



ENGLISH UNLIMITED

STUDENT ORIENTATION MANUAL 2018

www.eu.edu.au - info@eu.edu.au

BRISBANE CAMPUS: Level 13, 138 Albert Street Brisbane QLD 4000 | +61 7 3003 0088
MELBOURNE CAMPUS: Level 4, 398 Lonsdale Street Melbourne VIC 3000 | +61 3 8689 5500
SYDNEY CAMPUS: Ground Level, 189 Kent Street Sydney NSW 2000 | +61 2 9251 7000

Brisbane CRICOS Provider: English Unlimited Brisbane Pty Ltd 03296K - ABN: 11 144 733 188
Melbourne CRICOS Provider: Young Rabbit Pty Ltd 01331F - ABN: 28 003 381 182
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WELCOME FROM OUR ACADEMIC MANAGERS

Sharon Luhr – Principal Academic Director (National)

Welcome to English Unlimited. Coming to another country to learn English is a brave and exciting step and I am sure that you will find that English Unlimited will help you to achieve your goals in this. Make the most of the opportunity to learn English in our fun and friendly campuses. We are here to help you and to make your stay in Australia a wonderful experience. Don't forget to ask us if you need any extra help. Do everything you can to use English in and around the campuses to chat to and learn about your classmates who come from all over the world. Have a great time in Australia and here at EU.

Ivan Kumar – Academic Manager (National)

It is with great pleasure that I welcome all of you to English Unlimited. We want every single student to have an amazing experience in Australia and develop not only their English skills but improve their confidence to become global citizens. Through the quality of the teaching and learning, our student support and our commitment to excellence, we create the building blocks of success. Coming to a new country is a big step and our aim is to support you on this journey. At English Unlimited, we want to go beyond learning and help students develop life skills that will benefit them long after they have graduated. I hope you enjoy this adventure that you are about to embark on.

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YOUR FIRST DAY AT ENGLISH UNLIMITED

- a) On the first day you will be given a placement test and interviewed to assess the level of your English and so you can tell us about your academic goals. Then you will be given a tour of the College, and join orientation where we tell you important things about English Unlimited and Australia.
- b) You will have your photograph taken for your **student card**. Please collect your student card from Student Care on Tuesday.
- c) You will then join your classmates. Don't worry if you cannot understand everything your teacher says during the first week of classes - we do not expect you to understand everything! It takes a little time to adjust to new accents and teaching methods.

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ORIENTATION MANUAL

This Orientation Manual covers many of the areas you should be aware of as a student at EU. Please make sure you are familiar with all the items it contains. The following entries are in alphabetical order for easy reference.

ACADEMIC PERFORMANCE

English Unlimited expects that all students maintain a minimum level of academic performance at all times. The minimum level of academic performance that the College expects is that students pass at least 50% of the weekly review tests. You are also expected to participate in all class tasks and all homework must be completed. All of these things will count towards your course assessment. A student reaching the minimum level of academic performance should be progressing in English proficiency by the equivalent of 0.5 IELTS for every 12 weeks.

All students will be assessed and monitored each week.

If your teacher considers that you are not making satisfactory course progress, he or she will meet with you to talk about it, or refer you to the Academic Manager. You may be given the opportunity to move to an easier class or to do extra activities to help you. Some of these may be:

- developing a learning contract and study plan with your teacher or a member of Academic Management.
- having some individual language support sessions with a teacher.
- having extra tasks set by your class teacher to work on a particular area of weakness, e.g. computer assisted language learning, reading tasks, grammar exercises, trial tests etc.

You will be given a letter outlining the consequences if you fail to achieve satisfactory progress.

The College will do everything it can to help you with your studies. However, if you still do not achieve satisfactory progress after being assisted by the College, we must report this to the Department of Education via PRISMS. You will receive a notice of intention to report which includes information on accessing an appeals process.

If you believe that you have been treated unfairly, you may make an appeal through the College's complaints and appeals process.

Until you are advised by the Department of Home Affairs (DHA) that you are no longer on a current visa, you will still be allowed to attend classes as long as your fees are up-to-date and you have satisfactory attendance.



ACCOMMODATION

Living with an Australian family is called Homestay. Homestay is an excellent introduction to the Australian way of life and provides a great opportunity to practise speaking English. Students will be treated as part of the family by their hosts.

The fee for homestay covers: 7 breakfasts, 7 dinners and 2 lunches on the weekend

Single rate: student's own room, with bed, desk for study and wardrobe

Shared rate: 2 students sharing one room with bed, desk and wardrobe

The minimum length of stay in a home is 4 weeks. If students wish to leave their homestay they must inform their host 2 weeks before they leave. This is called 2 weeks' notice.

For information about homestay and shared accommodation please talk to the Student Care team. If you have a problem or question about accommodation, for example homestay, please talk to the Student Care team.

ADDRESS

Any student visa student who moves to a new address must notify the Department of Home Affairs (DHA) and the College immediately. It is a requirement of your visa that you inform both.

ATTENDANCE

VERY IMPORTANT – The College expects all students to maintain an attendance level of 100%. All overseas students on a Student Visa must attend classes for 20 hours per week and maintain an attendance rate of at least 80% at EU. This is a condition of your Student Visa.

- a) The College is only able to calculate attendance based on a student's actual time studying in class. If a student is away from class for any reason, including medical reasons, then the time away will be deducted from the student's attendance (*see also Medical certificates*).
- b) Students on other visas – working holiday & travel, dependant – you must also attend a minimum of 80% of your classes and study 4 weeks or more if you want to receive a REPORT from your teacher at the end of your course.
- c) If you arrive at the College 10 minutes after the start of class, leave more than 10 minutes early or are out of the classroom during lesson times for more than 10 minutes, you will be marked absent for each hour that this affects. This will affect your overall attendance.



- d) Remember - if you are on a student visa and you want to continue your studies at EU, go to University or another college, or if you want to change your visa to another visa - you must have an attendance of 80% or more. It is your responsibility to come to class every day and to maintain your attendance.

If your attendance falls below 87% you will be sent an email warning you about your attendance and asking you to see Student Care. If you still do not maintain satisfactory attendance and your attendance falls below 80% we must report this to the Department of Education via PRISMS. You will receive a notice of intention to report which includes information on accessing an appeals process.

If you believe that you have been treated unfairly, you may make an appeal through the College's complaints and appeals process.

Until you are advised by the Department of Home Affairs (DHA) that you are no longer on a current visa, you will still be allowed to attend classes as long as your fees are up-to-date.

BANKING

Many banks allow you to apply for bank accounts online. You can also apply at any branch. Make sure you take your passport as proof of identification. You may need to also provide proof of your address. Ask at Student Care for a letter of enrolment with your address. Remember to CLOSE your bank account before you return to your country.

CAREERS & EDUCATION ADVICE

For information on what to study later at university or elsewhere, please see the Academic Manager.

CHILDREN AND BABIES

The College does not have child-minding facilities. If you have children younger than school age you will need to make arrangements with a daycare or pre-school facility. Any school age children attached to your visa should be enrolled in a local primary or high school.

CLASSES

If you have a problem or question about your class (for example, homework, your studies, queries about grammar, pronunciation or vocabulary) first talk to your class teacher. If your teacher cannot help you, then talk to the Academic Manager.



CLASS TIMES (MONDAY TO FRIDAY)

MORNING

MONDAY - THURSDAY		FRIDAY
09:00 – 11:00	Core classes	09:00 – 13:30
11:00 – 11:15	15 minute tea break	FRIDAY BOOST CLASS - optional
11:15 – 13:15	Core classes	or
13:15 – 13:45	30 minute lunch break*	09:00 - 15:30
13:45 – 14:45	Core classes	Barista Skills Class - optional
15:00 – 16:00	PLUS class - optional	

***NB. Lunch breaks may be staggered (12:30 - 13:00 & 13:15 - 13:45), please check with your teacher.**

EVENING

MONDAY - FRIDAY		FRIDAY
15:00 – 16:00	PLUS class – optional (Monday - Thursday)	09:00 – 13:30
16:30 – 18:30	Core classes	FRIDAY BOOST CLASS - optional
18:30 – 18:45	15 minute tea break	or
18:45 – 20:45	Core classes	09:00 - 15:30
		Barista Skills Class – optional



CLEANLINESS AND HYGIENE

Australia is a hot country and cleanliness is very important.

- Showering or bathing is expected each morning before coming to class.
- In Australia, both men and women usually apply a deodorant (anti-perspirant) under their arms.
- Brush your teeth morning and evening after meals.
- Wash your hands before meals and after using the toilet.
- Wash your clothes regularly and wear clean fresh clothes to College.

CLEAN UP AFTER YOURSELF

Make sure you don't leave your notes, learning resources, homework, assignments or notebooks behind in the classroom after a class has finished. Please do not eat in the classrooms during lessons or leave litter in the classrooms, lifts or around the entrance to the building.

PLACE ALL RUBBISH IN THE RUBBISH BIN PROVIDED IN EACH CLASSROOM OR OTHER AREA

COMPUTER USE

Computers are available during class and after class.

Students should NOT:

- download any files to the computers;
- work in ways that will disturb other users;
- make unauthorised copies of software on College computers;
- use the computer rooms to play online games;
- breach Australian copyright regulations;
- attempt to gain unauthorised access to system programs or computer equipment;
- remove any computer equipment from the computer rooms;
- send unwanted emails (spam) from College computers;
- communicate in a manner that is inappropriate to a public forum or knowingly search for offensive material;
- eat or drink in the computer rooms;
- enter a lab when a class is in progress.

Students who breach the acceptable use guidelines outlined above may be excluded from computer use.



The College computers delete files when they are shut down or restarted. Please make sure that you save your documents on an external drive e.g. USB or to Google Drive using your college email account. The College is not responsible for any data you may lose if you do not follow this procedure.

COUNSELLING

See *Personal Problems* for more information.

CRITICAL INCIDENTS

A critical incident is a serious or traumatic event or the threat of such an event that causes stress, fear or injury to a person, in Australia or overseas. Such incidences include serious injury, illness or death, a missing person, severe verbal / psychological aggression or physical assault, witnessing a serious accident or incident of violence, natural disaster, epidemics, etc. In the event of a critical incident, students are encouraged to contact the relevant emergency contact or government agency. If these services are unavailable, then contact the Student Official Point of Contact in the city in which you are located to discuss your situation. See *Staff at English Unlimited* for contact details. The Critical Incident Policy is available from Student Care or the College website www.eu.edu.au.

DEFERMENT/SUSPENSION OF STUDIES

Deferment of commencement of study requested by student – The College will only grant a deferment of commencement of studies for compassionate and compelling circumstances (refer to the Deferment, Suspension and Cancellation Policy for more details). The final decision for assessing and granting a deferment of commencement of studies lies with the Campus Director/Manager.

Suspension of study requested by student - Suspension means the course is halted for a limited period of time after the student has commenced studying.

- a) Once the student has commenced the course, the College will only grant a suspension of study for compassionate and compelling circumstances.
- b) The period of suspension will not be included in attendance calculations for the College.
- c) Where a student is granted an extended period for suspension of study and is remaining in Australia for the duration of the suspension, the College may decide to make the suspension conditional upon regular meetings with the College Student Care staff, if there are concerns about the student's welfare and support network.



Exclusion from class - The College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting grounds for exclusion in the College's Student Code of Conduct. (See *Student Code of Conduct*)

College-initiated suspension of studies - The College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the college's Student Code of Conduct. (See *Student Code of Conduct*)

Cancellation of enrolment - The College will cancel the enrolment of a student under certain conditions. Please refer to the Deferment, Suspension and Cancellation Policy on our website for the conditions of the cancellation of enrolment.

Student Advice - Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students are advised to contact the Department of Home Affairs (DHA) for advice.

DICTIONARIES

We strongly suggest that you buy an English - English dictionary or use a digital or online dictionary. Please ask your teacher to recommend a good dictionary.

DISCIPLINE

Good behaviour is important to us. The College expects students to behave in an acceptable way at all times and to abide by the following principles in relation to behaviour:

- respect for other individuals and their property
- courtesy to all other students, to all teachers and to all community members
- due respect for teachers
- no violence, discrimination, harassment, bullying or intimidation
- no weapons
- no illegal drugs or alcohol on College property
- peaceful resolution of conflict

Suspension and expulsion

The College reserves the right to exclude either temporarily or permanently any student who is a serious offender against good order and discipline. If a student is permanently excluded due to violence, discrimination, harassment, bullying or intimidation the relevant government department will be informed and the student's COE will be cancelled.



DRESS CODE

The College does not have a formal dress code however students are expected to be dressed in a tidy manner.

EMERGENCY PROCEDURES

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

- An 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.

Every 6-12 months the College conducts a fire drill. Do not be alarmed when this happens.

Emergency Telephone Number:

Police/Fire Department/Ambulance **000** (from a landline) 112 (from a mobile)

ENGLISH TESTS

For information on international English tests (IELTS, PTE Academic, TOEIC, TOEFL etc.) please see the Academic Manager.

EXCURSIONS

Teachers sometimes organise excursions for their classes. These provide important opportunities to experience aspects of the city directly relevant to your course of studies. Excursions form a normal part of the learning experiences provided by the College. They should, therefore, be attended by ALL STUDENTS in the class.

Excursions are often free of charge but there may sometimes be a bus or train fare or entrance fee to be paid. Wherever possible, the College tries to keep these fees and charges to a minimum.

EXITS

Make sure you are familiar with the location of Exits at your campus.

Brisbane	Near the toilets
Melbourne	Near the lift
Sydney	Lower Ground floor



	<ul style="list-style-type: none"> ● near Student Care (main entrance) ● near room 14
	<p>Ground floor</p> <ul style="list-style-type: none"> ● near Reception (main entrance) ● near the common room ● in room 22 (via retail forecourt)

In EMERGENCIES, please observe the following:

- Do not use the elevator in any emergency. Please use the emergency exits, marked with a green **EXIT** light.

In case of fire, follow procedure outlined in *Fire Procedures* in this manual. There is also an emergency procedures guide on the back of the door of each classroom.

FEES

If you have a problem or question about your course fees talk to Student Care.

FIRST AID

Any personal injury sustained at school must be reported immediately to your teacher. A basic first aid kit is available for emergencies. Ask at Student Care to see one of our qualified First Aiders (evening students can also see Security).

FINES FOR LITTERING (THROWING RUBBISH ON THE GROUND)

In Australia you will be fined if you are caught throwing rubbish on the ground. Council rangers can impose on the spot fines if they catch you littering. Council fines for littering are:

- Up to \$80 for littering of small items such as confectionary wrappers, ATM statements, cigarette packets, bus or train tickets and stubbed out cigarette butts;
- Up to \$250 for a lit cigarette;
- Up to \$250 for littering any item from a vehicle and for general littering (up to \$500 for corporations); and
- Up to \$450 for aggravated littering for example littering of a lit cigarette, a syringe or broken glass bottle that could be dangerous or harmful (up to \$900 for corporations).
- \$500 for providing misleading personal information to a Council officer.

NOTE: Council fines are subject to change without notice



GRADUATION

A graduation ceremony is held every Thursday (Friday in class for evening students). Every graduating student will receive a certificate. If you have completed 4 weeks or more study and have an attendance of 80% or more you will also be eligible to receive a class report.

GRIEVANCES (COMPLAINTS)

A grievance is a problem you might experience with the school about something that has happened which you believe is unfair. Generally, the first person to see about this problem is your class teacher or Student Care for an informal resolution of the complaint.

Please do not be afraid or shy to speak to one of the staff at the College. It is not impolite to ask questions or to tell the staff about your feelings. We want you to enjoy your studies and your stay at EU - there is always someone here to help you. *Remember! We cannot help you if you do not ask us for help.*

If the problem cannot be resolved informally put your concerns in writing using the College's grievance form. Grievance forms are available from Student Care or the College website www.eu.edu.au. All internal appeals processes will be at no cost to the student or staff member and will commence within 10 days of lodging the complaint.

If grievances are not resolved after discussion with the College, students will have the right to lodge an external appeal through the Overseas Students Ombudsman. There is no fee to lodge an appeal to the ombudsman.

Overseas Students Ombudsman

Website: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>

Email: overseas.students@ombudsman.gov.au

Telephone: 1300 362 072 within Australia between 9am to 5pm Monday to Friday
+61 2 6276 0111 outside Australia between 9am to 5pm Monday to Friday
Australian Eastern Standard Time (AEST)

Fax: 02 6276 0123 within Australia
+61 2 6276 0123 outside Australia

Address: GPO Box 442 Canberra ACT 2601

HEALTH

a) Bupa and Medibank have retail outlets in most major shopping centres as well as in the city.



Location	BUPA Open Monday - Friday, 9:00 am - 5:00 pm	MEDIBANK Open Monday - Friday, 9:00 am - 5:00 pm
Brisbane CBD	91 Adelaide Street (Cnr Albert Street), Brisbane QLD 4000	79 Adelaide Street, Brisbane, QLD 4000
Melbourne CBD	247 Collins Street, Melbourne VIC 3000	Shop E27, The Galleria, 385 Bourke Street, Melbourne VIC 300
Sydney CBD	319-321 George Street, Sydney NSW 2000	Shop 2, 413-415 George Street, Sydney NSW 2000

For those students who have just arrived in Australia on a Student Visa, your Overseas Student Health Cover has already been paid on your behalf by the College. You will receive instructions on how to apply for your Bupa or Medibank Private card within approximately 4 weeks of your first day at the College.

- b) You can still see a doctor while you are waiting for your membership card to arrive. You do not have to wait for your card to arrive before you see a doctor. Please remember to keep your receipts.
- c) In terms of sexual activity, AIDS and other sexually transmitted diseases are a reality and precautions must always be taken. If you have sex, you should practise safe sex. Condoms can be bought from supermarkets, chemists and vending machines.
- d) See *Shops Near Campus Sheet* for the doctor and dentist nearest to the campus.
- e) If you are currently pregnant or are planning on getting pregnant soon please speak to Student Care about your study plans after the birth of the baby.

HOLIDAYS

- a) All students who wish to take a holiday must see Student Care.
- b) As a student visa holder holidays are only allowed where it is approved by the College and must be with at least 1 week notice. Where it is not approved your attendance will be affected. You can take a maximum of 4 weeks holiday during your course. This 4-week holiday cannot be taken at the end of your EU course. Any unused holidays will be forfeited.



- c) All other visa holders - Holidays are only allowed where they are approved by the College and must be with at least 1 week notice.
- d) Working holiday visa holders can take a maximum of 24 weeks holiday provided their visa end date allows for this. You will only be allowed to recommence your course if the class is not full, otherwise you must wait until such a time where there is a place for you in the class. Priority will be given to new students and student visa students. Students taking long holidays may be asked to complete a test on their return, in order to determine the best level for them to enter.
- e) For all students, only when the holidays are approved and taken in WHOLE weeks (4 or 5 study days) commencing on a MONDAY will your course end date be extended by the duration of your holiday. Where your holidays are taken for less than one week or commenced on a day other than a Monday, the original course end date WILL NOT be changed. If the College has given you permission to take your holiday, then your attendance will not go down.
- f) If you have any questions about your holiday application, please talk to Student Care.

INTERPRETER SERVICE

The Student Care team will help you with any interpreter assistance. We have access to interpreters 24 hours per day. You should also be aware of the 24 hour Translating and Interpreting Service. Call 131450 any time if you are having difficulty communicating in English. This is a national service and is available across all states.

LEGAL SERVICES

For legal advice you can contact the free service below or consult a paid professional by looking up a solicitor in the yellow pages www.yellowpages.com.au.

Australian Community Legal service <http://www.acls.org.au>, 1800 228 891 (free call).

LIBRARIES

Brisbane

- Brisbane Square Library, 266 George Street, Brisbane. Tel: 3403 4166
<http://www.brisbane.qld.gov.au/facilities-recreation/libraries>
- The State Library of Queensland, Cultural Centre, Stanley Place, South Bank. Tel: 3840 7666
<http://www.slq.qld.gov.au/>



Melbourne

- City Library, 253 Flinders Lane, Melbourne. Tel: 9658 9500
<http://www.melbourne.vic.gov.au/melbournelibraryservice>
- State Library of Victoria, 328 Swanston Street, Melbourne. Tel: 8664 7000
<http://www.slv.vic.gov.au/>

Sydney

- City of Sydney Library: 31 Alfred Street, Circular Quay, NSW 2001 (opposite Circular Quay Station) Tel: 9242 8555.
<http://www.cityofsydney.nsw.gov.au/explore/libraries/branches/customs-house-library>
- The State Library of New South Wales: Macquarie Street, Sydney. Tel: 9273 1299 for opening hours. <http://www.sl.nsw.gov.au/>
- The University of Sydney: (Fisher Library) Entrance off Parramatta Rd, Camperdown. Tel: 9351 3711 for opening hours. <https://library.sydney.edu.au/>
- The University of Technology: 1 Broadway, Broadway. Tel: 9514 3666 for opening hours.
<http://www.lib.uts.edu.au/>.

LIVING IN AUSTRALIA

Australian people

Australians are friendly people and quite informal.

Don't forget different countries have different customs. We say 'please' and 'thank you' a lot and always say 'excuse me' when we talk to a stranger or to someone who is busy.

It is okay to shake hands when you meet someone - or just smile and say 'How are you?'

Australians use first names a lot, but with older people wait until they ask you. Call them 'Mr Smith' or 'Mrs Smith' or by their first name if they ask you.

Climate

The weather in Brisbane may change many times during the day. During the spring and summer months temperatures can range from 15 degrees Celsius to 40 degrees, in the middle of the day. You should dress lightly but always carry a light sweater or cardigan for the evenings. During autumn and winter, the temperature ranges from 5 degrees to 15 degrees Celsius. You should

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wear a jacket or coat, especially in the city, where the wind is strong and cold. Although it does not snow in Brisbane, winter is very cold because most homes do not have central heating.

Melbourne has a reputation for its changeable weather. A tip for any visitor is to be prepared for anything – take an umbrella and wear layers that can be worn or removed as needed. As a general rule, Melbourne enjoys a temperate climate with warm to hot summers, mild and sometimes balmy springs and autumns, and cool winters.

The weather in Sydney may change many times during the day. During the spring and summer months, temperatures can range from 15 degrees Celsius to 40 degrees, in the middle of the day. You should dress lightly but always carry a light sweater or cardigan for the evenings. During autumn and winter, the temperature ranges from 5 degrees to 15 degrees Celsius. You should wear a jacket or coat, especially in the city, where the wind is strong and cold. Although it does not snow in Sydney, winter is very cold because most homes do not have central heating.

Water use

Australia is a dry country and has water restrictions in place to limit the amount of water that is wasted. Please remember to turn off taps, limit the length of time you leave water running when you clean your teeth, take a shower or wash your hands. If you own a car use a bucket to clean your car instead of a hose. The water authorities in each state impose heavy fines for water wastage.

Safety

Australia is considered to be one of the safest countries in the world. However, like in all countries/major cities, undue risks should not be taken. For example, avoid poorly-lit areas at night time, do not provoke undue attention to yourself with loud behaviour, dress etc. and take care of your valuables and belongings at all times. If you are not familiar with the city or if you must travel at night, travel with a friend. Also do not accept a ride in a car from someone you do not know, even if they seem friendly or helpful.

LOST PROPERTY

Any items found in the College should be taken to Student Care to be placed in the Lost Property box. If you lose something in the College, check with Student Care to see if it has been handed in. Any items not claimed after three months will be donated to charity.

MEDICAL CERTIFICATES

The College only accepts certificates issued by registered medical providers such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. The College does not accept certificates from alternative medical



practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc. See: *Attendance* for further information.

MOBILE PHONES

ALL mobile phones must be switched off while you are attending classes unless mobile devices are being used for class tasks. It is very rude to your fellow students and your teacher to accept calls in class. If you need to be contacted urgently while you are attending class, you can inform potential callers, prior to class, to leave a message with Student Care.

NOISE

It is courteous and considerate not to make excessive noise at the school. Please be especially careful about being quiet when exams are taking place in nearby rooms. At the city campuses please remember to be quiet when entering and exiting the building.

OPTIONAL CLASSES

English Unlimited provides eight hours of optional classes to complement your study and help you improve your English, fast. Our optional classes focus on aspects of the language to help you feel more comfortable, confident and proficient in using English in the workplace and on the streets.

Monday	Tuesday	Wednesday	Thursday	Friday
PLUS CLASS (15:00 – 16:00)	PLUS CLASS (15:00 – 16:00)	PLUS CLASS (15:00 – 16:00)	PLUS CLASS (15:00 – 16:00)	BOOST CLASS (9:00 – 13:30)

Some of our PLUS classes are listed below. Please check notice boards for PLUS classes available at your campus:

- Grammar clinic (Monday)
- Life skills (Tuesday)
- Creative English (Wednesday)
- Speaking clinic (Thursday)

Our BOOST classes are 4-hour skills focused sessions every Friday. Some classes include:

- Phrasal verbs, idioms and speaking
- Music, pronunciation and speaking



- Writing and conversation class
- Global English
- VET preparation

PERSONAL PROBLEMS

Hopefully, your time in Australia will be a happy one. However, inevitably, sometimes problems occur in your life that can't be controlled. EU understands that these problems often feel worse when you are a long way from home and family.

Student Care can provide information about counselling services if you are having problems such as:

- crises in your life (your own or your family's),
- difficulty in making an important decision,
- feeling depressed,
- feeling highly stressed,
- alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting your health or social functioning, including your study,
- eating disorders,
- suicidal thoughts.

POLICIES

EU has a number of policies and procedures in place to guide and assist you during your time studying in Australia. You may want to know what to do if you have a complaint, experienced a critical incident or perhaps you want to know more about the rules on attendance, course progress or transfers, etc. We have a policy to help you in every aspect of student life, just ask us! If you find yourself in an unclear or challenging situation, please visit our team at Student Care or refer to our website to check our policies: <http://eu.edu.au/applications/forms-and-downloads/#policies-and-procedures>.

POLITENESS PAYS

Please be polite to your teachers and classmates. Your teachers at EU are male and female. Your classmates come from many different parts of the world. We ask that you show respect for all your teachers and classmates, regardless of their age, gender, nationality, religion, sexual orientation or the way they look. This helps others to respect you and brings an important dividend – a good reputation for your country!



POST OFFICE

Australia Post outlets are open Monday to Friday between 8:30am and 5:00pm. In major shopping centres they may also be open on Saturday mornings. *Please refer to Shops Near Campus Sheet.*

PRAYER ROOMS/PLACES OF WORSHIP

There are a number of places of worship nearby the college or you can contact Student Care or your local council to find the place of worship nearest to your house.

Islamic students: The College does not have dedicated prayer rooms; please see below for prayer rooms nearest to the College:

Brisbane: Gardens Point - QUT Musallah, 2 George Street, Brisbane. QLD 4000. Jumma prayers are held each Friday. For more up-to-date information about facilities in the Brisbane CBD or near to where you live visit <http://www.idca.org.au/mosques-centres/qld.html>.

Melbourne: Royal Melbourne Institute of Technology International Campus. Building 108, Level 3: Room 221 (Male) & Room 222 (Female). Jumaa prayers are held at 1.30pm each Friday.

Sydney: Abraham Mott Hall. 15A Argyle Place, Millers Point, Sydney 2000 Friday prayer at 12.15pm and 1.15pm (1.15pm and 2pm during daylight savings time) For more up-to-date information about facilities in the Sydney CBD or near to where you live visit the Islamic Council of NSW <http://www.icnsw.org.au>.

PRINTING

Your student account is pre-loaded with \$10 of printing credit. If you want to top up your account please talk to the Student Care team before or after class.

PUBLIC HOLIDAYS

Please refer to the *EU Holidays* sheet attached for dates of public holidays. The College will be closed on these dates. You must get approval from the College for all other holidays.

PUNCTUALITY

Punctuality is very important. Coming late to class not only disrupts others in your class and distracts your teacher but will also affect your attendance. If you come back to class late after a break, this too will affect your attendance.



The following public outdoor places are smoke-free:

Within 4 metres of

- a pedestrian access point to a public building
- a seated dining area of a licensed premises, restaurant or café

Within 10 metres of

- children's play equipment,
- Swimming pool complexes,
- Spectator areas of sports grounds or other recreational areas while organised sporting events are being held,
- Railway platforms, light rail stations and ferry wharves, bus stops, light rail stops and taxi ranks
- A food fair stall

The council may issue on-the-spot fines if you are caught smoking in a no-smoking area (between \$550 and \$1100)

Please dispose of your cigarette butts in the bins provided. **DO NOT DROP THEM ON THE GROUND AS LITTERING FINES APPLY.** Warning: Smoking is addictive and causes injury to your health.

SPEAKING ENGLISH

At the College speak English as much as possible because you are here to learn and improve your English. Also, please do not speak your own language in class; it is rude to students from other countries. You will get much more English practice if you make friends with students from other countries. All English Unlimited campuses operate an ENGLISH ONLY policy.

STAFF

Please refer to the *Staff at EU* sheet.

STUDENT CARDS

For security reasons you must carry your ID card at all times while you are at the College. You should see Student Care to have your photograph taken so that your card can be made. If you lose your card a \$5 replacement fee applies.



STUDENT COMMON ROOM

There is a kitchen/common room with microwaves for you to use and a vending machine for you to purchase snacks and drinks from. You can eat your lunch/dinner and snacks here. There are rubbish bins provided, so please use them and help to keep our College clean.

STUDENT RECORDS

All student records are kept in a secure location and are accessible only to College personnel. Any student wishing to view their file can do so by asking Student Care or the Academic Manager.

STUDENT SERVICES

A number of confidential services are available to provide support to students, for example: certain visa requirements, employment, finances, harassment, health, welfare, safety, student rights and responsibilities and other service providers. These services are available on an appointment or drop-in basis.

STUDYING IN AUSTRALIA

This section will explain some of the differences you can expect while studying in Australia. Studying in Australia is very different from some other overseas countries, particularly countries that do not have a Western Academic tradition.

In some courses you will not write as much as you may be used to because the emphasis will be on speaking English and on listening to and understanding English when it is being spoken. This is the case in General English where all skills are covered but there is more speaking and listening. Teachers may ask you to work together with one or more other students, talking together, solving problems and working in groups. This is part of the Communicative teaching method where you actually have to use English to communicate with your classmates. Exam preparation programs will focus on the skills you need to successfully complete these exams.

You will find that there is less memorising required of you and more thinking and judging. Teachers will ask you to speak in class and they will expect you to “approach your studies with a critical and questioning mind.”¹ You will be asked to discuss topics, think about issues surrounding topics, then form your own opinions and defend those opinions both in the spoken and written form. Your teacher will want to know what YOU think and feel. You will also learn about very *practical issues* that will help you to adjust to Australian culture. (For example, you will learn how to ‘catch a train’, which name is appropriate to offer in conversation, how to fill out forms and other practical matters). These topics are teaching you English.



You and your teacher will go out of the classroom together and this will benefit you in practising English as well as learning more about Australian culture. You will use these short trips and excursions to practise the skills required, to complete tasks set. Enjoy this new challenge in your life and try to adjust to thinking for yourself, expressing your opinions, asking questions and speaking a lot of English.

So....the challenge you face is not just 'learning English'. You must learn to adjust to the new style of teaching and learning too.

¹ B Ballard & J Clanchy Studying in Australia Longman Chesire, Australia 1988, p 6

TIPS FOR SUCCESSFUL STUDYING

Speak English outside the College as much as you can! Try to mix with students of other nationalities on the weekend and in the evening.

Try to find some activity or interest that will give you a chance to practise - e.g. learn a sport, go to an art class, join a church etc.

Read a newspaper as often as you can. Listen to the radio, watch TV (watch the News), read advertisements and posters and signs. English is all around you!!

Speak English in class at all times. Your English will not improve if you're relying on your own language to communicate.

TESTS AND REVIEW

Every Monday morning you will do a weekly review test, covering the content of the previous week's study. If you get consistently good marks on the Monday weekly review test, do your homework and have good attendance, your teacher will recommend that you do the test to change to a higher level. Class movement tests include a speaking/listening test and a separate grammar/reading/writing test. If you pass the speaking/listening test with your teacher during class time, you can choose to do the grammar/reading/writing test on Wednesday from 3:00pm - 4:00pm or Thursday 8:00am - 9:00am.

TEXTBOOKS AND STUDY MATERIALS

You will receive your textbook from Student Care on the first day before you go to your class. If your course is less than 4 weeks, you will be given a copy of sections of the textbook.



TOILETS

Separate male and female toilets can be found at all campuses. If there is no toilet paper in the toilets, please inform Student Care. Please dispose of all sanitary pads (etc.) in the container provided in the female toilet. Put all paper towels in the bins provided.

TRANSFER REQUESTS

A Student Transfer Request refers to international students currently enrolled at EU who wish to transfer away from the College to another institution or students who wish to enrol in EU from another institution.

1. Students transferring in under the first six months of study

Overseas students are restricted under the National Code 2018 Standard 7 from transferring from their principal course of study for a period of six months and, only under certain circumstances can the student transfer their course in under six months. This restriction also applies to any course(s) packaged with their principal course of study.

2. Applying for a letter of release

Students can apply for a letter of release to enable them to transfer to another education provider. However EU will only provide a letter of release to students in the first six months of their principal course under certain circumstances.

Students granted a visa under Streamlined Visa Processing

If you have been issued with a visa under Streamlined Visa Processing (SVP) provisions any changes to your course (or package of courses) including changing courses within EU or changing to another provider may have implications for the continuance of your visa. There are limited circumstances for you to be able to change courses, please refer to the College's Student Transfer Request Policy for more information. In some cases you may be required to apply for a new visa if you change to a non-SVP course or provider. The College strongly recommends that you seek advice from the Department of Home Affairs (DHA) or a registered migration agent before making a final decision.

Transfers between English Unlimited Sydney, Brisbane or Melbourne

Please see Student Care to discuss this possibility. Transfers between states are subject to the availability of space in your preferred course and level. Please note a COE processing fee may apply.

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TRANSPORT

Public transport is very easy to use in and around the CBD.

In Brisbane you will need a Go Card. To purchase a Go Card please go to any train station or newsagent.

In Melbourne you will need a Myki card. To purchase a Myki card please go to any train station or newsagent. Note that in Melbourne all public transport within the CBD is free.

In Sydney you will need an Opal card. To purchase an Opal card please go to a newsagent or convenience store. You will need to add money to your Opal card when the balance gets low. This can be done either at an Opal outlet or online at www.opal.com.au.

If you are over 15 years of age, you must pay the adult fare for ALL transport. Unfortunately, International students cannot pay concession fares. Your student card does not entitle you to a discount on buses, trains and ferries.

VISA

If you have a problem or question about your visa talk to the Department of Home Affairs (DHA) about your visa or other immigration matters, located at:

- Ground Floor, 299 Adelaide Street, Brisbane 4000 Ph: 131 881
- Casselden Place, 2 Lonsdale Street, Melbourne 3000 Ph: 131 881
- 26 Lee Street, Sydney 2000 Ph: 131 881

Overseas students on student visas have responsibilities to:

- satisfy student visa conditions
- maintain Overseas Student Health Cover (OSHC) for the period of their stay
- meet the terms of the written agreement with their education provider
- inform their provider if they change their address
- maintain satisfactory course progress
- follow the provider's attendance policy, and
- if they are under 18, maintain approved accommodation, support and general welfare arrangements.

For more information please refer to: [https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)



VOCATIONAL SCHOOL

Our sister school, Australian Pacific College (APC) runs Vocational classes in Accounting, Business, Hospitality, Marketing, Management, TESOL and Tourism on our campuses. The academic entry requirements for this school are generally an English level of Upper Intermediate and equivalent of completion of Year 11 at an Australian high school. For the TESOL qualification you must already have a Bachelor's degree and English proficiency of IELTS 6.5 or equivalent. For more information about these courses please see Marketing or Student Care.

WORK, HEALTH & SAFETY (WHS)

EU has a number of policies to facilitate a safe and harmonious working environment and to meet various statutory compliance requirements.

In brief, under our WHS policy, students:

- are required to take reasonable care of themselves and others in the College;
- have a responsibility to co-operate with all health & safety provisions;
- have a responsibility to comply with relevant EU WHS management system policies, procedures and programs, as appropriate;
- must not bypass or misuse systems or equipment provided for WHS purposes;
- are required to carry a student identification card at all times while on College premises.

Please refer to policies published on our website www.eu.edu.au for more details.

WORKING

Be careful to follow the rules of your visa. If you have a student visa, remember: Before starting a job, you must have 'permission to work' from the Department of Home Affairs (DHA). Student visa students are automatically granted work permission once their course commences (eCOE start date).

You can't work more than 40 hours per fortnight* (except during holidays).

* a fortnight starts on a Monday and finishes the Sunday of the following week

The information here is a reminder only – please check with Immigration for the exact rules that apply to you.

You will also need to get a tax file number – if you don't, you will pay too much tax. Most people who have visas with work permission can apply online: go to www.ato.gov.au, click on 'For individuals', go to the link that says 'Apply for a tax file number' and follow the instructions.



WORKPLACE RIGHTS

All people working in Australia, including workers from overseas, are entitled to basic rights and protections in the workplace. This includes backpackers, seasonal workers, international students, temporary visa holders, long-term visa holders, permanent migrants and others. Remember - unpaid work is illegal.

Commonwealth workplace relations laws apply equally to both overseas workers and locally employed workers.

For information about fair pay and work conditions for international students see the factsheets Unpaid Work and Student Placement and Internships:

www.fairwork.gov.au/internationalstudents

and

www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students

If you believe you are not being treated fairly by your employer you can contact the workplace ombudsman for help.

Over the internet – visit the Fair Work Ombudsman website: <http://www.fairwork.gov.au/contact-us/pages/default.aspx>

Over the telephone – call the Fair Work Ombudsman Help Line on 13 13 94 to lodge a complaint or seek information.

(Contact the Translating and Interpreting Service (TIS) on 131 450 for the cost of a local call 24 hours a day seven days a week if you need help communicating in English).

The Fair Work Ombudsman has created the Record My Hours app which makes it easy for you to automatically record your hours of work, keep a roster of all your shifts, track multiple jobs, take photos of payslips and share information about this if necessary. Download the app: www.fairwork.gov.au/app.



PUBLIC HOLIDAYS

The College is closed on Public Holidays. The public holidays in 2018 are:

	BRISBANE	MELBOURNE	SYDNEY
New Year's Day	Monday, 1 st January	Monday, 1 st January	Monday, 1 st January
Australia Day	Friday, 26 th January	Friday, 26 th January	Friday, 26 th January
Labour Day		Monday, 12 th March	
Good Friday	Friday, 30 th March	Friday, 30 th March	Friday, 30 th March
Easter Saturday	Saturday, 31 st March	Saturday, 31 st March	Saturday, 31 st March
Easter Sunday	Sunday, 1 st April	Sunday, 1 st April	Sunday, 1 st April
Easter Monday	Monday, 2 nd April	Monday, 2 nd April	Monday, 2 nd April
Anzac Day	Wednesday, 25 th April	Wednesday, 25 th April	Wednesday, 25 th April
Labour Day	Monday 7th May		
Queen's Birthday		Monday, 11 th June	Monday, 11 th June
Royal Queensland Show	Wednesday, 15 th August		
AFL Grand Final Holiday		Friday 28 th September	
Labour Day (NSW)/Queen's Birthday (QLD)	Monday, 1 st October		Monday, 1 st October
Melbourne Cup Day		Tuesday, 6 th November	
Christmas Day	Tuesday, 25 th December	Tuesday, 25 th December	Tuesday, 25 th December
Boxing Day	Wednesday, 26 th December	Wednesday, 26 th December	Wednesday, 26 th December

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ENGLISH UNLIMITED

STAFF AT ENGLISH UNLIMITED

There are lots of people who can help you while you are studying at English Unlimited:

TITLE	BRISBANE	MELBOURNE	SYDNEY
Principal	Youngeun Song	David Yoo	David Yoo
Principal Academic Director	Sharon Luhr		
Academic Manager (National)	Ivan Kumar		
Assistant Academic Manager	Jane McGettigan	Marguerite Coldwell	Kellie Marzol
Campus Director/Manager	Livia Cruz	Marta Setkowicz	Carolin Long
Student Official Point of Contact (Emergency - 24 hours)	Livia Cruz 0473 624 695	Marta Setkowicz 0423 571 615	Carolin Long 0402 449 155
Student Care EU	Lisa Sun Natasha Stasikowska Phoebe Keung Thalita Montezuma	Fernanda Poblete Sabrina Erese Kana Takahashi Milena Rocha	Raquel Campos Diego Cardoso de Moura Suttikarn Poynter Patrik Jurcisin
Accommodation Services	Thalita Montezuma	Luke Thompson	Koji Hotta

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SHOPS NEAR ENGLISH UNLIMITED

See Student Care for directions if necessary.

	BRISBANE	MELBOURNE	SYDNEY
Food	<p>Charm: 138 Albert Street sells a range of Korean food.</p> <p>Bar 127: 127 Charlotte Street, Brisbane sells a range of takeaway food and drinks</p> <p>Oasis On The Mall: Queen Street Mall sells takeaway and fast food, hot drinks and fresh juice.</p> <p>There are a number of cafes and food shops in Albert Street and Queen Street Mall.</p>	<p>Paperboy Kitchen: 320 Little Lonsdale Street sells a range of Vietnamese rolls and rice noodle bowls.</p> <p>Tokui Sushi: 260 Lonsdale Street, sells sushi rolls for \$2.</p> <p>1000 Pound Bend: 361 Little Lonsdale Street sells coffee, other drinks and snacks.</p> <p>There are a number of cafes and food shops in the area.</p>	<p>Ann Cafe: 189 Kent St sells coffee & cakes/muffins. You can also buy sandwiches and pasta etc. and gives discounts to APC students.</p> <p>City Convenience Store: next to Kent St campus is open in the evenings as well.</p> <p>There are a number of cafes behind 201-207 Kent Street.</p> <p>There are a number of cafes and food shops in York St and Clarence Street.</p>
Stationery	OfficeWorks: 102 Adelaide Street	OfficeWorks: 221 Little Lonsdale Street	Stationery 2: York Street (near Mio Café) OfficeWorks: 66 Clarence Street
Chemist/ Pharmacy	Priceline Pharmacy Festival Towers, 108 Albert Street	Collins Street Pharmacy, 470 Collins Street	Kent Street Pharmacy Next door to the campus

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Banks	Westpac: 29 Queen Street, St George: Corner of Queen & Edward Street, Commonwealth: 109 Albert Street, ANZ: 106 Queen Street, NAB 201 Albert Street	Westpac: Corner of Collins & Swanston Street, St George: 325 Collins Street, Commonwealth: 385 Bourke Street, ANZ: 309-325 Bourke Street, NAB: 242 Queen Street Bank of Melbourne: 325 Collins Street	Westpac: Corner of Margaret & Kent Street, St George: George Street near Circular Quay, Commonwealth: George Street near Wynyard Station, ANZ: Corner of King & George Street, NAB: George St near Wynyard Station
Medical centres	Albert Street CBD Medical Centre Level 3, 138 Albert Street (07) 3210 1889	Richmond Medical, 543 -549 Bridge Road, Richmond, VIC 3121 Tel (03) 94298822	Medical Centre 304 George Street Sydney, NSW 2000 Tel (02) 9231 3211
Dentist	Face Value Dentists 11, 138 Albert Street, Brisbane, QLD 4000 Tel (07) 3221 0677	Clifton St Dentist, 43 Clifton Street, Richmond, VIC 3121 Tel (03) 94282424	Dr David Gallagher Level 3, 33 Bligh Street, Sydney, NSW 2000 Tel (02) 9233 8762
Post Office	Australia Square Post Shop 261 Queen St Tel 13 13 18	Melbourne GPO 250 Elizabeth Street Tel 13 13 18	Australia Square Post Shop 264a-278 George St Tel 13 13 18



STUDENT CODE OF CONDUCT

English Unlimited (the College) is committed to the pursuit of excellence in learning, teaching and research and to community engagement. This Code sets out the College's expectations of students with respect to their academic and personal conduct and outlines the College's responsibilities to students.

This Code extends the **three primary obligations**, which are stated in the Student Conduct Policy:

1. An obligation to act with integrity in academic work, to ensure that all academic work is conducted ethically and safely;
2. An obligation to observe standards of equity and respect in dealing with every member of the College community;
3. An obligation to use and care for College resources in a lawful and appropriate manner, and to not diminish the College's reputation in the carrying out of academic and other associated College activities.

The Code applies to:

- all students (under certain circumstances it may also apply to a previously enrolled student)
- all activities on College premises and all external activities related to study
- conduct in online examinations and online academic work
- students representing the College (such as at sporting and cultural activities)

PART A: STUDENT OBLIGATIONS

Students have an obligation to inform themselves of the College's rules and policies affecting them.

Students must ensure their contact details are up-to-date and that they read all emails and SMS messages sent by the College.

Students must identify themselves truthfully when required to do so by a College staff member and produce their student card on request to a College staff member fulfilling the requirements of their duties.



Student's Expectations and Obligations are summarised in Table 1.

Integrity in academic work

Students are expected to:

- conduct themselves honestly and in compliance with College expectations;
- not engage in plagiarism or other academic misconduct;
- conduct themselves in a manner conducive to the proper functioning of the College, which is dedicated to the pursuit of academic excellence;
- actively participate in the learning process;
- attend scheduled course teaching activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise;
- behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student;
- ensure the proper use of copyright material;
- not behave in any way which impairs the reasonable freedom of other persons to pursue their studies or to participate in the life of the College.

Plagiarism

Plagiarism is defined as “using the words or ideas of others and presenting them as your own. Plagiarism is a type of intellectual theft. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.”

<http://www.lc.unsw.edu.au/onlib/plag.html>

Students who are found to have plagiarised an assessment will receive a mark of zero for that assessment.

Equity and respect

Students are expected to:

- treat all College staff, other students, and visitors to the College with courtesy, tolerance and respect. This extends to teaching staff in venues off-campus and online, and supervisors and others involved in workplace or clinical placements, fieldwork or other practicum;
- respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment;
- respect the rights of others to express political and religious views and not engage in behaviour that is obscene, dangerous or could reasonably be considered to be offensive to others;
- not engage in behaviour that is unlawful, discriminatory, harassing, or bullying;



- not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being;
- not behave in a way that disrupts or interferes with any teaching or academic activity of the College authorised to be held on a campus of the College.

College resources and reputation

Students are expected to:

- use and care for all College resources in a lawful and ethical manner, mindful of the need for resources to be shared by all members of the College community;
- ensure their actions or inactions as a student do not harm, or bring into disrepute, the College's reputation or good standing;
- not engage in behaviour that is detrimental to College property;
- not participate in any learning activity, such as, tutorials, laboratory class, while under the influence of alcohol or other drugs;
- not use, possess or supply any prohibited drug, substance or weapon on campus;
- not misuse library, computing or communications facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others;
- not use the College's name, reputation or logo for private gain or the gain of a third party, or private business or commercial purposes, without prior permission;
- not use College resources for private gain or the gain of a third party, or private business or commercial purposes, without prior permission;
- not engage in any fraudulent or corrupt conduct (for information about what constitutes fraud and corruption).

PART B: COLLEGE RESPONSIBILITIES

Learning, teaching and research

The College has responsibilities to ensure that students:

- study in an academic environment which fosters student participation in rational debate and in which students can freely express alternative points of view;
- are considered for selection into courses or programs on the basis of criteria that are valid, explicit, fair and reliable;
- enrol in courses and programs of study that are of high standard, satisfy relevant professional requirements, are up-to-date and based on research, study and discourse in the discipline;
- have reasonable access to appropriately qualified academic staff and academic and learning support services;
- have reasonable access to materials, equipment and other resources to enable completion of academic courses;
- receive timely, complete, clear and accurate information in relation to the content, objectives, cost and assessment tasks of courses; timely and appropriate feedback on



assessment tasks; timely and appropriate information in relation to administrative procedures that apply to them;

- can provide feedback on the teaching, learning and research environment;
- study and work in a safe, harmonious, tolerant and productive academic environment.

The College experience

The College has responsibilities to ensure that students:

- are treated with courtesy, tolerance and respect as valued members of the College community;
- are treated fairly, impartially and consistently in all aspects of College policy, procedures and practice;
- are treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment;
- have reasonable access to support services if experiencing personal, academic or disability related difficulties;
- have reasonable access to records held about them;
- receive respect and protection of their privacy;
- can complain about an academic or administrative decision that affects them if there are grounds for believing that the decision may have been made on inappropriate criteria;
- can lodge a complaint or appeal without fear of victimisation and with assurance that the matter will be treated seriously, expeditiously and sensitively having due regard to procedural fairness and confidentiality.

PART C: STUDENT MISCONDUCT

There may be occasions when a student's conduct is a cause of concern in relation to the safety of that student, staff or other students. Such concerns should be referred to Student Care who will arrange for assistance to be provided to the student concerned if considered warranted and in the best interests of the student.

Procedural Fairness

The College is committed to the principles of procedural fairness and natural justice. This includes:

- the presumption of innocence unless guilt is freely admitted or proved by clear and convincing evidence,
- the right to be heard,
- the right to be treated without bias,
- the right to be informed of allegations being made and to be provided with an opportunity to respond to these,



- the right to be given reasons for any decision.

A student shall be given an opportunity to correct information and explain mitigating circumstances

No member of staff can make a determination on a misconduct matter if he or she has had prior involvement in any aspect of the allegation.

Students are entitled to due notice of any allegations of student misconduct made against them. Allegations may be amended at any time before their determination, provided the student has received notice.

Knowledge that a student has been found guilty of a past misconduct offence shall not be taken into consideration when determining guilt relating to the current allegation, but may be taken into account when considering the penalty to apply.

The College takes multiple breaches of the Student Code of Conduct seriously. Knowledge that a student has been found guilty of a past misconduct offence whether or not the same conduct or allegation) will be taken into account when determining the penalty/ies to be imposed.

If multiple allegations of a similar nature come to light at the same time, these can be considered as one allegation if the Academic Manager believes that is appropriate in the circumstances.

The standard of proof used in determining misconduct matters is whether the Academic Manager (ELICOS), after evaluating the evidence presented, believes it is more likely than not that the allegation against the student has been made.

The College is committed to investigating and determining allegations of student misconduct as expeditiously as is practical recognising that a student can be significantly affected by delay in the resolution of the matter. A specified time period may be extended at the discretion of the Academic Manager.

Upon receipt of the written allegation of student misconduct the Academic Manager will, in writing, and within ten days:

- notify the student of the allegation;
- give the student a copy of this Code of Conduct;
- ask the student to answer the allegations and to provide information in relation to any mitigating circumstances the student wishes to be taken into account if the allegation is admitted;
- give the student a period of not less than seven days in which to respond;



- advise the student that he/she may bring a support person to any interview that may be held.

Where the student admits the allegation the Academic Manager may:

- impose no penalty because the Academic Manager believes that no penalty is warranted; or,
- impose one or more of the penalties that the Academic Manager believes is appropriate considering the circumstances. Some of the penalties are set out in Table 2 below; or
- advise the student within 14 days in writing of his/her determination and the reasons for it.

Notification of any adverse determination will include notice of the student's right of appeal.

Where the student denies the allegation the Academic Manager may, after investigating the matter in accordance with this policy, take action including:

- determine that the student has satisfactorily addressed the allegation/s and dismiss the allegation/s; or
- advise the student within 14 days in writing of his/her determination and the reasons for it.

Notification of an adverse determination must include notice of the student's right of appeal in accordance with the *Student Complaints and Appeals Policy*.

Where an adverse finding has been made against the student a student has 20 days to appeal the determination ("Appeal Period"). The 20 days shall start to count from the date a student is notified of the determination.

If the student does not appeal the determination then any penalty imposed will take effect upon expiry of the Appeal Period and the College shall take whatever action is necessary including reporting the student to the Department of Education via PRISMS if required.

If the student appeals the determination then any penalty will not take effect until all avenues of appeal are exhausted in accordance with the *Student Complaints and Appeals Policy*, and once exhausted the College will take the appropriate action as required by such appeal.

An appeal by the student can be based on one or more of the following:

- lack of procedural fairness in the investigation process conducted by the College;
- that the determination was manifestly unreasonable or cannot be supported having regard to the evidence.



Table 1: Student's Expectations and Responsibilities

Area	My Expectations	My Responsibilities
Environment	<ul style="list-style-type: none"> ● I should feel safe ● I should feel happy ● I should enjoy clean surroundings 	<ul style="list-style-type: none"> ● I should consider the safety of others at all times ● I should consider the happiness of others at all times ● I should put litter in the bin and show consideration for others
Harassment	<ul style="list-style-type: none"> ● I should not be bullied at college ● I should not be teased at college 	<ul style="list-style-type: none"> ● I should not bully others ● I should not tease others
Politeness	<ul style="list-style-type: none"> ● I expect to be spoken to politely ● I expect to be treated fairly ● I expect consideration from others 	<ul style="list-style-type: none"> ● I should speak to others politely ● I should treat others fairly ● I should be considerate to others
Respect	<ul style="list-style-type: none"> ● I expect my property to be safe ● I expect college property not to be vandalised ● I expect my beliefs and ideas to be tolerated 	<ul style="list-style-type: none"> ● I should not touch the property of others without permission ● I should not vandalise college property ● I should tolerate the beliefs and ideas of others
Co-operation /obedience	<ul style="list-style-type: none"> ● I expect to be able to do my work without interruption ● I am here to learn and achieve my best ● I expect everyone to act responsibly 	<ul style="list-style-type: none"> ● I should not interrupt others ● I should be prepared for lessons and do my best at all times ● I should act in a responsible manner and do as I am told



Table 2: Penalties for Misconduct.

Possible penalties for the alleged misconduct by a student are set out in the table below. One or more of the

ALLEGED MISCONDUCT	POSSIBLE PENALTIES IF MISCONDUCT IS PROVEN
Misuse of the property of the College alleged failure to treat teaching or other staff and other students with courtesy, tolerance and respect within the College environment	<ul style="list-style-type: none"> ● Formal reprimand or formal warning; ● Withdrawal of student access to the property of the College for a period not exceeding the remainder of the current semester; ● Restitution of damages; ● Remedial educative action.
Misuse of College information technology or computing resources	<ul style="list-style-type: none"> ● Formal reprimand or formal warning; ● Loss or restriction of access to College IT Facilities; ● Remedial educative action.
Plagiarism	<ul style="list-style-type: none"> ● Formal reprimand or formal warning; ● Reduction in marks for the course; ● Failure in the course ● Remedial educative action.
Examination misconduct in a formal examination	<ul style="list-style-type: none"> ● Formal reprimand or formal warning; ● Reduction in marks; ● Failure in the course; ● Remedial educative action.
Behaviour that is unlawful, discriminatory, sexually inappropriate, bullying, harassing, invades another's privacy or causes any person to fear for their personal safety	<ul style="list-style-type: none"> ● Formal reprimand or formal warning; ● Suspension or exclusion ● Remedial educative action.
Behaviour that is disruptive of any teaching or learning activity, including private study, or any other activity conducted by the College	<ul style="list-style-type: none"> ● Formal reprimand or formal warning; ● Reduction in marks for the course; ● Failure in the course; ● Remedial educative action.
Serious misconduct relating to entry into a course or receiving an award the student was not legitimately eligible for, or entitled to.	<ul style="list-style-type: none"> ● Revoke an award ● Annul grades awarded on an academic statement; ● Suspension or exclusion
Any other misconduct not covered elsewhere	<ul style="list-style-type: none"> ● Any one or more of the penalties listed above, as appropriate.



Congratulations!
**You have come to the end of the orientation pack and now
know all the important things about
English Unlimited.**
Good luck with your studies! 😊

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STUDENT DECLARATION

I have received the College Orientation Manual and understood and agree that it is my responsibility to read it.

I understand that policies referred to in this handbook are available in full on the college website and that it is my responsibility to read the full policies on the college webpage.

I understand the College offers assistance and counselling and is committed to servicing my professional development according to the course syllabus. I accept that it is my responsibility to act on my own initiative if I require academic assistance or counselling beyond scheduled classes.

Student's signature

Student's name (please print)

Date

* Please detach and return this page to the Student Care team

