

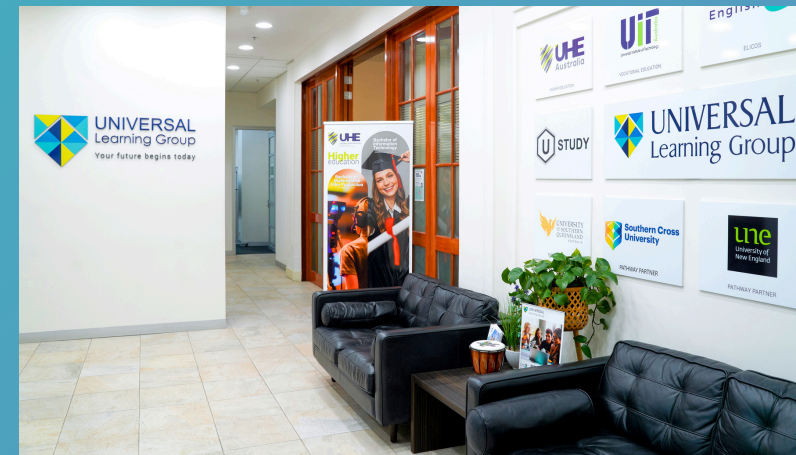
Welcome to **Universal English**

Our mission is to provide **high quality** English language learning in an **engaging** and **dynamic** environment and to **inspire** students to use their skills in the real world with **confidence**

www.ue.edu.au

OPERATING HOURS

Our **Melbourne Campus** is located on Queen Street with convenient public transport nearby. It takes about **10 minutes to walk to Flinders Street Railway Station** and around **15 minutes to Southern Cross Station**, making it easy to access the college at any time of the day.



Building Operating Hours

Please be aware that our building and reception hours are different



Building Opens:

08:00 AM



Building Closes:

09:30 PM



Important:

If you're attending **evening classes**, the main door to the building will be locked from **7 PM**. Please be **ON TIME**.



Reception Operating Hours

Your first stop for information and support



Reception Opens:

08:30 AM



Reception Closes:

07:00 PM



UE Melbourne Campus
1/131 Queen Street, Melbourne, VIC 3000

OPERATING HOURS

Our **Adelaide Campus** is located on King William Street, with convenient public transport options nearby. The tram stop is right in front of the building and the **Adelaide train station** is just a **9-minute walk** away, making it very easy to access.



Building Operating Hours

Please be aware that our building and reception hours are different



Building Opens:

08:00 AM



Building Closes:

09:30 PM



Important:

If you're attending **evening classes**, the main door to the building will be locked from **7 PM**. Please be **ON TIME**.



Reception Operating Hours

Your first stop for information and support



Reception Opens:

08:30 AM



Reception Closes:

07:00 PM



UE Adelaide Campus
3/108 King William Street, Adelaide, SA 5000

ENGLISH ACADEMIC TEAM

At Universal English, **we prioritize student success** with **exceptional support services**. Our dedicated team is always here to assist, guide and provide support whenever you need it. While our team is large, here are a few key **Academic** members you should know:



Jane Wheen
Academic Manager



Kalon Hibberd
Senior Teacher

Jane and Kalon can help you with:

Academic Support

Teaching Matters

Pathways

Timetable Changes

You can find the **Student Support Services Policy and Procedure** on our website
www.ue.edu.au



STUDENT SERVICES & RECEPTION

At Universal English, **we prioritize student success** with **exceptional support services**. Our dedicated team is always here to assist, guide and provide support whenever you need it. While our team is large, here are a few key **Student Support** members you should know:



Javier Salazar
Student Services & Reception



Grace Kesonphaet
Student Services & Reception

Javier and Grace **can help** you with:

Enrolments

Holidays

Attendance

Letter Requests

Course Information

General Enquiries

Complaints

You can find the **Student Support Services Policy and Procedure** on our website
www.ue.edu.au



TIMETABLE OPTIONS

Whether you study at our Melbourne or Adelaide campus, Universal English offers **two timetable options**, making it **convenient to balance your study and work commitments**.



Morning Timetable

4 DAYS:
Monday to Thursday

8:30 AM - 10:15 AM

15-Minute Break

10:30 AM - 12:15 PM

30-Minute Break

12:45 PM - 2:15 PM



Evening Timetable

5 DAYS:
Monday to Friday

5:00 PM - 6:30 PM

10-Minute Break

6:40 PM - 8:00 PM

5-Minute Break

8:05 PM - 9:15 PM

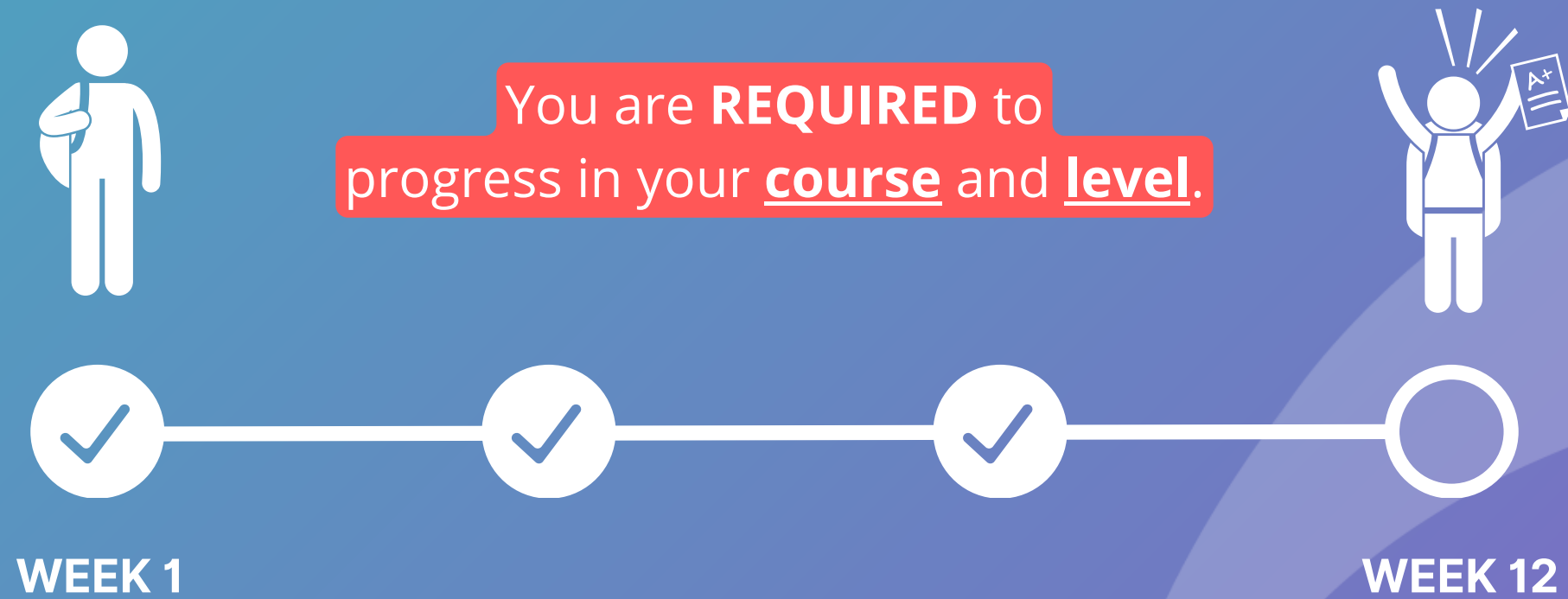
Can I change my timetable?



Yes! You can request a timetable change if the course and level are offered.

Important: If the request is made during the week, you may need to wait until the following Monday to change classes.

COURSE PROGRESS



Every 6 weeks, you will meet with your teacher to discuss your course progress.

PLEASE NOTE: You must stay in a level or course for at least 4 weeks.

ATTENDANCE

All students who are **Student Visa holders** must attend **at least 80% of their classes.**

If your attendance drops below



you **may have problems** with your **Student Visa**

WARNING LETTERS



3 Warning Letters will be given **BEFORE** Universal English will report to **Immigration** (Please always check your spam/junk folder).



You can check your attendance at **Reception**.



1st Warning

85% - 90%



2nd Warning

80% - 85%



3rd Warning

Report to Immigration - Below 80%

Working Holiday & Student Visa Holders



Both Working Holiday & Student Visa Holders: If you **fall below 80%**, **you will NOT receive your certificate.**
Only an Academic Transcript will be given.

LATE RULE

All students should be in class **ON TIME**.

We understand that sometimes **things happen** (late tram, bad weather etc.), so for these days we allow students to be up to **30 minutes late** for the 1st class, and **5 minutes** late for the 2nd and 3rd class.



After this time, the teacher will let you enter class, but **you will be MARKED ABSENT.**



SICK LEAVE

If you are **sick and absent from class** make sure you get a **Medical Certificate** explain your absence.



Visit a doctor

Request
a Medical Certificate



30
days

Medical Certificate

You only have 30 days to submit
your Medical Certificate



Reception

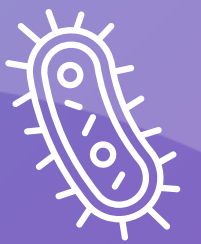
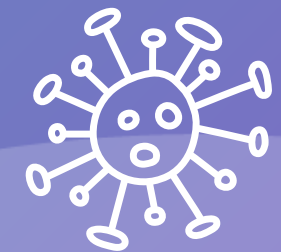
BRING your original medical
certificate to Reception,
or EMAIL a photo of it to us

You keep your original medical
certificate



Extended Illness

If you are sick for one week or more,
please see Admissions for suspension



APPEAL FORM

If your attendance is **below 80%** you will need to **complete an Appeal Form** and provide an explanation.



Students can fill in a **complaint form** which we will investigate and then follow up with the student as per our policy.



If students are not happy with the decision, they may **submit an appeal**.



If you file a complaint, it will be handled fairly and **will NOT cause** you future problems.



If you have a problem, speak to a staff member or our friendly receptionist, who will explain the **Complaints & Appeals process** and how we can assist you.



You can find **the Appeal Form** on our website
www.ue.edu.au



SUSPENDING YOUR COURSE

Sometimes **unexpected things happen** and you may need to **return to your home country**. For example, a family member may become ill.



We understand and want to help you.
And to **make sure that your visa is safe,**
and you will **be able to return to study.**



Important:

If you need to **apply for a suspension**, please
see **Admissions** and they will advise you on what
documents you need and the next steps to take.



You can find **the Suspension Form** on our website
www.ue.edu.au



EMERGENCIES

Accidents happen. It's important to know **emergency phone numbers** in case you or someone else needs help.

 In case of an **EMERGENCY** in Australia, the phone number to call is **000**

This phone number is for:



Fire Rescue



Police



Ambulance



In the event of emergencies such as **bad storms, flooding** or **fires**, the **Victoria State Emergency Service** (VICSES) can also help



CRITICAL INCIDENTS



Policy:

UE has a **Critical Incident Policy** detailing steps to take during critical incidents



Definition:

A critical incident is a **traumatic event or threat that can harm life or well-being**, causing extreme stress, fear, or injury



Examples of Critical Incidents:

- Serious injury, illness, or death of a student or staff member
 - A missing student
- Severe verbal or psychological aggression
 - Sexual harassment or bullying
 - Physical or sexual assault
- Occupational/workplace health and safety risk
- Witnessing a serious accident or violent act
 - Natural disaster
- Fire, bomb threat, terrorist attack, explosion, gas or chemical hazard
 - Drug or alcohol abuse



What to Do:

Emergency Services: Call **000** immediately
Report to UE: Call the **24-hour** emergency number **0433 219 228**



You can find the **Critical Incident Policy and Procedure** on our website
www.ue.edu.au



WEEKLY TESTS

GENERAL ENGLISH

Morning Students



TUESDAY

- **Skills Test** (Speaking, Writing, Reading, or Listening)



THURSDAY

- **Progress Test Skills** (Grammar and Vocabulary)

Evening Students



TUESDAY

- **Skills Test** (Speaking, Writing, Reading, or Listening)



FRIDAY

- **Progress Test Skills** (Grammar and Vocabulary)



EAP/IELTS & CAMBRIDGE

 Morning Students

 Evening Students

 **WEDNESDAY**
WEEK 1

- **Skills Tests** (Reading, Writing and Listening)

 **WEDNESDAY**
WEEK 2

- **Skills Test** (Speaking)

ACTIVE CONVERSATION IN ENGLISH

 Morning Students

 **TUESDAY**

- **Listening Test**

 **THURSDAY**

- **Speaking Skills**



CERTIFICATES

You will be given a certificate when you successfully complete your course if your attendance is **80% or above.**



If your attendance is **80% and above**, you will be sent a **Digital Certificate** approximately one week after you complete your studies.



If you need your certificate before the last Friday of your course, please tell **Reception.**



If you lose your certificate, it will cost **\$50** to issue a new one.



You will not receive a certificate if your attendance is **below 80%**. Only an **Academic Transcript** will be given.



HEALTH AND SAFETY ON CAMPUS



Keep Belongings with You

Never leave them unattended



Save Contact Number

UE contact number is **03 9600 0087**



Supervision

Staff supervise each floor during normal hours, CCTV cameras monitor after hours



Restricted Access

After-hours access granted by UE staff only



Issues

Contact **Reception** immediately



FIRST-AID SERVICE & LOCATIONS



LEVEL 1 (Reception)



LEVEL 4 (Lecture Rooms)



LEVEL 3 (Computer Labs)



RESOURCES: First Aid Kits and trained staff available

SAFETY IN PUBLIC



Keep Belongings Hidden

Don't leave phones visible or bags unzipped



Be Aware

Pay attention to your surroundings and people around you



Leave Valuables at Home

Avoid carrying important items like passports



Protect Personal Information

Don't share your address or other details



Stay Alert

Keep headphone volume low and be mindful of safety features like CCTV and security staff

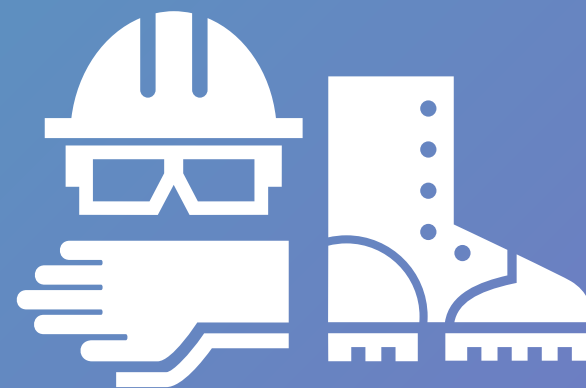


LIVING & WORKING IN AUSTRALIA



Please note that all people working in Australia are protected by the **Fair Work Ombudsman**

 www.fairwork.gov.au




Like many international students, you may get a **part time** or **casual job** to help pay **your living expenses** while you study in Australia




The Fair Work Ombudsman makes sure that **your rights are protected** and enforced fairly under Australia's workplace laws

PUBLIC TRANSPORT

Myki is a reusable travel card for trains, trams and buses in Melbourne and regional Victoria.

 You must buy an **Adult myki card** to travel on public transport.

 You can choose between **myki Money (pay-as-you-go)** and **myki Pass (consecutive days)** each time you top up.

 Traveling within the **Free Tram Zone** (marked in green on the map) is **FREE**.

 You can use the **PTV website** or **download the app** to find out how to travel around Melbourne using public transport. Visit www.ptv.vic.gov.au



Myki Travel Card



PUBLIC TRANSPORT

Adelaide metroCARDS are rechargeable travel cards cards that you can use to travel on buses, trains and trams.



You must buy an **Adult metroCard card** to travel on public transport.



You can choose between **metroCARD Money (pay-as-you-go)** and **metroCARD Pass (consecutive days)** each time you top up, or pay with your **debit card**.



Traveling within the **Free Tram Zone** (outlined in light red on the map) is **FREE**.



You can use the **Adelaide Metro website** or **download the app** to find out how to travel around Adelaide using public transport. Visit www.adelaidemetro.com.au



 **Have any questions?**

Thank you!



We're very active on Instagram!
Follow us to stay updated and see what we're up to.

@universalenglish_australia

www.ue.edu.au

Universal English Pty Ltd (ABN: 79 622 109 200) trading as Universal English | CRICOS Provider No: 03750D