and admission requirements please refer to POLICY AND PROCEDURE – Enrolment All
ACCESS AND EQUITY

MLC courses, by their very nature, are congruent with access and equity, as they are designed for individuals from all social backgrounds.

Please refer to POLICY ALL – Access and Equity.

USE OF PERSONAL INFORMATION

Students can access personal information held by MLC and may request corrections to information that is incorrect or out of date. If the student wishes to view his or her record, the student should see the Administration officer in accordance with the Access to Records Procedures.

Please refer to POLICY - Privacy.

COURSE TRANSFER

For information on course transfers please see MLC Student Transfer Policy.

CRITICAL INCIDENTS

For information on course transfers please see POLICY AND PROCEDURE - Critical Incident.

COMPLAINTS AND APPEALS

All students are entitled to access AE’s complaints and appeals policy at any time. Below is an outline of the policy. The complete policy is available at http://www.acknowledgeeducation.edu.au/policies-and-procedures/.

MLC is committed to complainant complaints and appeals being resolved fairly and efficiently. All grievances will be treated seriously and sensitively, with due regard to procedural fairness and complainant privacy, and at minimal or no cost to the complainant.

First Step: Informal Discussion

- Try to resolve issue informally by talking to the relevant person.

Stage 1: Internal Formal Review

- You submit a formal written complaint to the Coordinator or head of department. It will be investigated.

Stage 2: Internal Appeals Panel

- You may either write or appear before the Internal Appeals Panel to present your complaint.

Stage 3: External Appeal

- You can contact the Overseas Student Ombudsman to review the decision.

- MLC will respect any decision made by the Overseas Student Ombudsman.

REFUNDS

All student refunds are conditional on the following policy available at http://www.acknowledgeeducation.edu.au/policies-and-procedures/ and reproduced below
1. **Policies**

1.1. A refund of 70% of tuition fees will be given if an enrolment is cancelled more than 28 days prior to commencement of the course.

1.2. No refund of fees will be given if an enrolment is cancelled within 28 days of course commencement, or the student does not commence on the agreed date, or withdraws from the course once it has commenced. Students enrolling to commence courses within 28 days of application will not receive a refund if enrolment is cancelled more than seven (7) days after receipt of the application or within seven (7) days of course commencement.

1.3. No refund will be given to any student who has deferred their enrolment.

1.4. Early termination of homestay is subject to a 20% cancellation fee on monies paid;

1.5. Where proof of visa rejection is provided, refund will be calculated as proscribed in in section 47E of the ESOS Act In accordance with the regulations, a full refund will be provided less:
   a) any paid representative’s fee;
   b) $500 or five percent of the total amount of pre-paid fees received for the Course (whichever is the lesser);
   c) expenses for travel, accommodation and other domestic services that cannot be offset by providing the services to someone else;
   d) the cost of books and other materials needed for the course; and
   e) if the student has commenced study, refund will be provided less the proportion of the course money that MLC has received in respect of the student before the default day that is equal to the proportion of the course that was provided to the student before the default day.

1.6. MLC may grant no refund if a student’s enrolment is cancelled or a student’s visa or application for visa is cancelled or refused due to actions of the student.

1.7. MLC reserves the right to cancel or not offer a program. If any program is cancelled and/or not offered, in accordance with sections 46A and 46D of the *Education Services for Overseas Students Act 2000*, as amended, one of the following options will be offered:
   1.7.1. Any unused portion of tuition fees paid by the student will be refunded, within two (2) weeks from the date of default; or
   1.7.2. An alternative course or part course can be arranged at the providers’ expense. If accepted by the student the payment of course fees will be paid to the alternative provider within two (2) weeks from the date of notice of default.

1.8. Tuition fees are not transferable to another person.

1.9. Notwithstanding the above provisions, MLC may grant a refund of fees on compelling or compassionate grounds made known to the Registrar in writing.

This policy and the availability of MLC Complaints and Appeals Policy does not remove from the student the right to take further action under Australian Consumer Protection laws or to pursue other legal remedies.

2. **Applying for a refund**

2.1. Students, parents or guardians must submit a written request for a refund:
   i. by mail, to:
      The Registrar
      Acknowledge Education
      168 Exhibition Street
      Melbourne VIC 3000
      Australia
      or
   ii. by email, to:
      registrar@ae.edu.au

2.2. Written requests for refund should contain:
   a) the student’s details, including full name, student number, date of birth and address;
   b) details of why a refund is requested;
   c) contact details; and
   d) the requested destination of the refunded payment.

2.3. Written requests for refund must be made as soon as practicable after the reason for the refund request arises.

2.4. The Registrar will assess entitlement to a refund against the applicable policy.

2.5. Refunds granted will be paid within 28 days of the request for refund.
2.6. The Registrar will issue notice of the amount of refund and the date of its payment as soon as practicable after its payment.
2.7. Where no refund is granted the Registrar will issue notice immediately on assessing the request for refund.

**STUDENT SUPPORT SERVICES**

MLC based its provision of services to students on the commitment of continuous care. This is reflected in the various support services programs and initiatives that it provides to students before commencement of their studies, during their studies and when they complete their studies. Our student support officers are committed to support and assist students in various areas of their academic and personal lives.

Before commencing study with MLC, students or their education agents will be assisted by the registrar, the administration officer and the relevant bilingual officers in preparing their application for study, their departure and arrival and where relevant, their accommodation in Australia. In addition to consulting this prospectus, students can directly contact the following officers for support services or for more information relating to their courses before they commence their studies:

- Mandy Simons (Registrar)
  Tel: (+613) 9663 3399
  Email: registrar@stotts.vic.edu.au

- Lucie Gu (for Chinese students)
  Tel: (+613) 9663 3399
  Email: lgu@ae.edu.au

- Lucy Li (for Chinese students)
  Tel: (+613) 9663 3399
  Email: lli@ae.edu.au

- Miki Tanaka (for Japanese students)
  Tel: (+613) 9663 3399
  Email: m.tanaka@ae.edu.au

- Huong Pham (for Vietnamese students)
  Tel: (+613) 9663 3399
  Email: h.pham@ae.edu.au

- George Thomas (for Indian and Middle East students)
  Tel: (+613) 9663 3399
  Email: George@ae.edu.au

- Florence Dass (Student Support)
  Tel: (+613) 9663 3399
  Email: studentsupport@frontcookingschool.vic.edu.au
During enrolment
Once students have commenced their studies with MLC, students can always contact the above officers whenever they have questions regarding their studies. In addition to the availability of these officers, MLC will also provide a comprehensive orientation program whereby students are introduced to their campuses, MLC facilities and staff, MLC policies and Codes of Conduct and the availability of student support services.

MLC has comprehensive Student Support Service programs that are designed to target students who are at risk of failing, who are having language difficulties, who are behind in their studies and or students who are lacking life skills. The student services sessions/classes will provide students with supports in the following areas:

- Reading and comprehension of the assignments and lesson notes;
- Verbal and visual presentation skills;
- Referencing skills;
- Researching from texts, journals and the internet;
- Ongoing practise of presentation and conversing in English;
- Developing the confidence and esteem of the students to be able to assimilate into, enjoy and comprehend their future classes;
- Creating letters of application and resumes for future employment.

The librarian(s) will also assist students in the areas of research, referencing and other related services.

If you are experiencing personal difficulties, we will support you in both your academic progress and overall wellbeing.

As part of our student support and wellbeing program, a part-time Counsellor is available at all campuses. Students can access confidential counselling for issues such as:

- Mental health issues, including anxiety, stress and depression
- Cultural shock and homesickness
- Trauma, loss, and abuse
- Bullying, harassment and discrimination
- Study/work/life balance

If you wish to make an appointment with our counsellor, please send an email to counselling@ae.edu.au.

COMMENCEMENT AT MLC
Students must commence study when they have agreed to commence. This includes any orientation day or program as detailed on the Letter of Offer and Confirmation of Enrolment.

MLC’s Registrar will notify the Department of Home Affairs within 5 days of the expected course commencement date of the details of an international student who does not commence their course when expected, including whether a visa has been granted.
to the student, whether the student has arrived in Australia and any other relevant information.

**Quality Assurance and the ESOS Framework**

The Australian Skills Quality Authority (ASQA) is Australia’s independent national regulator of the vocational education sector. The Authority regulates and assures the quality of Australia’s large, diverse and complex vocational education sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. Further information is available at www.asqa.gov.au

Consequently, International students can be confident of the quality of teaching and qualifications at MLC. The Australian Qualifications Framework (AQF) is an Australian Government national system that regulates all Australian qualifications to ensure a high standard of Australian qualifications throughout the country. The AQF contributes to the worldwide recognition of Australian qualifications.

The Education Services for Overseas Students (ESOS) Act 2000 requires education providers to meet nationally consistent standards in education quality, facilities and services. The ESOS Act ensures that international students studying in Australia receive the same standard of education as Australian students.

Education providers that offer courses for international students must be registered on the Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and demonstrate that their courses, services and facilities meet Australian standards. MLC is a CRICOS registered provider in Victoria and complies with the ESOS Act and the AQF and delivers a high standard of education.

**Change of Address**

Upon arriving in Australia, you are required to advise MLC of your residential address, telephone number and emergency contact details. You must also notify MLC of any subsequent changes to your residential address.

This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000, MLC is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance.

It is your responsibility to ensure that you always update your address details at MLC to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department website: www.homeaffairs.gov.au.
ORIENTATION
MLC will provide you with a comprehensive orientation program where you will be introduced to your campus, MLC facilities and staff, MLC policies and Code of Conduct / school rules and the availability of student support services.

1. Introduction to Melbourne Language Centre:
   - MLC background information
   - MLC campuses
   - MLC courses

2. Class time and learning duration:
   - Class time
   - Learning duration for each level
   - How and when students are promoted to the next level
   - How to achieve the desired learning outcome

3. Attendance policy
   - Attendance requirements for international students
   - Consequences of poor attendance
   - Notices for attendance in class
   - Application for leave in case of compelling circumstances

4. Student support
   - Students’ first language advisors at MLC
   - Homestay and Your Care Team advisors at MLC
   - Pathway services at MLC
   - Interpreter service of Victoria
   - Campus tour of student facilities

5. Useful information
   - Company policies and procedures—Student Handbook; and
   - Compliance with student visa requirements.
   - Support services available to assist you to adjust to life in Australia;
   - Emergency and health services
   - Report on changes of telephone and address
   - Employment Matters
   - Student ID procedure
   - Student Health Insurance procedures and tips
   - Banking
   - Transportation: types of Myki card and where to purchase, notices on using Myki card, parking
   - Important telephone numbers
GENERAL DESCRIPTION OF FACILITIES

Our brand-new Melbourne City campus is a specially designed and visually stunning environment, conveniently located in the heart of cosmopolitan Melbourne, just five minutes’ walk from Parliament Station, and with a tram stop at the front door. It is also the location of MLC’s head office, meaning the answers to all your questions are right where you are!

MLC makes education easy and appealing for its students, with access to a huge range of services and conveniences, including:

▪ Electronic access to EBSCO Premier on-line database is available for students. The database contains more than 11,000 titles including many Australian and New Zealand Journals and magazines
▪ Other electronic resources such as IBISWorld industry reports and Turnitin plagiarism detection software
▪ Front desk student
▪ Wi-Fi for students on all campuses
▪ Multiple theory classrooms with high-end data projectors, interactive screens and smart boards
▪ Hearing augmentation
▪ Printing service
▪ Resource library
▪ Disabled toilets/showers
▪ Student kitchen
▪ Student lounge
▪ Sick bay
▪ Water cooler

FEES

Please see https://www.acknowledgeeducation.edu.au/fees for a complete list of all fees and charges.

STUDENT SUPPORT

We aim to provide the highest level of support possible for students before, during and on completion of your studies here at MLC. Our student support officers are committed to assisting you with any queries you have both academically or related to welfare. Please contact the following officers for information regarding your course.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Address</th>
<th>Phone Number</th>
<th>Student Service Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melbourne Campus</td>
<td>168 Exhibition Street, Melbourne 3000</td>
<td>+61 3 9663 3399</td>
<td>Monday to Friday 8.30am-5.00pm</td>
</tr>
<tr>
<td>(Head Office)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
OFFICE HOURS AND LOCATIONS

Offices at the City and Box Hill campuses are open from 9:00 am to 4:30 pm, Monday to Friday.

- Reception is located on Level 6 in the City campus.
- English for Secondary Schools Manager’s office is on Level 4 in the City campus.

The office in Box Hill is on the ground floor at the front entrance.

<table>
<thead>
<tr>
<th>ADMINISTRATION AND COURSE OFFICERS</th>
<th>BILINGUAL COUNSELLORS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MANDY SIMONS</strong> (Registrar)</td>
<td><strong>GEORGE THOMAS</strong></td>
</tr>
<tr>
<td>TEL: (+613) 9663 3399</td>
<td>(India, Nepal, Sri Lanka, Philippines, Pakistan, Malaysia, Indonesia, Thailand and South America)</td>
</tr>
<tr>
<td>EMAIL: <a href="mailto:registrar@ae.edu.au">registrar@ae.edu.au</a></td>
<td>TEL: (+613) 9663 3399</td>
</tr>
<tr>
<td></td>
<td>EMAIL: <a href="mailto:g.thomas@ae.edu.au">g.thomas@ae.edu.au</a></td>
</tr>
<tr>
<td><strong>CYRUS NICKSON</strong> (Director of Studies)</td>
<td><strong>HUONG PHAM</strong></td>
</tr>
<tr>
<td>TEL: (+613) 9663 3399</td>
<td>(Vietnam, Myanmar, Cambodia and Laos)</td>
</tr>
<tr>
<td>EMAIL: <a href="mailto:c.nickson@melblang.com.au">c.nickson@melblang.com.au</a></td>
<td>TEL: (+613) 9663 3399</td>
</tr>
<tr>
<td></td>
<td>EMAIL: <a href="mailto:h.pham@ae.edu.au">h.pham@ae.edu.au</a></td>
</tr>
<tr>
<td><strong>CHRIS WILKINSON</strong> (English for Secondary Schools Manager)</td>
<td><strong>MIKI TANAKA</strong></td>
</tr>
<tr>
<td>TEL: (+613) 9663 3399</td>
<td>(Japan, Korea, South America, Europe, Thailand, Nepal and Taiwan)</td>
</tr>
<tr>
<td>EMAIL: <a href="mailto:chris.w@melblang.com.au">chris.w@melblang.com.au</a></td>
<td>TEL: (+613) 9663 3399</td>
</tr>
<tr>
<td></td>
<td>EMAIL: <a href="mailto:m.tanaka@ae.edu.au">m.tanaka@ae.edu.au</a></td>
</tr>
<tr>
<td><strong>AMY LYON</strong> (Head Teacher)</td>
<td><strong>LUCY LI</strong></td>
</tr>
<tr>
<td>TEL: (+613) 9663 3399</td>
<td>(China, Hong Kong and Taiwan)</td>
</tr>
<tr>
<td>EMAIL: <a href="mailto:headteacher@melblang.com.au">headteacher@melblang.com.au</a></td>
<td>TEL: (+613) 9663 3399</td>
</tr>
<tr>
<td></td>
<td>EMAIL: <a href="mailto:l.li@ae.edu.au">l.li@ae.edu.au</a></td>
</tr>
<tr>
<td><strong>WENDY WANG</strong> (Guardianship Officer, “Your Care Team”)</td>
<td><strong>LUCIE GU</strong></td>
</tr>
<tr>
<td>TEL: (+613) 9663 3399</td>
<td>(Digital Marketing)</td>
</tr>
<tr>
<td>EMAIL: <a href="mailto:w.wang@ae.edu.au">w.wang@ae.edu.au</a></td>
<td>TEL: (+613) 9663 3399</td>
</tr>
<tr>
<td></td>
<td>EMAIL: <a href="mailto:l.gu@ae.edu.au">l.gu@ae.edu.au</a></td>
</tr>
<tr>
<td><strong>JANET YOONG</strong> (Homestay Officer)</td>
<td><strong>JUSTIN RICHARDSON</strong></td>
</tr>
<tr>
<td>TEL: (+613) 9663 3399</td>
<td>(China, Hong Kong, Taiwan, Malaysia and Singapore)</td>
</tr>
<tr>
<td>EMAIL: <a href="mailto:homestay@ae.edu.au">homestay@ae.edu.au</a></td>
<td>TEL: (+613) 9663 3399</td>
</tr>
<tr>
<td></td>
<td>EMAIL: <a href="mailto:j.richardson@ae.edu.au">j.richardson@ae.edu.au</a></td>
</tr>
</tbody>
</table>
Student Support Services

CONSULTATION
MLC has an open-door policy in its dealings with students. Students are always welcomed and encouraged to speak or consult the relevant staff of the centre when they have an issue or concern. This enables staff and teachers to identify the students and refer them to the appropriate services more efficiently and effectively.

MLC’s staff will be pro-active in identifying and referring students who need support services from within or outside of the centre.

The following table illustrates the types of specific academic support provided to MLC students. These services are in addition to the general support services provided to all students by MLC’s open-door policy relating to student consultations. This means, provided that the relevant staff member is not busy or unavailable, you can always come and talk to them.

<table>
<thead>
<tr>
<th>General English, English for Academic Purposes, English for Health Professionals</th>
<th>English for Secondary Schools: High School and Junior School Preparation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Support Services</strong></td>
<td><strong>English for Secondary Schools Manager</strong></td>
</tr>
<tr>
<td>Availability: Monday-Friday</td>
<td>Availability: Monday-Friday</td>
</tr>
<tr>
<td>Duration: Open-door policy</td>
<td>Accessibility: Open-door policy</td>
</tr>
<tr>
<td>Accessibility: Fully accessible by students (whether referred by teachers or not)</td>
<td>Students who are having issues or who simply need to speak to someone about their courses can speak to the ESS Manager. The following are some of the areas of consultation:</td>
</tr>
<tr>
<td>The student service sessions will provide students with support in the following areas:</td>
<td>▪ Academic progress;</td>
</tr>
<tr>
<td>▪ Reading and comprehension of homework;</td>
<td>▪ Academic difficulties;</td>
</tr>
<tr>
<td>▪ Writing and listening skills;</td>
<td>▪ Attendance;</td>
</tr>
<tr>
<td>▪ On-going practise of presenting and conversing in English;</td>
<td>▪ Homestay/guardianship issues;</td>
</tr>
<tr>
<td>▪ Developing the confidence and esteem of the students to be able to assimilate into, enjoy and comprehend their future classes;</td>
<td>▪ General personal day-to-day issues which might affect the student’s study progress;</td>
</tr>
<tr>
<td>▪ Focusing on pronunciation, grammar and speaking skills.</td>
<td>▪ School pathways;</td>
</tr>
<tr>
<td></td>
<td>▪ School visits;</td>
</tr>
<tr>
<td></td>
<td>▪ School liaison;</td>
</tr>
<tr>
<td></td>
<td>▪ Parents/Agents meeting or consultation.</td>
</tr>
</tbody>
</table>

Full-time staff are available at the centre when they are not teaching.
Student Counselling

If you are experiencing personal difficulties, we will support you in both your academic progress and overall wellbeing.

As part of our student support and wellbeing program, a part-time Counsellor is available at all campuses. Students can access confidential counselling for issues such as:

- Mental health issues, including anxiety, stress and depression
- Cultural shock and homesickness
- Trauma, loss, and abuse
- Bullying, harassment and discrimination
- Study/work/life balance

If you wish to make an appointment with our counsellor, please send an email to counselling@ae.edu.au.

Counsellors are available by appointment at the following times:

<table>
<thead>
<tr>
<th>Melbourne</th>
<th>Megan Newcomb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed and Friday 12-5pm or by appointment</td>
<td></td>
</tr>
</tbody>
</table>

**OTHER SUPPORT**

**Life Line**

Lifeline Lifeline’s 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

**Poisons Information Line**

The Poisons Information Line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital.

The Australia-wide Poisons Information Centers have a common telephone number: 131 126. Translating and Interpreting Service (TIS) Tel: 13 14 50
The Australian Government, through the Department Home Affairs, provides a Translating and Interpreting Service (TIS) for people who do not speak English and for English speakers needing to communicate with them. TIS is a national service, and is available to any person or organisation in Australia requiring interpreting assistance. TIS is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call.

**Critical Incidents**

A Critical Incident is any traumatic event or threat of an event within or outside Australia, which causes extreme stress, fear or injury but not necessarily causing death. Critical incidents may include events such as:
- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

**Student Procedure**

If you as a student are involved in or witness a Critical Incident, see the below procedure:

If you experience, witness or perceive a critical incident, the emergency telephone number available 24 hours a day 7 days per week is **0424 383 868**

- An appropriate staff member may ask you to provide more details whilst they complete a ‘critical incident report’.
- The ‘critical incident report’ is to contain as much information as possible and indicate the people directly involved in the incident
- MLC will notify the Department of Home Affairs (DHA) on your behalf as soon as practical after the incident. MLC will also report via the Provider Registration and International Student Management System (PRISMS).
- If necessary, following the incident, you may be required to attend a follow up meeting to assess any further risks or follow up actions.

Please refer to the Critical Incident Policy, in the polices section of RTOManager for further information.

**Costs**

As part of our commitment of continuous care, MLC Student Support Services can be utilised by students at no cost. It should be noted, however, that when MLC refers students to external agencies or organisations, students might be required by those external bodies to pay service fees.

**Graduating**

Students who are about to finish their studies with MLC will also have the opportunity to consult the Registrar or relevant manager about their school (or other) pathways, or their opportunities for further study within or outside MLC.
COMPUTERS AND PRINTING

Computers in the computer rooms are available for self-study.

Username: student    Password: mlc

Full-time students are entitled to print and photocopy 100 pages for free. After 100 pages, students can top up their photocopying and printing credit at Reception. It is $10 for an additional 100 pages. Photocopying and printing can be done in the computer room. You will need your username and password. Your username is your student ID and your birthday (DD/MM/YYYY) is the password. For example: Username: 1022957; Password: 05121989

Wi-Fi: AE Student    Password: Student16

The computers, networks and Internet services at MLC are provided for educational purposes and research consistent with its educational mission, curriculum and instructional goals. All policies, school rules and expectations concerning student conduct and communications apply when students are using computers. Students are also expected to comply with all specific instructions from teachers and other school staff when using computers.
**Student Code of Conduct**

Student welfare is of utmost concern to all staff at MLC. Students achieve greater success in a supportive and comfortable environment and here at MLC we aim to provide that exact environment where students can achieve their best academically as well as fostering positive personal development.

The Code of Conduct stipulates the minimum standards that students should adhere to at all times when studying at MLC:

1. Students must treat MLC’s staff and other students with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
2. Students must ensure the safety and cleanliness of the study environment.
3. Students must not intimidate or attempt to intimidate MLC’s staff and other students.
4. Students must not damage or misuse MLC’s property and other students’ properties.
5. Students must not use mobile phones during class times.
6. Students must not attend class whilst under the influence of alcohol.
7. Students must not smoke in non-smoking areas.

Students are also expected to:

1. Inform themselves of, and comply with, all relevant laws and MLC’s policies and procedures.
2. Participate constructively in the learning process and experience.
3. Inform themselves of their courses and their unit requirements, as well as their individual academic progress.
4. Use facilities and services in an honest and responsible manner.
5. Recognise that cheating, plagiarism and fabrication or falsifications of data are not acceptable and will be dealt with seriously.
6. Recognise, embrace and promote diversity.
7. Adhere to the proper use of copyrighted material and the Internet.

Corresponding to the above-mentioned standards stipulated in the Code of Conduct, MLC’s students are afforded the following rights:

1. The right to study in an environment free from unlawful discrimination, bullying, intimidation or harassment.
2. The right to be provided with accurate and accessible information about all relevant aspects of a course, including unit learning outcomes, content, assessment and timetables in a timely manner before the start of each study period.
3. The right to have any disputes settled in a fair, efficient and rational manner (this is accomplished by the Complaints and Appeals Policy).
4. The right to express and share ideas and the right to ask questions in classrooms or in individual consultations with staff.
5. The right to provide feedback on unit or subject quality, educators’ delivery performance, student support services and facilities.

**Non-compliance**

Students should note that non-compliance with the Code of Conduct will result in an investigation by MLC. The following procedures will be followed:

Step 1: A member of the MLC staff will contact students in the first instance to discuss the issue or the non-compliant behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included in the student’s personal file.
If the issue or the behaviour constitutes a gross breach of the Code of Conduct, the student will be excluded from his or her class (or suspended) in accordance with the MLC Deferment, Suspension and Cancellation Policy.

If, on the other hand, the breach does not constitute a gross breach of the Code of Conduct, the student will not be excluded from his or her class. However, the student’s behaviour and conduct will continue to be monitored.

Step 2: Where the issue or behaviour continues, students will be invited for a personal meeting with the principal or the course coordinator to discuss it further. This meeting and its outcomes will be documented, signed by all parties and included on the student’s personal file.

Step 3: Should the issue or behaviour continue, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included in the student’s personal file.

After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, the student will be notified in writing of the intention to report the student and cancel their enrolment.

At any stage of this procedure, students are able to access the Complaints and Appeals Policy to settle any disputes that may arise.

Melbourne Language Centre’s Policies and Procedures are important, and you should make sure you read and understand them. Some are reproduced here, but you may access up-to-date versions online at: https://ae.rtomanager.com.au/Publics/PublicsPages/DocView.aspx

ATTENDANCE

➢ Please refer to the policy section of RTOManager for the complete policy.

➢ If you are sick and are going to be absent, you should go to the doctor and obtain a medical certificate.

➢ You must give the doctor’s certificate to your Manager / Director of Studies / Administration.

➢ If you are under 18 and are unable to attend school, your parents/homestay/guardian must call or email the school in the morning stating the reason for your absence.

ATTENDANCE WARNINGS FOR ADULT STUDENTS

1. If you do not come to school regularly and your attendance falls below 90%, a warning letter will be emailed and given to you.

2. If you continue to be absent and your attendance falls below 85%, a second warning letter will be emailed and given to you. You will be required to meet the manager to explain the reason for non-attendance.
   ➢ You will be counselled and offered any necessary support.
   ➢ You may have to agree to do catch-up study or change your accommodation or welfare arrangement.

3. If you continue to be absent and your attendance falls to 80%, a third warning letter will be emailed and given to you. You will be required to meet the manager to explain the reason for non-attendance.
   ➢ You will be counselled and offered any necessary support.
   ➢ You may have to agree to do catch-up study or change your accommodation or guardianship arrangement.
4. If your attendance falls **below 80%**, you will be emailed and given a **letter of intention to report** detailing Melbourne Language Centre’s intention to report you to the Department of Home Affairs for breaches of your student visa. *This can result in you being sent back to your home country.*

5. You have 20 days to appeal MLC’s intention to report you. Refer to Complaints and Appeals Procedures in this handbook or speak to your program manager for more information if you wish to do this.

**ATTENDANCE WARNINGS FOR STUDENTS OF ENGLISH FOR HIGH SCHOOL**

1. If you do not come to school regularly and your attendance falls **below 95%**, a **warning letter** will be given to you and sent to your parent/guardian.

2. If you continue to be absent and your attendance falls **below 90%**, a **second warning letter** will be given to you and sent to your parent/guardian. You will be required to meet the Principal / Director of Studies to explain the reason for non-attendance.
   - You will be counselled and offered any necessary support.
   - You may have to agree to do catch-up study or change your accommodation or guardianship arrangement.
   - Your pathway school will be notified.

3. If you continue to be absent and your attendance falls **below 85%**, a **third warning letter** will be given to you and sent to your parent/guardian. You will be required to meet the Principal / Director of Studies to explain the reason for non-attendance.
   - You will be counselled and offered any necessary support.
   - You may have to agree to do catch-up study or change your accommodation or guardianship arrangement.
   - Your pathway school will be notified.

4. If your attendance falls **below 80%** a **letter with intention to report** will be given to you and posted to your parent/guardian detailing Melbourne Language Centre’s intention to report you to the Department of Home Affairs for breaches of your student visa. *This can result in you being sent back to your home country.*

5. You have 20 days to appeal MLC’s intention to report you. Refer to Complaints and Appeals Procedures in this handbook or speak to your Principal / Director of Studies for more information if you wish to do this.
WELFARE AND ACCOMMODATION ARRANGEMENT POLICY

If you are under the age of 18, you are required to maintain adequate welfare and accommodation requirements as a condition of your student visa. If you are not under the care of a parent or suitable relative, as defined by the Department of Home Affairs, your accommodation arrangements must be approved by Melbourne Language Centre.

If you are under the age of 18, you are also required to have a responsible adult who is over the age of 25, nominated by your parents/legal guardian and approved by Melbourne Language Centre. Melbourne Language Centre offers additional Student Welfare services through its Your Care Team division.

COURSE PROGRESS AND COURSE COMPLETION

Monitoring course progress
Course monitoring will take place at the middle and end of each module of ELICOS courses:

<table>
<thead>
<tr>
<th>Course(s)</th>
<th>Assessment</th>
<th>Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>General English</td>
<td>Week 5</td>
<td>Week 5</td>
</tr>
<tr>
<td></td>
<td>Week 10</td>
<td>Week 10</td>
</tr>
<tr>
<td>English for Academic Purposes</td>
<td>Week 5</td>
<td>Week 5</td>
</tr>
<tr>
<td></td>
<td>Week 10</td>
<td>Week 10</td>
</tr>
<tr>
<td>IELTS Preparation</td>
<td>Week 5</td>
<td>Week 5</td>
</tr>
<tr>
<td></td>
<td>Week 10</td>
<td>Week 10</td>
</tr>
<tr>
<td></td>
<td>Week 15</td>
<td>Week 15</td>
</tr>
<tr>
<td>English for Health Professionals</td>
<td>Ongoing</td>
<td>Ongoing</td>
</tr>
<tr>
<td>English for Secondary Schools</td>
<td>Week 3</td>
<td>Week 8</td>
</tr>
<tr>
<td></td>
<td>Week 7</td>
<td></td>
</tr>
</tbody>
</table>

➢ Your course progress will be assessed midway through your course. If you fail to progress in more than 50% of assessment undertaken, you will be deemed at risk of not meeting course progress.
➢ You will then be required to participate in an intervention strategy.
➢ If at the end of your course you again fail more than 50% of assessments, you will issued with an intention to report for course progress. You will be able to access the complaints and appeals policy.

Assessment tasks
➢ Assessment tasks will cover all four macro skills - Reading, Writing, Speaking and Listening.
➢ Assessment tasks may include:
  ▪ In-class participation;
  ▪ Homework tasks;
  ▪ Formal and informal class tests;
  ▪ Interview with a staff member;
  ▪ Participation in group activities.
➢ Your teacher will also be assessing your language skills during class.
➢ You will make good progress with your English language studies if you use English as much as possible, participate regularly during classes and complete all of your homework, course assignments, tests and activities.

Intervention strategies
➢ If your teacher considers that you are not making satisfactory course progress because your attendance is low or for other reasons, he/she will meet with you to talk about it or refer you to an appropriate counsellor.
➢ Your teacher might suggest the following in order to help you improve your English:
   ▪ You may be given the opportunity to move to an easier class;
   ▪ You may be given extra activities;
   ▪ You might have to enter into a learning arrangement with your teacher.

Graduation Certificate
Upon satisfactory completion of your course at Melbourne Language Centre (including a satisfactory level of attendance), you will receive a graduation certificate.

PROPERTY
Valuables should not be brought to school. Any items that you choose to bring to school (including your mobile phone, wallet, etc.) are your responsibility to look after.

FACEBOOK PAGE
For more information about events at MLC and in Melbourne, pictures from school trips, or some tips on how to practice your English, ‘LIKE’ or follow our Facebook page at www.facebook.com/melbournelanguagecentre.

ENGLISH FOR SECONDARY SCHOOLS INFORMATION

➢ Class Times

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 – 10:30</td>
<td>Session 1</td>
</tr>
<tr>
<td>10:30 – 10:45</td>
<td>Break</td>
</tr>
<tr>
<td>10:45 – 12:15</td>
<td>Session 2</td>
</tr>
<tr>
<td>12:15 – 1:15</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:15 – 2:15</td>
<td>Session 3</td>
</tr>
<tr>
<td>2:15 – 2:30</td>
<td>Break</td>
</tr>
<tr>
<td>2:30 – 3:30</td>
<td>Session 4</td>
</tr>
</tbody>
</table>

➢ Uniform
Your school uniform is the MLC green polo top, which you will receive once you commence your studies. You must wear this every day, and may not wear any jacket/jumper over it except for the green MLC jumper.

➢ Homework
Your teacher will give on average one hour of homework each night. It is important that you study at home every night.

➢ Reports
Your school report will be given to you every 8 weeks and a copy will be sent to your parents/guardian and high school.

➢ Food and Drinks
Students may bring food from home to eat on Level 5 in the City (under 18 years old) or in the lunch room in Box Hill. At no time are students allowed to eat in the classrooms, but drinking water is allowed. Students 13 years and older are also allowed to go out to eat at nearby restaurants during lunch time. Please be careful while crossing streets, and keep an eye on the time so that you do not return to school late. You are not to bring takeaway food back to school. Students
younger than 13 years old will only be allowed to leave school during lunch time if they are accompanied by a parent or guardian.

- **Student leave**
  If you wish to take leave for a holiday or any other purpose, you must obtain permission from the Manager or Head Teacher well in advance. Additionally, you need to have permission from your pathway school, and your parents or guardian must email the school stating the dates of your holiday and giving their permission. DO NOT BUY A PLANE TICKET until you have received permission from the Manager or Head Teacher.

**GENERAL ENGLISH, ENGLISH FOR ACADEMIC PURPOSES, IELTS PREPARATION AND ENGLISH FOR HEALTH PROFESSIONALS (OET) INFORMATION**

- **Class Times**
  
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00 – 11:00</td>
<td>Session 1</td>
</tr>
<tr>
<td>11:00 – 11:30</td>
<td>Break</td>
</tr>
<tr>
<td>11:30 – 1:30</td>
<td>Session 2</td>
</tr>
</tbody>
</table>

- **Extra (FREE) Classes**
  
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mondays 1:45 – 2:30</td>
<td>Conversation Club</td>
</tr>
<tr>
<td>Wednesdays 1:45 – 2:30</td>
<td>EAP Support Class</td>
</tr>
<tr>
<td>Fridays 1:45 – ?</td>
<td>Friday Social Club*</td>
</tr>
</tbody>
</table>

*Please read the noticeboard on Level 1 for weekly updates on the Friday Social Club.

- **Reports**
  Students enrolled in GE, EAP and IELTS Prep classes will receive a report from their teachers at the end of each 5-week block. Students enrolled in OET classes will receive feedback on an ongoing basis.

**COMPLAINTS AND APPEALS**

MLC is committed to dealing with student problems/complaints quickly and fairly.

Members of staff will try to help you with your problem or complaints. If you are still not satisfied, you have the right to take your problems to an external body if required.

You may bring someone with you to any of the meetings.

If you would like to make any complaints or appeal any decision of MLC, please follow the following procedures. You can view the full Complaints and Appeals Policy at: https://ae.rtomanager.com.au/Publics/PublicsPages/DocView.aspx

<table>
<thead>
<tr>
<th>Step 1. Internal Informal Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Talk to the relevant officers: Teacher, Principal, Director of Studies, Bilingual Counsellor or staff member concerned)</td>
</tr>
<tr>
<td>Step 2. Internal Formal Resolution</td>
</tr>
</tbody>
</table>
(Talk to the Principal / Director of Studies / Head of Department / Homestay Manager)

**Step 3. Internal Appeal Process**
(Lodge an Internal Appeal to the Appeal Panel)

**Step 4. External Complaint Body (OSO)**
(Make a complaint to OSO)

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

Overseas Student Ombudsman at [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information
DEFERMENT, SUSPENSION AND CANCELLATION

Please refer to https://ae.rtomanager.com.au/Publics/PublicsPages/DocView.aspx for the complete policy

➢ If you need to:
   (a) Defer the commencement of your study; or
   (b) Suspend your study

You must have a valid compassionate or compelling reason to do so. This can include but is not limited to:
   i. Illness (medical certificate needs to be provided);
   ii. Bereavement involving close family members such as parents or grandparents (where possible, a death certificate should be provided);
   iii. Major political upheaval or natural disaster in the home country, requiring emergency travel, that has impacted on studies; or
   iv. A traumatic experience which has impacted on the student (where possible, these should be supported by police or psychologists’ reports)

➢ Your application will be assessed on their merit by the Principal/ Director of Studies.
➢ All applications will be considered within 14 working days.
➢ In some cases, MLC might have to exclude you from class, suspend or cancel your enrolment:

<table>
<thead>
<tr>
<th>Exclusion from class</th>
</tr>
</thead>
<tbody>
<tr>
<td>You may be excluded from class studies on the grounds of misbehaviour.</td>
</tr>
<tr>
<td>Your parents or guardians will be notified (if under 18).</td>
</tr>
<tr>
<td>The length of the exclusion will be determined by the Principal/Director of Studies.</td>
</tr>
<tr>
<td>You must abide by the conditions of your exclusion, which might include having to study or work during the period of exclusion.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Suspension</th>
</tr>
</thead>
<tbody>
<tr>
<td>You may be suspended on the grounds of misbehaviour or for compassionate or compelling circumstances.</td>
</tr>
<tr>
<td>Your parents or guardians will be notified (if under 18).</td>
</tr>
<tr>
<td>Depending on the length of the suspension, the Registrar might have to record it on PRISMS.</td>
</tr>
<tr>
<td>You must abide by the conditions of your suspension, which might include having to study or work during the period of exclusion.</td>
</tr>
<tr>
<td>If you are suspended for more than 28 days, the Department of Home Affairs requires you to return to your home country unless special circumstances exist.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cancellation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your enrolment may be cancelled if you fail to pay your course fees, fail to maintain approved welfare and accommodation arrangements, fail to commence your course without an accompanying application to defer your studies or if you fail to maintain satisfactory course progress.</td>
</tr>
<tr>
<td>Cancellation of your enrolment with MLC might have a serious impact on your study in Australia</td>
</tr>
</tbody>
</table>

If any of the above situations occurs and MLC sends you a letter of intention to defer, suspend or cancel your enrolment, then please contact the Principal, Director of Studies or the Registrar as soon as
possible in order to find out further information as well as the availability of complaints and appeals processes.

1. **High School Students**

   High school students are to stay with their Homestay families during the school weeknights. Students may stay overnight with friends on Friday or Saturday nights providing the student gives the Homestay the friend(s) name, phone number and address. This is necessary in case of emergency. High school students should show the Homestay their homework, ask them to check it and sign that they have seen it. From Sunday to Thursday all students should be home by dinnertime.

**Tuition Protection Service (TPS)**

Where MLC is unable to deliver a course (or an agreeable alternative course) for which an international student has pre-paid tuition fees, the TPS will ensure that the student can complete their studies with another education provider or receive a refund of their unspent tuition fees.

**Working in Australia**

**Finding Work**

Most student visa holders can work up to 40 hours per fortnight during the semester and full-time during vacation periods.

There are many different Ways to find a job in Australia:

- Newspapers
- Referrals
- Work Experience interaction

**Australia’s tax system**

Before you start working, you will need to apply to the Australian Taxation Office for a Tax File Number. If you don’t have a Tax File Number you will have to pay tax at the rate of 49 per cent.

At the end of the financial year, which ends on 30 June, you must lodge a tax return to the Australian Taxation Office. You may receive a tax refund.

Visit ato.gov.au or call 13 28 61 for further information.

**Superannuation**

If you work in Australia as an international student and are paid $450 or more per calendar month, you may be entitled to superannuation – which is the Australian form of pension. Your employer is usually required by law to pay money into a superannuation or retirement saving account for you. These super guarantee contributions must be at least 9.25 per cent of your ordinary earnings and you may be entitled to choose your own super fund.

**Workplace rights**

Australia has strict laws relating to employment conditions. Everyone working in Australia has basic rights at work, including:

- a minimum wage
- protection from unfair treatment or dismissal
- breaks and rest periods during longer working hours
- a healthy and safe work environment.

These rights also apply to international students or those on working holiday visas.
Equal opportunities must be provided to all workers in Australia. It is illegal to disadvantage anyone in the workplace on the basis of race, religion, age, gender, marital status, sexual preference or disability.

The Fair Work Ombudsman website has lots of information specifically for international students about your rights, and responsibilities, in the workplace. Search for Fair Work Ombudsman and international students.

Website: https://www.fairwork.gov.au/
Phone 13 13 94, 8am-5.30pm, Monday to Friday (Except public holidays)

PLANNING YOUR ARRIVAL

Leaving your home country and traveling to study and live abroad can be challenging, particularly for those who have never been away from home. Nevertheless, preparation can help you get settled into your new school, city and study life soon after arriving. MLC’s student support officers will also be available to help you adapt to MLC. Below are some tips and suggestions to make your transition smoother.

PRE-DEPARTURE TIPS

Before leaving your home country, it is worthwhile to check if you have completed the important tasks listed below.

- Accepted your offer from the Colleges?
- Paid the tuition and other required fees?
- Received an electronic Confirmation of Enrolment form from the Colleges?
- Applied for and received your student visa?
- Booked your air ticket and planned to arrive in Melbourne a couple of days prior to the beginning of the Orientation Program?
- Requested airport pick-up?
- Applied for accommodation? Or have any approved accommodation?
- Organised an emergency contact number in Australia?
- Checked the dates for the International Student Orientation program?
- Thought about how to deal with moving to a new environment?

AUSTRALIAN CUSTOMS AND QUARantine

Australia has strict quarantine laws to protect its valuable agriculture industries and unique environment. Before you get off the plane, you will need to complete an Incoming Passenger Card. On this card you must declare whether you are carrying any items of quarantine concern, including all food, plant material and animal products. If in doubt, declare! Do not take any risks!

The Customs Service is responsible for, among other things, ensuring that people who cross Australia’s borders comply with customs laws. All arriving air passengers are screened and their luggage will usually be inspected or x-rayed by Customs and Quarantine officers.
International students can bring into Australia an unlimited amount of Australian or foreign currency. However, students need to notify the Australian Customs Service through the Travellers’ Statement if the amount to be brought in is AUD$10,000 (or equivalent in foreign currency). If you are using prescribed medication for regular use, you will need to contact your nearest Australian diplomatic office to confirm that the medicines and the quantities required by you are permitted. It is also a good idea to carry a letter from your doctor providing details about the medication and its purpose.

For further information, please refer to the Australian Customs Border Protection Information website: www.customs.gov.au
IMPORTANT DOCUMENTS TO BRING

There are some important items which you should bring with you. These include:

- Valid passport with current student visa;
- Letter of offer from MLC;
- Acceptance form;
- Certified results transcripts from your previous educational institution;
- Other official forms of identification (e.g. certified copies of your birth certificate, international driver’s licence, etc);
- This prospectus.

MULTICULTURALISM

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia’s dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

LANGUAGE

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. As you improve your English in Australia you will learn some of our slangs, and have much fun explaining the meanings to your friends and relatives at home.

RELIGION

Australia is predominantly a Christian country. However, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.
Banking

You will receive more information about banking in Australia during the Orientation and Enrolment day. The Customer Service staff at every branch of an Australian bank can also give you more information about bank accounts.

EFTPOS (Electronic Funds Transfer at Point of Sale) is widely accepted in Australia. By using EFTPOS it reduces the need to carry large sum of cash. Please do note that fees apply and check with your Australian bank on the fees and charges associated with the use of EFTPOS.

Major credit cards are widely accepted in Australia, and can be very useful as most things (including tuition fees) can be paid for with a credit card. However, students should be careful not to let their credit card usage get ‘out of hand’ or to lend it to other people.

Settling In

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. It is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you.

Should this be the case, you should contact the student support services officer, the Course Co-ordinator or other MLC’s staff as soon as practicable.

Cost of Living

In addition to paying the full cost of their courses, full-fee students must meet all their own travel and living expenses, plus any student association fees or administrative charges made by MLC.

The Department of Home Affairs has financial requirements you must meet to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- You - $18,610
- Your partner - $6,515
- Your first child - $3,720
- Every other child - $2,790

All costs are per year in Australian dollars. To convert to your own currency, visit [http://www.xe.com/](http://www.xe.com/)

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.)

Accommodation

- Hostels and Guesthouses - $80 to $135 per week
- Shared Rental - $70 to $250 per week
- On campus - $80 to $250 per week
- Homestay - $110 to $270 per week
- Rental - $100 to $400 per week
- Boarding schools - $10,000 to $20,000 a year

**Other Living Expenses**
- Groceries and eating out - $80 to $200 per week
- Gas, electricity - $60 to $100 per week
- Phone and Internet - $20 to $50 per week
- Public transport - $10 to $50 per week
- Car (after purchase) - $150 to $250 per week
- Entertainment - $50 to $100 per week
STUDYING AND LIVING IN MELBOURNE

We understand that studying and living in a new environment is exciting and challenging. We understand the needs of overseas students and we will therefore attempt to help making your transition smoother. Here is some information about Melbourne and living in Melbourne.

Melbourne

Melbourne is the capital city of Victoria, the second largest city in Australia. It is set around the shores of Port Phillip Bay. The City of Melbourne sits beside the Yarra River, around 5 kilometres from the Bay. Melbourne is home to 4.35 million people from a wide range of cultural backgrounds (as at 2013).

The City of Melbourne covers the city centre and several inner-city suburbs. Each suburb has its own personality and character.

Melbourne has many precincts. Each precinct has unique character and offers different cultural experiences. For example, you can experience Greek culture from the Greek Quarter around Lonsdale Street, Vietnamese on Victoria Street, Italian on Lygon Street, Chinese in Chinatown and French on Collins Street.

Weather

Melbourne’s weather is very unpredictable and is known to occasionally provide ‘four seasons in one day’. A range of clothing for all conditions is recommended for anyone planning to study in or visit Melbourne.


Transportation

Traveling in Melbourne and around Australia is convenient. Public transport and facilities including buses, trams, trains, planes, domestic and international airports, coach and train stations as well as bus and tram stops are available for public use.

Melbourne’s public transport system consists of bus, tram and train and is divided into two travel zones. Zone 1 includes the city centre and Zone 2 includes the middle to outer suburbs of Melbourne. Regional areas are serviced by V/Line trains.

The system uses an automated ticketing system called Myki and can be purchased at train stations, machines in trams, major tram stops and retail outlets displaying the Myki flag. There are no conductors; however, you must ensure you have a validated ticket as
inspectors (Authorised Officers) conduct random inspections. Fines start from $160. Please note international students are eligible for some types of concession fares.

You can also catch a taxi on the street or book prior by telephone. There are also taxi ranks in most busy locations, especially near railway stations, hotels, and the airport. At the ranks, taxis wait in a queue for passengers. Taxis are more expensive after 9pm and at weekends.

Accommodation

Before you arrive in Australia, you should plan your accommodation in order to make your transition to Melbourne easier. Do not leave this issue to the very last minute as you might find it difficult to find accommodation due to a high demand for affordable student accommodation in Melbourne.

When you make your decision, please consider:

- Location;
- Transport;
- Housemates;
- Independent living skills; and
- Finances.

TEMPORARY ACCOMMODATION

If at the time you are about to depart from your home country your accommodation is still not confirmed, it is advisable for you to organise temporary accommodation. There are a few temporary accommodation options to consider if you are moving to Melbourne.

1. Relatives or Friends
You may have relatives or friends that you can stay with for a temporary period.

This is advisable if the location of their accommodation is not too far from the Colleges as you do not want to spend too much on transport costs.

Ensure that you and your relatives or friends both have a clear understanding of the terms of your stay. Keeping them informed of your progress in finding alternative housing will help reduce the idea of you overstaying on their accommodation.

2. Hotels and Backpacker Accommodation
Many hotels and backpackers are located near the Colleges and offer accommodation to suit all budgets. Consider booking cheaper hotel standby rates online through companies such as:

- [www.wotif.com](http://www.wotif.com)
- [www.hotelscombined.com](http://www.hotelscombined.com)
The Royal Automobile Club of Victoria (RACV) website has a section on hotel accommodation through which you can search for accommodation Australia-wide.
**STUDENT APARTMENTS (MORE PERMANENT ACCOMMODATION)**

There are several modern apartment buildings in the city centre and close to the Colleges. These apartment facilities are operated by private businesses and are designed specifically for students to rent.

Student apartments typically have their own bathroom and kitchen. They are generally furnished with bed, heater, desk and chair, dining table and chairs, sofa, refrigerator, cook-top and oven or microwave. They will be a good option when you consider it unnecessary to purchase furniture.

It is important to note that at student apartments you are required to be self-sufficient. You will be responsible for the connection and ongoing payments for water, telephone, electricity and gas.

There is a range of apartment styles you can rent:
- Studio - the bed is situated in the living room of the apartment;
- One bedroom - the apartment has a living room and a separate bedroom;
- Twin-share - apartment with two single beds in the one bedroom;
- Two and three bedroom - separate living room and bedrooms;

The following is a list of nearby student apartments:

1. **Arrow on Swanston (203 apartments)**
   488 Swanston Street, Carlton
   Tel: (03) 9225 9000

2. **Budget Student Accommodation (88 apartments)**
   (Carlton residence)
   77 Bouverie Street, Carlton
   Tel: 9347 3456
   [www.rooms.net.au](http://www.rooms.net.au)

3. **College Square on Lygon (690 apartments)**
   570 Lygon Street, Carlton
   Tel: 9349 3600
   [www.collegesquare.ymca.org.au](http://www.collegesquare.ymca.org.au)

4. **College Square on Swanston (553 apartments)**
   800 Swanston Street, Carlton
   Tel: 03 9349 2500
   [www.collegesquare.ymca.org.au](http://www.collegesquare.ymca.org.au)

5. **Global House (80 apartments)**
   24 Barkly Place, Carlton
   Tel: 03 8626 7700
6. Hayward Lane Apartments (50 apartments)
   68 Hayward Lane, Melbourne
   Tel 03 8626 7700
   www.s-h-a.com.au

7. Home@Flinders (306 apartments)
   268 Flinders Street, Melbourne
   Tel: 03 9014 9000
   www.homeatflinders.com.au

8. IQ Apartments (70 apartments)
   223 Berkeley Street, Carlton
   Tel: 03 9348 1144
   www.iqapartments.com.au

9. UniLodge @ 740 (60 apartments)
   740 Swanston Street, Carlton
   Tel: 03 8317 5350
   www.unilodge.com.au

10. UniLodge College House (100 apartments)
    570 Swanston Street, Melbourne
    Tel: 03 8687 6180
    www.unilodge.com.au

11. UniLodge D1 (93 apartments)
    139 Bouverie Street, Carlton
    Tel: 03 8686 7800
    www.unilodge.com.au

12. UniLodge D2 (116 apartments)
    22 Orr Street, Carlton
    Tel: 03 8352 5500
    www.unilodge.com.au

13. UniLodge on Campus (97 apartments)
    9 Earl Street, Carlton
    Tel: 03 9001 2300
    www.unilodge.com.au

14. UniLodge on Flinders (156 apartments)
    238 flinders street, Melbourne
    Tel: 03 9224 1500
    www.unilodge.com.au

15. UniLodge on Lonsdale (224 apartments)
    39 Lonsdale Street, Melbourne
Tel: 03 8687 6188

16. UniLodge on Swanston (270 apartments)
   339 Swanston Street, Melbourne
   Tel: 03 9224 7888
   www.unilodge.com.au

17. University Square Apartments (92 apartments)
   50 Barry Street, Carlton
   Tel: 03 8626 7700
   www.s-h-a.com.au

For more options, you can also check accommodation websites such as www.domain.com.au and www.realestate.com.au.

**Homestay**

Homestay rates are inclusive of breakfast and dinner at the following rates:

Over 18:  A$ 280 per week

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart Australia. Further details can be obtained from the homestay Officer on (03) 9663 3399 or email to homestay@ae.edu.au

**Entertainment**

The campus offers spacious surroundings suitable for social, sporting and other outdoor activities. It is also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

**Travel**

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia’s spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.
# Additional Information for Students Under 18 Years of Age

## Emergency Contact Information for Under 18 Students

**Who to contact in an emergency:**

<table>
<thead>
<tr>
<th>Number</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>000</td>
<td>This is the Police, Ambulance and Fire department hotline. Call this number if:</td>
</tr>
<tr>
<td></td>
<td>1. Someone is seriously injured or in need of urgent medical help</td>
</tr>
<tr>
<td></td>
<td>2. If your life or property is being threatened</td>
</tr>
<tr>
<td></td>
<td>3. You have witnessed a serious accident or crime</td>
</tr>
</tbody>
</table>

**Responsible adult Number**

This is the number of your responsible adult or the “Your Care Team” adult that is providing you with additional support and welfare services. This is the main person you should speak to in non-life-threatening situations. Call this number if:

1. You are scared or confused, and you don’t know what to do
2. You are sick or ill and unable to get to a doctor
3. Other non-life-threatening situation

| 90713900 | This is a mobile number of a school staff member. It should only be called in situation where:                                     |
|         | 1. Someone has made you feel threatened, touched you inappropriately or physically abused you or abused you in another way       |
|         | 2. If you are unable to contact your responsible adult                                                                             |

**Your Safety**

You have the right to be safe and free from abuse, including at school. Schools and other child-related organisations must follow laws to protect children in their organisations from abuse.

**What is child abuse?**

Child abuse includes:

- sexual or grooming offences
- physical violence
- serious emotional or psychological harm
- serious neglect

**Who can I talk to about this?**

If you are worried about child abuse, for you or someone you know, there are people you can talk to. You can call 9663 3399 and ask for any of the people below, or you can call 90713900

Tell a teacher or any adult you trust if you feel unsafe. She or he can be a parent or relative, a teacher, or someone at your school. You may want to talk to more than one person.

**Chris Wilkinson** – located on level 4, 168 Exhibition Street, Melbourne

**Wendy Wang** – located on level 6, 168 Exhibition Street, Melbourne

**Cyrus Nickson** – located on level 6, 168 Exhibition Street, Melbourne

**Amy Lyon** – 693 Station Street, Box Hill (9899 3147)

**Other useful numbers**

- National Child Abuse Helpline – 1800 99 10 99
- Kids Helpline – 1800 55 1800
- Headspace – 1800 650 890
Safety Card

All students under the age of 18 that have had their Accommodation and Welfare Arrangements approved by MLC are required to carry a Student Safety Card, issued by MLC.

The Card contains the following important information:

1. Your Homestay accommodation provider address, home telephone number and mobile number
2. Acknowledge Education’s 24/7 emergency number 90713900 and 000

The following statement “Acknowledge Education is regulated by the Victorian Registration and Qualifications Authority (VRQA). Students can contact VRQA.”
**Important Contact Details (Melbourne)**

The following is the list of other important contact details that students should be aware of:

<table>
<thead>
<tr>
<th>No.</th>
<th>Services</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Police, Ambulance, Fire</td>
<td>000</td>
</tr>
<tr>
<td>2.</td>
<td>National Security Hotline</td>
<td>1800 123 400</td>
</tr>
<tr>
<td>3.</td>
<td>Victoria State Emergency Service</td>
<td>132 500</td>
</tr>
<tr>
<td>4.</td>
<td>Interpreting Services</td>
<td>131 450</td>
</tr>
<tr>
<td>5.</td>
<td>Poisons Information Centre (24hr advice on all exposures to poisons, medicines, plants, bites/stings)</td>
<td>13 11 26</td>
</tr>
<tr>
<td>6.</td>
<td>Abortion Grief Counselling</td>
<td>1300 363 550</td>
</tr>
<tr>
<td>7.</td>
<td>Centres Against Sexual Assault</td>
<td>1800 806 292</td>
</tr>
<tr>
<td>8.</td>
<td>Direct Line (24hr telephone counselling, information, and referral)</td>
<td>1800 888 236</td>
</tr>
<tr>
<td>9.</td>
<td>Gambler’s Help</td>
<td>1800 156 789</td>
</tr>
<tr>
<td>10.</td>
<td>Nurse-on-call (24hr health advice and information from a registered nurse)</td>
<td>1300 606 024</td>
</tr>
<tr>
<td>11.</td>
<td>Pregnancy Help Line (Pregnancy options and alternatives to abortion)</td>
<td>1300 139 313</td>
</tr>
<tr>
<td>12.</td>
<td>Suicide Help Line Victoria (24hr crisis intervention, support, and information)</td>
<td>1300 651 251</td>
</tr>
<tr>
<td>13.</td>
<td>Disability Information and Support (9.00 am to 5.00pm, Monday to Friday)</td>
<td>1800 783 783</td>
</tr>
<tr>
<td>14.</td>
<td>Royal Children’s Hospital</td>
<td>9345 5522</td>
</tr>
<tr>
<td>15.</td>
<td>St Vincent’s Hospital (Melbourne)</td>
<td>9288 2211</td>
</tr>
<tr>
<td>16.</td>
<td>The Royal Dental Hospital of Melbourne</td>
<td>9341 1000</td>
</tr>
<tr>
<td>17.</td>
<td>The Royal Melbourne Hospital</td>
<td>9342 7000</td>
</tr>
<tr>
<td>18.</td>
<td>The Royal Victorian Eye &amp; Ear Hospital</td>
<td>9929 8666</td>
</tr>
<tr>
<td>19.</td>
<td>The Royal Women’s Hospital</td>
<td>9344 2000</td>
</tr>
<tr>
<td>20.</td>
<td>Medical One (23 QV Terrace, 292 Swanston Street, Melbourne 3000)</td>
<td>8663 7000</td>
</tr>
<tr>
<td>21.</td>
<td>Alcoholics Anonymous</td>
<td>9429 1833</td>
</tr>
<tr>
<td>22.</td>
<td>North Melbourne Legal Service (504 Victoria Street, North Melbourne 3051)</td>
<td>9328 1885</td>
</tr>
<tr>
<td>23.</td>
<td>Fitzroy Legal Service (124 Johnston Street, Fitzroy 3065)</td>
<td>9419 3744</td>
</tr>
</tbody>
</table>
## IMPORTANT WEBSITES

<table>
<thead>
<tr>
<th>Website</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study in Australia</td>
<td><a href="http://www.studyinaustralia.gov.au">http://www.studyinaustralia.gov.au</a></td>
</tr>
<tr>
<td>The Australian Commonwealth Register of Institutions and Courses for Overseas Students</td>
<td><a href="http://cricos.education.gov.au/">http://cricos.education.gov.au/</a></td>
</tr>
<tr>
<td>English Australia</td>
<td><a href="http://www.englishaustralia.com.au">http://www.englishaustralia.com.au</a></td>
</tr>
<tr>
<td>IELTS</td>
<td><a href="http://www.ielts.org.au">http://www.ielts.org.au</a></td>
</tr>
</tbody>
</table>