

International Student Handbook

Pre-enrolment to Graduation

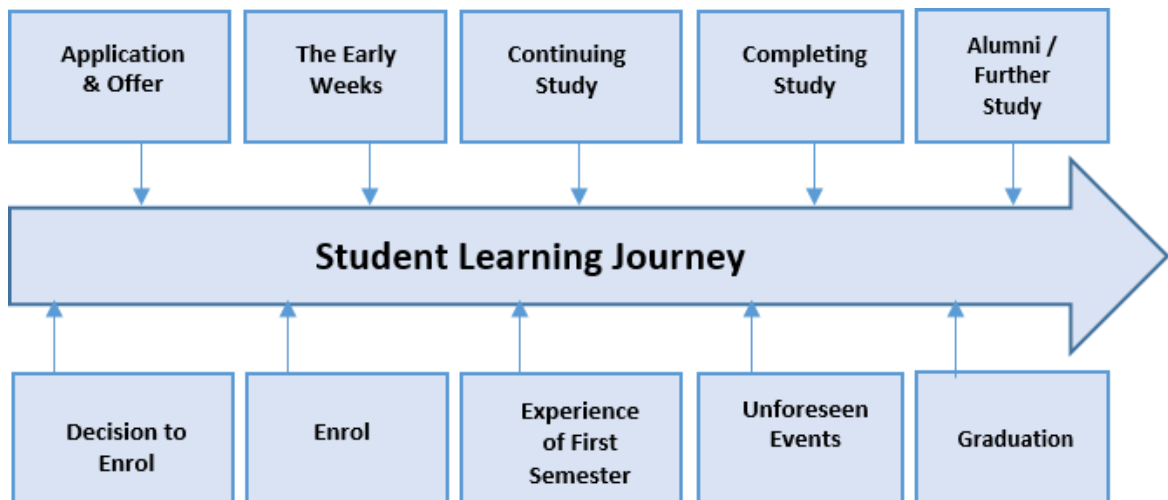


Table of Contents

International Student Handbook Pre-enrolment to Graduation 1

Welcome to Universal English (UE) 5

Pre-enrolment Information 6

 Pre-enrolment information6

 Why study English?6

 Mode of Study6

 Areas of Study: Course programs.....6

 Overseas Student Health Cover (OSHC).....7

 Working While You Study.....7

 Travelling with Family / Schooling for Your Children7

 Orientation Program for new students7

 Student Visa requirements7

Enrolment information 7

 Age Requirements.....7

 English Language Requirements8

 Refund Policy8

 Refund Policy Procedure10

 PROCEDURE10

 Student Transfer Policy10

 Transfers to Universal English.....11

 Transfer from Universal English to another provider11

 Protection for overseas students11

 Student Visa Conditions12

 Study Load12

 Contact details for students.....12

 Access and Equity.....12

Preparation before leaving your home country 13

 Expectations13

 Cultural adjustments.....13

 Tips for a successful adjustment14

 Travelling to Melbourne.....14

 Arrive on time14

 Documents to bring with you15

 Hand luggage15

 Carry-on baggage15

 Australian customs and quarantine15

 Money on arrival.....16

 Insurance17

 Banking.....17

 Living costs.....18

 Welcome to Melbourne19

 What to bring.....19

 Australia Culture - social customs and conventions.....20

 Punctuality.....20

 Addressing people.....20

 Humour20

 Topics to avoid in conversation20

 Offering gifts21

 Servants.....21

Smoking.....	21
Bargaining.....	21
Queuing.....	21
As a Student of UE	21
Student Code of Conduct.....	21
Your Rights and Responsibilities	22
The ESOS framework protects your rights, including:	22
Support for international students:	22
Work conditions for student visa holders.....	22
Your workplace rights	23
Helpful recordkeeping hints when you start working in Australia	24
Health and Safety.....	24
Accidents and First Aid.....	24
Critical Incidents.....	25
Counselling services following critical incidents.....	25
Our Teaching Methods	25
Education Support.....	25
Methods of Assessment	25
Plagiarism	26
Deferring, Suspending or Cancelling Study Policy	26
Completion of Study within Expected Duration.....	26
Maintaining Satisfactory Course Progress	27
Intervention Strategies.....	27
Academic Counselling.....	27
Student Welfare – Counselling.....	27
Driving a car in Australia.....	28
Taxis	28
Bicycles	28
Public (pay) telephones	28
Mobile phones	28
Emergency telephone number.....	29
Mail/Postage	29
Sending and Receiving Parcels from Home.....	29
Shopping.....	29
Chemist or Pharmacies.....	29
Specialty Food Stores	29
Halal Butchers.....	29
Asian Groceries	29
Eating Out.....	29
Accommodation.....	30
Private Rental or Board	30
Social and Cultural Life	30
Local Tourist Attractions.....	30
Natural Attractions	30
What’s On in Melbourne	31
Television and Radio	31
Sporting clubs	31
Discounts with your student ID card	31
Religion – Places of Worship.....	31
The Law	31
You have rights	32
Student Support Officers.....	32
Surveys / Feedback	32
Lost Property	32
Security on Campus.....	32



CRICOS Provider No: 03750D

Universal English Pty Ltd

T/A Universal English
Address: Level 1 / 131 Queen Street, Melbourne, VIC-3000

Ph No: 03 9600 0087

Web: www.universalelenglish.edu.au

Email: info@universalelenglish.edu.au ABN No: 79 622 109 200

Feeling ill?32
Emergency procedures32
Complaints and Appeals Policy and Process33
Making a complaint.....35
Lodging an Appeals35
Foreign Embassies and Consulates in Australia36

Graduation 36

How do I Contact UE? 36
The address of UE:36

Key Staff at UE 37

Welcome to Universal English (UE)

This handbook is designed to provide you with all the information you will need to understand your whole Student Learning Journey from Pre-enrolment through until your Graduation. It is designed to ease your transition into studying and living in Australia. This is an extraordinary time in your life and you will be feeling nervous and excited which is very normal. You may already have friends in Melbourne who can help you to settle in, but don't worry if you do not, because you will soon make some.

We suggest you read this handbook to make sure you and your family are aware of each and every stage of what to expect when you undertake your studies with UE.

UE operates under a strict Code of Conduct that outlines how it will carry out its services, policies and procedures and seeks to comply with the requirements of the ELICOS Quality Framework. We encourage you to read our Policies and Procedures available on www.universalelenglish.edu.au to ensure that you have all the information you require to make fully informed decisions about your studies.

For any other information, you are encouraged to email us on info@universalelenglish.edu.au and our friendly staff will be happy to answer any questions that you may have.

The following Australian government websites are very useful in providing more information about Australia:

www.studyinaustralia.gov.au

<https://www.welcometoaustralia.org.au/>

Good luck in this new exciting phase of your life's journey. We look forward to meeting you in Melbourne and are happy that you have chosen to study with UE!



Pre-enrolment Information

Pre-enrolment information

UE is required to provide students with comprehensive information about their course prior to the acceptance of an offer of a place in a course of study.

Why study English?

When you enrol into an English language course, you are starting a pathway that could lead you to greater opportunities. This pathway could lead you into a new career or a pathway into a higher level of study. For example, successful completion of our Upper-Intermediate level EAP/IELTS Exam Preparation course is a pathway to various bachelor degrees at high-level universities in Australia.

Whichever pathway you choose, UE staff will help you to achieve your goal.

Mode of Study

UE only provides full-time classroom-based training and assessment for international students. UE does not provide distance education or arrangements with other registered providers, persons or businesses to provide courses or parts of courses.

Areas of Study: Course programs

At UE, we offer the following courses of study:

- General English (Elementary to Advanced)
- EAP/IELTS Exam Preparation (Intermediate to Advanced)
- Active Conversation in English (ACE) (Intermediate to Upper-Intermediate)
- Cambridge FCE – B2 First
- Cambridge CAE – C1 Advanced

For more information regarding our courses including unit details, fees, starting dates, English language entry requirements, course duration, and all other information regarding your studies at UE, please visit our website www.universalenglish.edu.au, contact info@universalenglish.edu.au or call in to our campus on +61 (3) 9600 0087 to speak with a Student Support Officer.

Overseas Student Health Cover (OSHC)

You will be required to have Overseas Student Health Cover (OSHC) for the duration of your course in Australia. This rule also applies to any members of your immediate family who accompany you in Australia. The health insurance fee must be paid before your visa can be issued, and you will be required to renew the health cover when it falls due.

Working While You Study

If you have permission to work on your student visa (condition 8105) you are allowed to work while studying. As an international student, you can work a maximum of 24 hours per week while the course is in session. And during student vacations you can work full-time (normally 40 hours per week).

If you have a husband or wife who will be with you in Australia for the duration of your study, they are permitted to work 24 hours per week while your course is in session and during student vacations can work full-time (normally 40 hours per week).

Travelling with Family / Schooling for Your Children

For students travelling with children there is an education levy to pay for each child enrolled in public school. We advise all students travelling with family members including children to check carefully to ensure you have the correct information: <http://www.homeaffairs.gov.au/Trav/Stud>

Orientation Program for new students

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of most aspects of life at the college and provide an introduction to studying, living in Melbourne, transportation, facilities and accommodation. In addition, you will meet some staff, be given a tour of the campus and have an opportunity to ask questions.

Student Visa requirements

You must comply with all your Visa requirements as updated by www.homeaffairs.gov.au from time to time. It is particularly important that you maintain satisfactory attendance and academic course progress.

Enrolment information

The UE International Admissions Policy facilitates the selection of international students who have the appropriate skills and abilities to successfully complete their studies within the normal duration of the qualification/course. Students are enrolled in courses that best align with their aspirations, individual choices and learning needs.

The admissions process is applied in a fair, objective and consistent manner to all students and complies with all relevant legislative and regulatory requirements.

Age Requirements

All students must be aged 18 years or over at the time of applying for admission.

English Language Requirements

Some UE courses have English language entry requirements to ensure that students are able to successfully understand and complete their course. The following courses have entry requirements:

Course	Minimum English level required	Levels available
EAP/IELTS Exam Preparation	Intermediate	Intermediate - Advanced
Active Conversation in English (ACE)	Intermediate	Intermediate – Upper-Intermediate
Cambridge FCE – B2 First	Upper-Intermediate	Upper-Intermediate
Cambridge CAE – C1 Advanced	Advanced	Advanced

If you have not studied English before, no problem – you can join our General English (GE) course to improve your skills from Elementary level.

Refund Policy

All refunds will be considered under the guidance of UE’s Refund Policy. You will need to submit an application for the refund to be considered. The full Refund Policy is available on the website (www.universallenglish.edu.au) or can be requested from UE Administration. The key events that will cause a refund request are identified in the Refunds Table.

Refunds will be paid directly to the student or to the alternative payee by request in writing of the student. To be able to claim a refund, the student must complete the withdrawal process with Admissions. Then, the student must complete and submit refund application form and other required forms (if applicable), available from UE Administration. The application will be assessed within 4 weeks from the day of receipt of a filled and signed refund request form and the applicant will be notified in writing of the outcome.

Refund Situation	Refund of Course fees
Provider Default	
1. UE is unable to offer the course specified in the signed Letter of Offer before the agreed course start date (Provider Default)	100% refund of total course fees (tuition and non-tuition), including enrolment fee
2. UE is unable to offer the course specified in the signed Letter of Offer after the agreed course start date (Provider Default)	Refund of unspent tuition and non-tuition fees, calculated as per Refund Amount Calculator, including enrolment fee

Student Default	
3. Student (offshore or onshore) is refused an Australian Student Visa (copy of refusal letter required), or illness or disability prevents the student from taking up the Course (supporting documents must be provided).	100% refund of total tuition and non-tuition fees, excluding enrolment fee
4. Onshore student is refused an Australian Student Visa but student already commenced his/her course (copy of refusal letter required); includes visa extension & new applications.	Refund of unspent tuition and non-tuition fees, excluding enrolment fee
5. Student withdraws from course during visa processing but already commenced his/her course.	Refund of unspent tuition and non-tuition fees , excluding enrolment fee
6. Student withdraws from course 10 weeks (70 days) or more prior to eCoE commencement date.*	70% of prepaid tuition and non-tuition fees, excluding enrolment fee
7. Student withdraws from course 5 weeks (35 days) or more prior to eCoE commencement date.*	50% of prepaid tuition and non-tuition fees, excluding enrolment fee
8. Student withdraws from course less than 5 weeks, on the eCoE commencement date or after that date.*	No refund
9. If a student has also paid a deposit for future courses when enrolling in a package of courses then.	100% refund of the prepaid fees of the subsequent courses in the package
10. Student defaults occur due to one or more of the following acts, leading to the cancellation of their CoE(s) by UE: <ul style="list-style-type: none"> • Failure to pay an amount payable to the provider for the course; • the student breached a condition of their student visa; including non-commencement of course • misbehaviour by the student / breach of code of conduct 	No refund for all courses in package
11. Student is granted permanent residency/obtains visa other than student visa, after the course commencement date.	No refund. Full course fees due as per student agreement.

Refund Policy Procedure

Note: Refunds of any monies received by the college on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to that company's refund policy.

For further information on the college's refund policy, please contact the Student Support Officer. For the entire refund policy please ask the Student Support officer or refer to the website:

<http://universalelenglish.edu.au>

PROCEDURE

- a. Upon receiving a student refund request and the supporting documentation, the Admissions Officer will verify the completeness of the request, document it in the Student Management System, and forward it to the Admissions Manager. If the request is incomplete, the Admissions Officer will contact the student to obtain the missing information or documentation.
- b. Refunds for students will be approved by the Admissions Manager.
- c. Refunds will be determined according to the Refund Schedule. The Admissions Manager or delegate will calculate the refund before approval, verifying the current payment status and amounts owned or credited with the Finance Team.
- d. Before the refund can be processed it must be approved by the Finance Manager and Managing Director.
- e. If UE denies the refund request, the student will receive written notification detailing the reasons for the rejection. The student will also be informed of their right to access the Complaints and Appeals process.
- f. All documentation regarding the refund request, whether approved or denied, must be stored in the student file within the Student Management System

Student Transfer Policy

All student visas are granted with the 'No Change of Provider' condition. This means that international students must stay with Universal English for the first 6 months of their principal course. If the student is enrolled in a package of courses, they must stay with the college for the length of the prerequisite courses, and then the first 6 months of the main course. In addition, Universal English will not knowingly enrol a transferring student from another education provider prior to 6 months of their principal course being completed. This policy does not apply to students who have already completed 6 months of their principal course.

Circumstances where student transfer is allowed within six months

- the original registered provider/college has ceased to be registered or the course in which the student is enrolled has ceased to be registered;

- the original registered provider/college has provided a written letter of release;
- the original registered provider/college has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

Transfers to Universal English

Onshore international students who are bound by "No Change of Provider" condition, and wish to enrol in a Universal English course, must complete an application form together with supporting documents and a release letter from their current provider before UE will issue an eCoE.

UE Admissions Office will check PRISMS and the student's visa in their passport to ascertain the principal course and whether they satisfy the 6-month ruling.

Transfer from Universal English to another provider

Onshore international students who are bound by "No Change of Provider" condition, and wish to enrol in a course with another provider must submit a Transfer Request Form along with a valid letter of offer from the other provider/college to a UE Student Support Officer for consultation in the first instance.

Where the student still wishes to proceed with the transfer request, the transfer request form, along with the offer letter is forwarded to the Finance department for consideration.

A transfer will only be granted if the student satisfies the 6-month ruling and a letter of release will be provided within 10 working days of the transfer request being lodged with the Finance department.

Where a letter of release has been granted, the Administration Department will submit a course variation through PRISMS using the 'transferred to another provider variation'. A copy of the course variation will be placed in the student's file.

Where a letter of release has been granted, it will be issued at no cost to the student and will be advised that the student need to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

Where UE does not grant a letter of release, the student will be provided with written reasons for refusing the request within 10 working days and will be informed of their right to appeal the decision, in accordance with the Student Complaints and Appeals Policy.

Students will not be granted a release letter, where deemed to be detrimental to the student.

UE will maintain records of all requests from students for a letter of release and the assessment of, and decisions regarding, the request on the student's file.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course

that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/>

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location match the information on CRICOS.

Student Visa Conditions

Visa conditions must be upheld by Student Visa holders. Any breach of conditions may result in cancellation of your visa and you may have to leave Australia.

- The Student Visa holder is obliged to remain enrolled in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- The Student Visa holder must be financially stable to fund travel, tuition and day-to-day living expenses for themselves, their partner and dependent children for their length of stay in Australia.
- Satisfactory course progress must be shown by the Student Visa holder as outlined in UE policy.
- Health insurance must be maintained by the Student Visa holder and their family members if any.
- The Student Visa holder has seven days to inform UE of their address on arrival, and within seven days of any change of address.

Study Load

An international student may only study full time. As holders of a Student Visa, they must complete their course full-time within the expected period unless a waiver of circumstances is made (refer to Student Visa conditions).

Contact details for students

UE maintains student details in our Student Management System. We need to ensure this is up to date at all times, therefore students must advise UE Reception staff of any change in contact details within 7 days of these changes occurring.

If the Australian Department of Home Affairs need to contact you regarding your visa, they will contact UE, so it is very important that we have your correct details.

Access and Equity

Access to education and training must be equal for all participants. Services should be available to everyone who is entitled to them and should be free from any form of discrimination, irrespective of a person's country of birth, culture, language, culture, race or religion, gender, sexuality or social status.

Preparation before leaving your home country

Expectations

Living and studying in a foreign country can be both challenging and exciting. You will leave behind your family, friends, favourite foods and places, customs and languages, climate and more. However, you will gain a lifetime of experiences that will give you opportunities to realise your personal, academic and professional goals and dreams.

Studying abroad will give you the opportunity to gain a sense of independence grounded in personal responsibility. Adjustment is easier if you keep your expectations reasonable. Expect some ups and downs. This is normal and remember the first few months are the most difficult. These are some examples of adjustments you need to make:

- ✓ Lifestyle changes: increased personal responsibility, such as having to do simple chores like cooking, shopping and cleaning, as well as learning to budget and balance work and study
- ✓ Understanding and tolerating other people's cultural values and ways of thinking
- ✓ Increasing your English language competencies
- ✓ Making new friends and increasing your social networks
- ✓ Understanding different styles of learning and teaching
- ✓ Different climate
- ✓ Differences in population density and public transportation

Cultural adjustments

You will find that many things are different when you arrive in Australia. Below are a few basic principles that will help you adjust to a new culture. Our friendly team at UE can help you a lot more when you arrive.

- ✓ You do not have to change your basic moral, cultural or religious beliefs. All you need to do is be proud and confident of who you are and to keep an open mind. Look, learn and listen to other people's perspectives.
- ✓ In a multicultural society, we value individual and cultural differences. Having a strong identity and belief in yourself will help you form a strong basis on which to build tolerance.
- ✓ In Australia, there are over 200 cultural groups. You will no doubt find people from your culture with whom you can share traditions and gain a sense of belonging.
- ✓ Australia is proud of its multi-cultural history and celebrates diversity and the richness of various cultures.

Tips for a successful adjustment

- ✓ Plan to arrive early. This will allow you time to explore your new environment and organize essentials.
- ✓ Attend Orientation Programs and meet your peers and our Student Support staff.
- ✓ Choose the right accommodation. This can be challenging so our friendly Student Support staff can advise you in finding accommodation.
- ✓ Ask for help if you are experiencing any problems or do not understand something. Remember, our team at UE have worked with international students for many years so we understand how you are feeling.

Travelling to Melbourne

- ✓ Check your baggage weight limits with your airlines.
- ✓ Clearly label all your luggage.
- ✓ Ensure you order special meals on your flight if you are vegetarian or require special a diet.
- ✓ Wear comfortable clothes and shoes.

Arrive on time

It is important to arrive on time before Orientation, Enrolment and your course commencement date. Students who arrive late often experience more difficulties adjusting into living and studying in Australia.

Beginnings are psychologically important and experience shows that students who arrive late often feel anxious and frustrated and may experience difficulties settling in.

Our Orientation Program provides you with the opportunity to learn more about your course, essential information about studying in Australia and the opportunity to mix with other new students in a relaxed atmosphere. Information is provided for late arrivals, but you may feel a bit left out and behind the progress of the rest of your group. So plan ahead and arrive on time!

However, if you are going to be late for your Enrolment and Orientation Program, it is very important that you inform us as soon as possible by emailing info@universalelenglish.edu.au. This will allow us to ensure that every effort is made to enable you to have a smooth start.

Documents to bring with you

- Valid passport and current student visa
- Air ticket
- Letter(s) of Offer from UE
- Electronic Confirmation of Enrolment (eCOE)
- Student Agreement Form
- Certified copies of original results and academic transcripts from your previous education institute/college
- Receipts of payment (e.g. Tuition fee, OSHC, bank statements)
- Certified copy of IELTS results or other English certificates if appropriate
- Medical records (especially vaccination records) and any medical prescriptions
- Valid driver's license or other personal identification
- Contact details of your country's embassy in Australia
- Contact details for UE
- Legal documents such as marriage or birth certificates in English
- Receipts for valuable goods you bring with you

It is a good idea to keep all these documents in a folder in your hand luggage.

Hand luggage

Your hand luggage should include:

- ✓ Passport and student visa
- ✓ Airline ticket
- ✓ Valuables
- ✓ Folder containing all your documents as listed above
- ✓ Medications and/or prescriptions
- ✓ Your pre-departure guide

Carry-on baggage

Liquids, gels and aerosols: You are only permitted a small amount in your cabin or carry-on luggage.

Small containers of 100mls are permitted and must be sealed in a transparent plastic bag.

Australian customs and quarantine

When you arrive in an Australian airport you will proceed to the Entry Control point, where you need to have the following documents ready:

- Passport
- Completed Incoming Passenger Card

Australia has strict quarantine laws to protect our valuable agricultural industries and environment. Before you get off the plane, you will be required to complete the Incoming Passenger Card, which you will receive on the plane.

If you are carrying any items that are listed as quarantine, you must declare these. If you are in doubt, it is better to DECLARE than take risks...Answer "Yes" if you are carrying any food, wooden material, plant material or animal products.

If you do not obey the quarantine regulations, penalties can occur, such as on the spot fines, detention, or deportation. On the spot fines can be AUD\$420,000 and imprisoned for up to 10 years and get a criminal record for serious breaches.

Australian customs use sniffer dogs to detect illegal drugs or food matter in people's bags or in their clothing. Quarantine regulations also apply to parcels or mail sent to you by family or friends from your home country. All parcels must have accurate descriptions and declaration about the contents of the package. Prohibited items may result in prosecution.

The Customs Services Department is responsible for ensuring that all passengers comply with Australian customs laws. All passengers are screened and luggage is x-rayed. There are a number of matters to note as an international student:

Money: You can bring an unlimited amount of foreign currency. However, if the amount is over the equivalent of AUD\$10,000, then you must declare this.

Medication: Contact your nearest Australian diplomatic mission to confirm that the medicine and quantities you will bring with you are permitted. A letter from your doctor is necessary. You can also check with the Therapeutic Goods Administration about which prescribed drugs you can bring and in what quantities. Please visit: www.tga.gov.au

Prohibited goods: include steroids, firearms, weapons and any kind of illicit drugs

Do not carry goods for other people. If these goods are prohibited, you will be responsible
Declare items that need duty/sales tax

For further information regarding quarantine matters, please visit the Australian Customs Services
Website: www.australia.gov.au

Money on arrival

Australia's currency is decimal, with the dollar as the basic unit. Notes come in \$5, \$10, \$20, \$50 and \$100. Coins come in 5 cents, 10 cents, 20 cents, 50 cents, \$1 and \$2. All major credit cards and traveller's cheques are widely accepted in Melbourne.

It is a good idea to have some Australian currency with you on arrival. You may need this for phone calls, to purchase basic necessities or for a taxi fare. AUD\$300-AUD\$500 is an estimate of cash that may help with basic necessities.

Furthermore, you will need sufficient funds to cover the initial costs of establishment, such as bond money for your accommodation and rent, as well as money for electricity, gas phone connections, food, stationery and books. It can take 5 or more days for a bank draft to clear so it is a good idea to make sure you have access to additional cash upon your arrival. We suggest that you check <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs> prior to travelling so that you are aware of the average living costs in Australia.

Insurance

It is a good idea to consider insurance on expensive items to protect against loss or theft for:

- Laptop computers, jewellery, digital cameras etc.
- Purchasing a car means that you are urged to take out comprehensive insurance, with third party insurance as a minimum.

Banking

It is recommended that you set up a bank account soon after you arrive. This will allow you access to additional funds from overseas bank accounts. You may also be able to open a bank account before leaving your home country at a reciprocating bank in Australia.

Bank charges apply to all accounts. However, most banks offer the option of a student account that usually involves fewer fees than regular accounts. Check with all the banks to make sure you get the best deal.

To open a bank account, you will need proof of identity. Your passport is the main form of identity. You may also need at least one other piece of identification, such as Student ID. Australian financial institutions use a points system. Applicants need to provide 100 points of identity when they open an account. For example, a Passport usually equates to 70 points and photo ID (e.g. driver's license) equates to 40.

Banks are usually open Monday to Friday 9:30am - 4:30pm. Some banks are also open on Saturdays from 9:00am - 1:00pm. Banks are closed on Sundays and all Public Holidays. Some of the major banks in Australia and their websites are:

ANZ Bank	www.anz.com
Commonwealth Bank	www.commbank.com.au
Westpac Bank	www.westpac.com.au
St George Bank	www.stgeorge.com.au
Bendigo Bank	www.bendigobank.com.au
National Australia Bank	www.nab.com.au

Living costs

It is difficult to be precise regarding the cost of living as each person or family will have their own particular living standards and lifestyle. However, a general guide to the cost of living can be found on <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Below is a “basket” of everyday products, and their approximate costs. It should be remembered that these costs vary from city to city and also, from rural to urban areas. These prices are an approximate of the Victorian average and are to be used as a guide only.

International students will require approximately AU\$20,000 per year to cover living expenses (this is in addition to tuition fees). Depending on your lifestyle you may require more or less than these amounts.

We estimate your average weekly living costs may be:

Accommodation (depending on your “style” of accommodation)	\$90 - AU\$450
Electricity, gas & phone connection	\$34 - AU\$140
Phone calls - mobile phone calls will be more expensive	\$20 - AU\$55
Food, groceries – cooking at home	\$80 - AU\$280
Bus fares	\$20 - AU\$55
Personal items, entertainment etc.	\$80 - AU\$150

Some typical costs in Melbourne:

A cup of coffee	\$4.50
Lunch in a café	\$15 - \$25
Fast food e.g. (McDonalds etc.)	\$10
Yum Cha (Dim Sum)	\$20
Take Away food (Indian, Chinese, Thai, Pizza, etc)	\$20
Movies (many theatres have “movie nights” that will be cheaper)	\$19

About Australia

- Australia is itself an island continent and the sixth largest country in the world.
- Australia has six states: New South Wales, Victoria, Queensland, Western Australia, South Australia, and Tasmania.
- It has two mainland territories: Australian Capital Territory and the Northern Territory.
- Australia’s capital is Canberra.
- The weather is temperate for most of Australia. The northern parts of the country experience warmer weather, while temperatures in the southern states are relatively cool, but not harshly cold.
- Australia’s first inhabitants were the Aboriginal people who migrated here some 60,000 years ago. They have a rich culture closely connected to nature.
- Migrants first arrived in Australia in 1788.

- Football and cricket are popular sports.
- Australia prides in its multiculturalism with people coming from over 200 countries. This is reflected in its tolerance for people, its various cuisines, and its diverse lifestyles and cultures.

Welcome to Melbourne

Melbourne is Victoria's capital city and the business, administrative, cultural and recreational hub of the state. The entire Greater Melbourne area covers 9992.5 km² and has a population of around 5 million.

The City of Melbourne municipality covers 37.7 km² and has a residential population of over 150,000 (as of 2021). It is made up of the city centre and a number of inner suburbs, each with their own distinctive character and with different businesses, dwellings and communities living and working there.

The City of Melbourne's population is made up of many groups of people of all ages and from many different cultures. Residents include young professionals, international students and older couples looking to enjoy everything the city has to offer.

On an average weekday around 900,000 people use the city, and each year Melbourne hosts over a million international visitors.

Metropolitan Melbourne's suburbs spread more than 40 km to the south, are hemmed in by the Dandenong ranges 30 km to the east, extend up to 20 km to the north and sprawl across vast, flat basalt plains to the west.

Melbourne residents enjoy a temperate climate influenced by its location at the apex of one of the world's largest bays, Port Phillip Bay.

For more information about Melbourne see <http://www.melbourne.vic.gov.au>

What to bring

It is suggested that you pack or purchase in Australia very light clothes for summer and warm clothes for winter such as a woollen jumper or coat.

Students in Australia dress casually. Jeans or trousers with casual shirts or running shoes are commonly worn. However, if you are going for a job interview or attending a special occasion, formal clothing is recommended. For festive or cultural occasions, it is quite appropriate to wear traditional dress and accessories.

You can buy most clothes in Australia. You need to think very carefully about your priorities as you are only allowed a limited amount of weight. If you have excess luggage, it may be cheaper to send the excess as unaccompanied luggage. It's a good idea to check with your travel agent.

Make a check list of your personal belongings of what to bring when you travel to Australia.

Australia Culture - social customs and conventions

There is no such thing as 'typically Australian'. Australia is home to over 150 ethnic groups and this diversity is reflected in day to day living from food to festivals. There are some distinct values which Australians aspire to:

- ✚ Tolerance for diversity of race, religion and customs
- ✚ Equity and social justice. Australians like to have a "fair go" and are egalitarian. People are treated the same regardless of social status. Australians believe in equality and that all people deserve respect.

Education institutes/colleges in Australia encourage students to speak freely and to question a decision which may be perceived to be unfair. This is reflected in the UE's complaints and appeals processes.

In Melbourne it is very common for people to maintain their own customs, without feeling alienated. You can feel safe in maintaining your religious values, foods you can or cannot eat, the language you speak and what you choose to wear. People generally tolerate social customs, habits and accept different perspectives on life.

Punctuality

Punctuality is important in Australia. You need to arrive to classes on time. If you have an appointment, you also need to be on time. If you are not able to be on time, you need to phone and let UE or the person know that you will be late. However, social occasions are more relaxed and it is not considered bad to be a few minutes late.

Addressing people

Australians are considered to be fairly easy going and laid back. This comes across in the dress code and the manner in which people communicate.

Australians usually address their teachers by their first name rather than a title. This may be a different way of interacting compared with your own home country. It is not meant to offend. In Australia, it is customary to maintain eye contact when you are communicating.

Humour

Australian humour is intended to break the ice or appear friendly. Humour is sometimes hard to understand especially if you are new. Just listen and take it all in with an open mind. Humour is a tool for bonding and creating friendships. Australians have a habit of giving people we meet a 'nickname'. This is not meant to be offensive – it is generally a sign of being accepted into the group.

Topics to avoid in conversation

Topics generally to avoid until you know the person well are: personal relationships, how much you earn, how much something costs, politics, and religion.

Offering gifts

Be careful offering gifts to people in authority, such as your teachers. It could be misinterpreted as trying to seek favours.

Servants

Australians are taught at an early age to be self-reliant and independent. There are no servants as such in Australia. Chores are shared equally between males and females. In shared accommodation, you will be expected to share in the shopping, cooking and cleaning.

Smoking

Smoking is prohibited in public places and transport. Heavy penalties exist for smoking in prohibited areas.

Bargaining

This is not a common practice in Australia, as prices are generally fixed. Some bargaining is permissible in markets.

Queuing

Always wait your turn in a queue. Don't push in as this is considered very rude in Australia.

As a Student of UE

Student Code of Conduct

UE's Student Code of Conduct Policy and Procedures outline the expected behaviours of students whilst studying at UE. It is a good idea to read through this policy to make sure you understand what is required of yourself and other students.

We expect our students and staff to be able to study and work in a safe, positive and healthy environment.

Bullying: students are not to behave in a manner that may be considered abusive or insulting. Behaviour that intimidates, humiliates, degrades, or teasing or spreading malicious gossip will not be tolerated.

Social Media: students need to be aware that when using social media i.e. Facebook, Twitter etc., the activities are public, and prospective employers and members of the public may view them. The Student Code of Conduct outlines expected behaviours when using social media.

Discrimination: students need to be aware that under the Equal Opportunity Act 2010 (Vic), a person discriminates against another person if they treat a person less favourable in the same circumstances, or in circumstances which are not material different. This includes their sex, age, race, sexual preference etc.

Harassment: students are not to engage in behaviour that is aggressive, offensive, intimidating or humiliating towards other students or staff. If you observe such behaviour, or experience such behaviour, please speak to our Counsellor, Academic Manager or another staff member and they will provide you further guidance and assistance.

Communication with staff: at certain points a teacher may decide to share their phone number with you, to better facilitate an excursion or to set up a WhatsApp group with your class. However, it is unacceptable to contact the teacher outside of classroom hours unless you have been given explicit permission to do so. It is also unacceptable and inappropriate to text or call your teacher about topics unrelated to the class.

Your Rights and Responsibilities

The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation are designed to protect the interests of overseas students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

The ESOS framework protects your rights, including:

The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and/or your provider's agent. Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

Support for international students:

Under the ESOS National Code, all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems.

Education providers must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

Work conditions for student visa holders

- If you are a student visa holder, you and your dependent family members have permission to work included with your visa.
- You and your family members must not breach the work conditions that apply to your student visa.

Employment and associated information

- If you hold a Student Visa and would like to work, prior to starting, you must have a Department of Home Affairs approved Work Visa, and a Tax File Number from the Australian Tax Office.
- You can apply for a Tax File Number online: www.ato.gov.au or by filling in the form and posting it. The form can be obtained at a local newsagency or the College International Student Office.
- When you receive your Tax File Number, you must keep it in a safe place and not disclose it to anyone other than your employer or bank.
- The Australian Tax Office provides information on taxation and superannuation issues. For further information, please contact: Australian Tax Office Telephone (Free): 13 28 61 Website: www.ato.gov.au
- You cannot work until you have commenced your course in Australia.
- Once your course has commenced you are permitted to work a maximum of 48 hours per fortnight when your course is in session, and unlimited hours when your course is out of session.
- Work that is formally registered as part of your course is not included in the 48 hours per fortnight limitation.
- Family members granted permission to work Family members:
 - must not start work until the primary visa holder has commenced their course in Australia
 - can work up to 48 hours per fortnight at all times unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500).
 - In this case there is no limit on the number of hours a family member might work.
- Fortnights - A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.

Your workplace rights

- All workers in Australia have rights and protections at work.
- International students have the same workplace rights as all other workers in Australia.
- The Office of the Fair Work Ombudsman is a government agency that can provide free help to international students working in Australia. They can be accessed at <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants> Your employer must comply with Australian workplace and immigration laws.
- If there's a problem with your pay or if other issues arise at your work, UE encourages you to speak to The Fair Work Ombudsman.
- The Fair Work Ombudsman can give you further information and advice about your workplace rights and obligations, and has workplace information translated into different languages.
- Your rights and protections include workplace health and safety matters at <https://www.safeworkaustralia.gov.au/doc/information-sheet-working-safely-australia-english>
- Your employer cannot cancel your visa. Only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the

opportunity to provide reasons as to why your visa should not be cancelled.

Helpful recordkeeping hints when you start working in Australia

- keep a diary of days and hours worked
- keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.

Health and Safety

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- Recognise and report all unsafe situations
- Promote and foster a safe environment in relation to sexual assault and sexual harassment
- Implement suitable mechanisms to manage and prevent incidents of sexual assault and sexual harassment
- Provide information and advice to international students as well as staff on how to enhance their personal safety
- Conduct regular fire drills and provide first aid courses to relevant staff
- Display first aid and safety procedures for all staff and participants to see
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required

Accidents and First Aid

All accidents must be reported at Reception.

Follow-up will be completed the following day to ensure the student's wellbeing. In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical professional and a staff member will accompany if necessary.

In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Critical Incidents

A critical incident is defined as a traumatic event, or threat of such (within or outside of Australia) which causes extreme stress, fear or injury. Critical incidents could include:

- Missing students
- Verbal or psychological aggression
- Sexual assault
- Death, serious injury or the threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Non life-threatening events that could still be classified as critical incidents
- When a critical incident occurs, students can immediately call the 24-Hour Contact Number to ask for help
- If this number is busy or unavailable, you can call this mobile 0411 746 555. If the incident is life threatening, students should call Emergency Services on 000 immediately
- The Managing Director will call a meeting with the appropriate staff members to form a Critical Incident Team/Critical Incident Coordinating Group.
- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the College to notify The Department of Home Affairs as soon as practical after the incident

Counselling services following critical incidents

- Counselling services will be made available to support students and staff post incidents.
- Qualified counsellors will offer support to victims of sexual assault and/or sexual harassment and/or students and staff who witnessed or affected by the critical incidents.

Our Teaching Methods

Our teaching methods include face-to-face instruction to small groups of students and one-to-one individual support, attention and assistance where required. All instruction is in English. UE is set-up with facilities which provide plenty of opportunity and ample space for you to practice and develop your skills.

Education Support

Our teachers want you to do well in your studies, so we offer education support strategies such as:

- Demonstrating language
- Providing opportunities for authentic practice of English
- Individual in-class support and advice
- Encouraging students to work at their own pace
- We offer additional elective classes for students to work in small groups with a teacher

Methods of Assessment

Methods of assessment include:

- Weekly Summative and Formative Assessments

Plagiarism

Plagiarism is the copying or imitation of someone else's work or ideas without acknowledging its original source. This includes obtaining information from books, the internet and from fellow students. This can sometimes happen when students study together and write down exactly the same information as each other when answering a question.

Plagiarism is regarded as cheating and severe penalties may be imposed i.e. failing a unit of study if a student is found to have plagiarised work. UE now has plagiarism software installed to assist in identifying instances of plagiarism.

Deferring, Suspending or Cancelling Study Policy

The UE Deferment, Suspension and Cancellation Policy and Procedure outlines the processes if students need to defer, cancel or suspend their studies. It is available on UE website:

www.universalelenglish.edu.au

Students are not permitted to postpone the commencement of their studies or to suspend studies except on exceptional grounds such as illness, (supported by a doctor's certificate) or other exceptional compassionate conditions beyond the student's control, such as bereavement.

If a student defers, suspends or cancels their study, this may affect their visa. The student should contact DoHA for advice before making any decisions. DoHA makes the final decision as to whether the reasons for the request are acceptable.

Students applying for deferment or suspension of studies need to fill out the appropriate form available from one of our Student Support Officers. UE will then inform DoHA where the application will be considered. The application must be supported with evidence, however, there is no guarantee that an application to defer or suspend studies will be approved.

Students have the right to appeal a decision by UE to defer, suspend or cancel their studies and UE will not notify DET (Department of Education and Training) via PRISMs of a change to the enrolment status until the internal complaints and appeals process is completed. For more information refer to the Deferring, Suspending or Cancelling Student's Enrolment Policy and Procedure.

Completion of Study within Expected Duration

Student Visa holders are required to complete their studies within the period specified in their eCoE unless exceptional and compassionate circumstances apply.

If early course completion of a course occurs, UE must report this to the DoHA where the duration of the student's visa will most possibly be reduced. For more information refer to the Completion Within Expected Duration Policy.

Maintaining Satisfactory Course Progress

It is a requirement of your visa that you maintain satisfactory course progress in every study period. A study period is defined as one term (12 weeks). UE has adopted a proactive approach in monitoring international student course progress and of contacting and counselling students who are at risk of failing to meet the accepted course progress requirements.

Students who persist in failing to meet course progress requirements – even after attempts by UE to notify and counsel them through the intervention strategy – shall be reported to Department of Home affairs in accordance with the ESOS Act 2000.

For more information on UE's Attendance and Course Progress policies, please refer to the full policies on www.universallenglish.edu.au

Intervention Strategies

UE provides a range of interventions to assist students to achieve academic success. These strategies include: assistance with academic skills such as essay and report writing, meeting assessment requirements; attending a study group; counselling provided by the Academic Team or Qualified Counsellor; referral to an external organisation for assistance; undertaking a review of the students results; or combination of the above methods.

Academic Counselling

Students may make an appointment at any time to meet with the Academic Team for counselling regarding their studies. The Academic Team will discuss an intervention plan (if required) or other action plan with the student to provide them with assistance, or will refer the student to the Counsellor if the matter requires confidential, personal counselling.

Student Welfare – Counselling

UE takes student wellbeing very seriously and understands that life can sometimes be very difficult for international students, particularly as they may not have any family members living in Australia to provide them with support.

UE has a qualified counsellor on staff to provide students with a free, confidential counselling service. Our Counsellor can assist with a range of problems and issues including: personal or family issues; relationship issues; grief and loss issues; work related issues; student or study related issues; time management and goal setting; mental health issues such as depression and anxiety; other issues and concerns.

Students can make an appointment with the Counsellor via Reception, or by emailing counsellor@univeralenglish.edu.au

Driving a car in Australia

As you hold an international student visa, you will be regarded as a visiting driver. If you hold a current overseas driver license, you are not required to get an Australian license even if your stay is longer than three months. If the license is not written in English, an International Driving Permit, or an English translation must also be carried with the license when driving. You must carry your license with you when you are driving. There is an on-the-spot fine for not having your license on you.

You can find important information about licenses, car registration and rules and regulations at www.vicroads.vic.gov.au

Australians drive on the left side of the road. Strict drink-driving laws apply. Seat belts must be worn by drivers and passengers. For details about insurance, buying a car etc. visit: www.drive.com.au/

Taxis

Taxis operate all over Melbourne and Taxi ranks are located outside many shopping centres, bus stations, the airport and railway station. It is quite acceptable to “hail” or “flag” down a vacant taxi anywhere. Although they are convenient, taxis can be expensive. The taxi flag fall is fixed and is automatically calculated by a computer. Tipping is optional.

Bicycles

Bicycle riders are expected to comply with normal traffic rules and the wearing of helmets is compulsory. It is advisable to get a map which displays the various bike pathways in and around the various parts of the Melbourne to make sure you stay safe.

Public (pay) telephones

There are many public payphones in Melbourne, although most people now carry their own mobile phone. For a list of where you can find a payphone, check: <https://www.telstra.com.au/consumer-advice/payphones>

Mobile phones

Many students set up mobile phone accounts very soon after arriving in Australia. It is recommended that you carefully examine a mobile phone contract before accepting or signing to make sure that you obtain the best deal and do not pay too much for your phone service.

Emergency telephone number

The free national telephone number for all emergency services in Australia including **AMBULANCE, FIRE, and POLICE is 000**. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service.

Mail/Postage

There are **Australia Post** shops in most suburbs. Services include lettergram and facsimile, letter and parcel posting, money orders (similar to a cheque) and a bill paying service where you can pay most government bills and charges, including electricity, telephone, gas and water bills. There are no deliveries on weekends or public holidays. Call 13 13 18 for general enquiries. The Australia Post (TM) website is www.austpost.com.au.

Sending and Receiving Parcels from Home

Parcels entering or being sent from Australia containing foodstuffs, plants, material or medicines are liable to examination by postal authorities and customs. Always check with the post office or courier service regarding items you wish to send or receive if you are unsure.

Shopping

There are many major shopping complexes in and around Melbourne. They have a range of large department stores and large supermarket and grocery chains such as Coles, Woolworths, Aldi, Big W, Kmart and Target. The cost of food and grocery items in Australia varies from location to location and from shop to shop.

Chemist or Pharmacies

The pharmacist can give you advice on the choice of medication and provide medication from a prescription issued by a doctor. Note - prescriptions are not covered by OSHC.

Specialty Food Stores

Halal Butchers

There are many Halal butcher shops throughout Melbourne and are easy to find:

<http://www.halalsquare.com.au/melbourne/cuisines/butchers.aspx>

Asian Groceries

Asian groceries are generally available in the large supermarkets, but more variety is found in the Asian grocery stores which are situated in almost shopping areas around Melbourne, and in the CBD.

Eating Out

There take-aways, fast food outlets, food courts in all major shopping malls, and restaurants all over town and are very easy to find.

Accommodation

In Australia, most students who attend college stay in private accommodation in the suburbs near or around the college. This accommodation is usually shared with other students and varies considerably in style, standard and cost. The system of renting and your rights as a tenant may be different from your home country, so read the following information for more details.

UE students have a range of accommodation choices. You may wish to live in apartments or houses shared with other students, or live with an Australian family – called Homestay.

Homestay

If you choose the Homestay option, you will need to evaluate your expectations of what your family will be like. Australian families vary in cultural background and size. Homestay hosts often work during the week, but some families may have someone at home during the day. Many families have commitments (e.g. hobbies, sport, and relaxation time) during the evenings and/or on weekends, therefore your hosts may not always be available to spend time with you. The food provided might also be different to what you are used to. Whatever the case, you will need to be flexible and open to new experiences. Contact UE for approved Homestay providers.

Private Rental or Board

After you arrive and settle into your course, you may decide to move to accommodation that is cheaper than Homestay. Local newspapers and real estate agents advertise private rental or board accommodation. Also, share accommodation may be available with other students at the college, or you may decide to rent your own unit or house.

Information on renting residential property is available from Consumer Affairs Victoria:

<https://www.consumer.vic.gov.au/>

Social and Cultural Life

Melbourne is a multicultural city, with food from many nations, newspapers in numerous languages and places of worship for all religions. It has an efficient transport system, so make sure you balance study with pleasure and see some of the magnificent sights around Melbourne.

Local Tourist Attractions

Check out: <https://www.tourismvictoria.com/> for lots of ideas of where to go and what to see in Melbourne and Victoria.

Natural Attractions

Melbourne is ideally situated for people who love the great outdoors. With the ocean nearby, an hour or two drive to the mountains and the snow in winter – Melbourne and Victoria have something for everyone.

What's On in Melbourne

Your local council and local newspapers list upcoming events and entertainment in your area. A number of newspapers publish reviews of current movies, music, theatre, exhibitions and plays.

<https://whatson.melbourne.vic.gov.au/Pages/Home.aspx>

Television and Radio

There are 5 main television stations in Melbourne. The commercial stations are 10, 9 and 7, while the government regulated stations are Channel 2 (ABC – Australian Broadcasting Corporation) and SBS (Special Broadcasting Service). The latter televises programs and movies from around the world.

There are many radio stations in Melbourne including some where you will be able to hear news and programs from your home country. <http://worldradiomap.com/au/melbourne>

Sporting clubs

If you want to join a sporting club, work out at a gym, or improve your swimming or participate in any sport, check in your local newspaper or:

<http://teammelbourne.org.au/clubs-and-sports/>

<https://www.socialsport.com.au/>

Discounts with your student ID card

Your student ID card will allow you discounts on travel, museums, cultural venues, movies and more. Unfortunately, it will not permit you a discount for travelling on public transport.

Religion – Places of Worship

Many different religions are practiced in Australia, and you have complete freedom to practice your own religion. There are places of worship for everyone to be found all across Melbourne.

<https://www.onlymelbourne.com.au/c-2027/religion>

<http://melbourneprayertimes.com/melbourne-australia-mosques.html>

<http://www.india2australia.com/list-hindu-temples-victoria/>

If you need assistance to find a place of worship, please ask one of our staff at reception and they will be happy to assist you.

The Law

The police are here to help us to live in peace by preventing and investigating crime, by protecting people and their property and by keeping roads safe. They can arrest if they suspect that the law has been broken. However, the police are not allowed to harm you (unless it is necessary for the protection of others), and they are not in any way connected to the army. Please note that it is a criminal offense to bribe a Police Officer, even with a small amount of money. Police stations are located in most suburbs and it is safe for you to speak to a Police Officer as they are there to help you. They can arrange an interpreter if you need one.

You have rights

Everyone in Australia has rights, including rights to:

- Privacy, confidentiality, feeling safe
- Freedom to practice your own culture or religion (if they don't break any Australian laws) and
- the right of "assumed innocence" (that is, you are not treated as 'guilty' unless you are proven to be).

Being harassed or discriminated against because of your race, sex, sexuality, religion or social status is not tolerated in Australia. If you believe that your rights have been violated, please contact the Academic Manager or the UE Counsellor who will be able to help you or will refer you to the correct person or organization. Please refer to the UE Complaints and Appeals Policy on our website or the Student Handbook for more information.

Student Support Officers

If you need help and are not sure what to do, we have a Student Support Officer on campus who can help you. To make an appointment with the Student Support Officer, please visit Reception, or telephone (03) 9600 0087. If you need to contact UE after hours in the case of an emergency, please call Scott Robertson on 0411 746 555 Note – this mobile numbers is for emergencies only.

Surveys / Feedback

At UE we want your learning experience to be meaningful and worthwhile. For that reason, we are keen to hear about any suggestions for improvement you may have, or issues you would like to raise or any positive feedback you would like to tell us about. Such feedback is very important to us to help our continuous improvement procedures.

Regular surveys and interviews are conducted by UE to gather your perception of the quality of service we provide. Please be as honest as possible when responding to a survey or during interviews. These responses will help towards improving our services and the overall quality of our work.

Lost Property

Any items found on the Campus will be taken to Reception to be placed in Lost Property. If you lose something on campus, check with Reception to see if it has been handed in. Any items not claimed after three months will be donated to charity.

Security on Campus

Please do not leave your bags or other belongings unattended on campus. Keep your bags with you when moving from room to room, particularly during breaks.

Feeling ill?

If you are feeling unwell or have injured yourself, please see Reception staff as we have trained First Aid Officers on staff. There is also a first aid kit at Reception.

Emergency procedures

Study the exit map on the wall of your classroom. If there is a fire or other emergency:

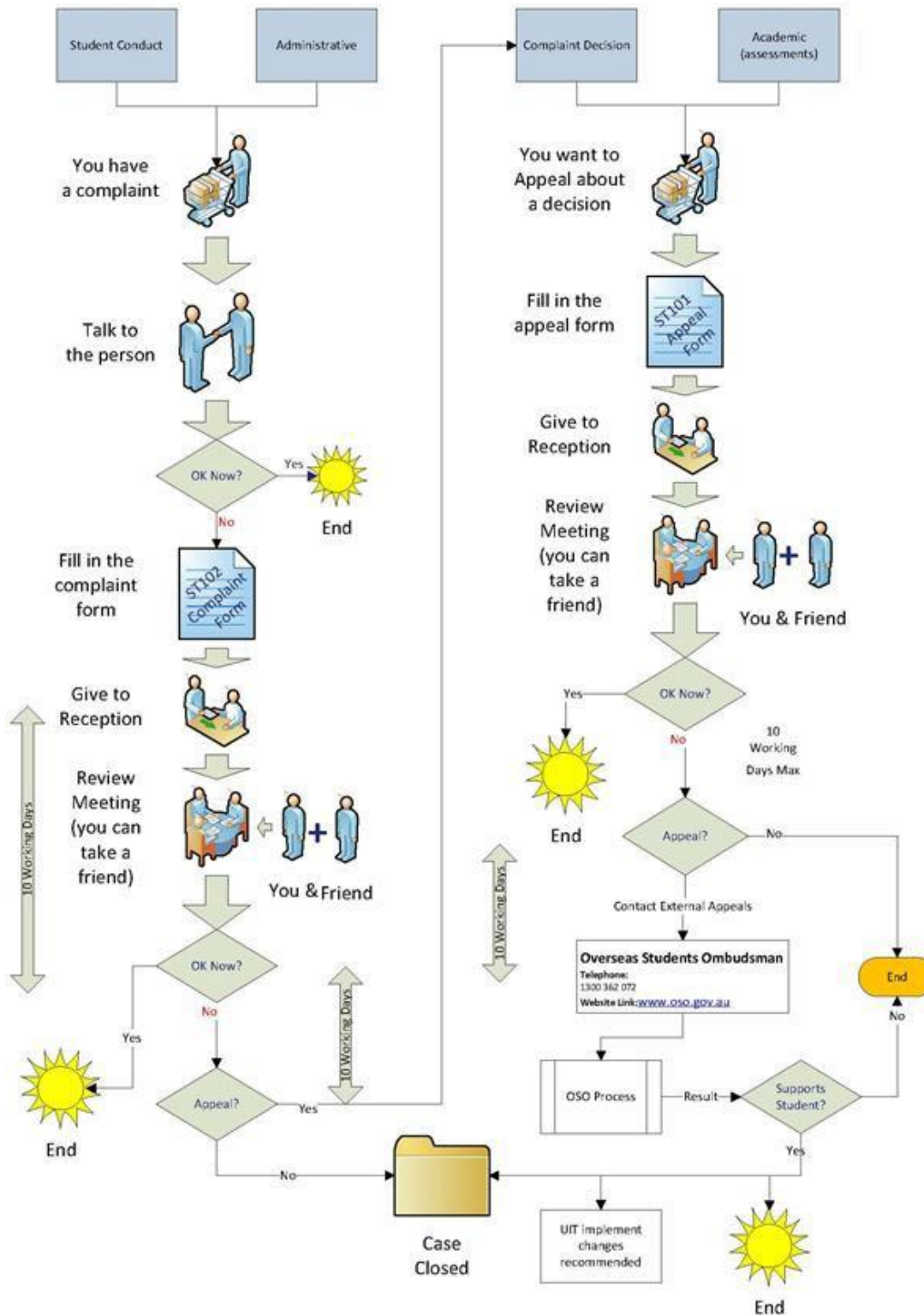
- A loud alarm will ring
- Follow your teacher to the allocated EXIT. You have to leave the building quickly, so please leave your books and bags behind
- Walk calmly out of the building and refrain from excessive talking
- Your teacher or a fire warden will take you to the assembly point. You must go to the assembly point and have your name marked off the Class Roll to ensure staff know that you are safe

Every six months the College conducts a fire drill. Do not be alarmed when this happens. Emergency Telephone Number: Police/Fire Department/Ambulance – **call 000**

Complaints and Appeals Policy and Process

If you have a problem with the services provided or any other issue while you are a student here, then UE has a clearly defined process to support any complaint or appeal.

Please try to talk to the other person first – this is often the best way to resolve an issue. However, if that does not work then the process UE follows is shown on the following page:



Making a complaint

A concern becomes a complaint when it is reported to a person in authority at UE and requires action or response according to the UE Complaints and Appeals Policy and Procedure. A complaint can be about a facility, a condition, a person or people. UE's Complaints and Appeals Policy and Procedure provides for two ways to raise a complaint or concern - either **Informal** or **Formal**.

If you have a concern or problem, please speak to your Teacher or Receptionist to discuss your issue. If you cannot resolve it, they will refer you to the Student Support Officer. If the issue is still not resolved, you will be referred to the Academic Manager. The Student Support Officer or the Academic Manager will actively (and informally) assist you in your problem, but if it cannot be resolved, the formal procedure will begin.

To enable the Formal procedure to start, students must complete a Complaints and Appeals Form outlining their issues, providing as much detail as possible including (where relevant) actions to be taken to resolve the issue. The complaint can be handed in to Reception or emailed to:

info@universalelenglish.edu.au. If the complaint is made verbally (for reasons of special circumstance i.e. disability), the Academic Manager must summarise the Complaint and/or Appeal in writing and have it signed by the person making the complaint.

UE will investigate the student's concerns: investigation will involve contacting the party/parties against whom the complaint was made and allowing him/her to respond in writing in relation to the complaint. Alternatively, a meeting will be arranged with the parties involved where students have the right to appoint an independent nominee to attend all discussions.

If the student is not satisfied with the outcome or resolution of any given complaint, they can lodge an Internal Appeal and if a student is still not satisfied with the results of this appeal, they are able to appeal externally. The Overseas Students Ombudsman (OSO) provides access to independent mediators at no cost to the student.

Please note that your complaint will be treated confidentially and that you will not be penalised in any way if you decide to raise a complaint, either informally or formally.

Lodging an Appeals

If you are not satisfied with the decision made by UE, you can appeal that decision. In each case, the procedure is relatively the same:

- Take the result, decision, or unsuccessful application to the appropriate staff member.
- Complete a Complaints and Appeals form, which is available from Student Support Officer or the Reception
- The Student Support Officer or the Academic Manager assesses the situation, including why the original decision was made, and asks why the original decision should be changed.
- If the Student Support Officer or the Academic Manager believes there is no basis for overturning

the original decision, it will go no further. If the staff member believes there is a basis for overturning the original decision, the original process, whatever it was, is performed again by the staff member you're now dealing with. From this, a new decision is made.

- They will also advise the original staff member of the new decision.
- All documents relating to the Appeal are recorded and kept in the student file and the. If the appeal is confidential, a detailed diary note may be kept in the Student Welfare files, with a reference placed in the student file, Student Database and the Complaints and Appeals Register.

Foreign Embassies and Consulates in Australia

You may need to contact your Embassy or Consulate in Australia. You will find their details at the link below:

<http://protocol.dfat.gov.au/Mission/list.rails>

Graduation

Graduation is the time to celebrate your academic success with your family, friends and teachers who have helped and supported you along the way.

On the final day of your course, you will be able to request your certificate at Reception. Many students also choose to celebrate with their classmates at one of Melbourne's many fantastic restaurants, cafes and bars.

How do I Contact UE?

The address of UE:

Level 1

**131 Queen Street Melbourne
VICTORIA, AUSTRALIA 3000.**

Telephone Number: 03 – 9600 0087

Fax Number: 03 – 9642 1470

Email: info@universalenglish.edu.au

To speak to Student Support or to ask about your application please call: 03 9600 0087

*** If you are calling from overseas, please dial +61 3 9600 0087.**

Key Staff at UE

General Enquiries (Teachers, Academic Manager etc.)

Email: info@universalenglish.edu.au

Student Support Officer

Email: reception@universalenglish.edu.au

Admissions Officer

Email: admissions@universalenglish.edu.au

