



MELBOURNE
LANGUAGE CENTRE

INTERNATIONAL STUDENT HANDBOOK

WEBSITE: [HTTP://WWW.MELBLANG.COM.AU](http://www.melblang.com.au)
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CONTENTS

INTRODUCTION TO MELBOURNE LANGUAGE CENTRE	4
STUDENT SUPPORT	5
DURING ENROLMENT	6
INFORMATION TECHNOLOGY SUPPORT	6
CONSULTATION	7
GRADUATING	7
COSTS.....	7
COMPUTERS AND PRINTING.....	7
STUDENT ORIENTATION	8
INFORMATION ABOUT YOUR ENROLMENT.....	9
COMMENCEMENT AT MLC.....	9
REFUND POLICY	9
CONDITIONS OF ENROLMENT	10
OTHER IMPORTANT INFORMATION	11
ATTENDANCE	11
ATTENDANCE WARNINGS FOR ADULT STUDENTS	11
ATTENDANCE WARNINGS FOR STUDENTS OF ENGLISH FOR HIGH SCHOOL	11
WELFARE AND ACCOMMODATION ARRANGEMENT POLICY	12
CHANGE OF ADDRESS.....	12
COURSE PROGRESS AND COURSE COMPLETION.....	13
MLC NO EATING OR DRINKING POLICY.	14
STUDENT COUNSELLING	14
FACEBOOK PAGE.....	14
ENGLISH FOR SECONDARY SCHOOLS GENERAL INFORMATION.....	15
GE, EAP, EHP AND IELTS CLASS TIMES	16
ENGLISH FOR SECONDARY SCHOOL RULES	17
MLC STUDENT RIGHTS.....	18
MLC STUDENT CODE OF CONDUCT	19
COMPLAINTS AND APPEALS	20
DEFERMENT, SUSPENSION AND CANCELLATION	21
STUDENT TRANSFER POLICY	23
HOMESTAY GUIDELINES FOR STUDENTS.....	25

INTRODUCTION TO MELBOURNE LANGUAGE CENTRE

Welcome to Melbourne Language Centre!

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

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

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

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

From everyone here at MLC, we hope you enjoy your time in Melbourne!

STUDENT SUPPORT

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

ADMINISTRATION AND COURSE OFFICERS	BILINGUAL COUNSELLORS
<p>MANDY SIMONS (Registrar) TEL: (+613) 9663 3399</p> <p>EMAIL: registrar@ae.edu.au</p>	<p>GEORGE THOMAS (India, Nepal, Sri Lanka, Philippines, Pakistan, Malaysia, Indonesia, Thailand and South America) TEL: (+613) 9663 3399</p> <p>EMAIL: g.thomas@ae.edu.au</p>
<p>CHRIS WILKINSON (English for Secondary Schools Manager) TEL: (+613) 9663 3399</p> <p>EMAIL: chris.w@melblang.com.au</p>	<p>HUONG PHAM (Vietnam, Myanmar, Cambodia and Laos) TEL: (+613) 9663 3399</p> <p>EMAIL: h.pham@ae.edu.au</p>
<p>CYRUS NICKSON (Director of Studies) TEL: (+613) 9663 3399</p> <p>EMAIL: c.nickson@melblang.com.au</p>	<p>MIKI TANAKA (Japan, Korea, South America, Europe, Thailand, Nepal and Taiwan) TEL: (+613) 9663 3399</p> <p>EMAIL: m.tanaka@ae.edu.au</p>
<p>WENDY WANG (Guardianship Officer) TEL: (+613) 9663 3399</p> <p>EMAIL: w.wang@ae.edu.au</p>	<p>LUCY LI (China, Hong Kong and Taiwan) TEL: (+613) 9663 3399</p> <p>EMAIL: l.li@ae.edu.au</p>
<p>JANET YOONG (Homestay/Guardianship Officer) TEL: (+613) 9663 3399</p> <p>EMAIL: homestay@ae.edu.au</p>	<p>LUCIE GU (China, Hong Kong and Taiwan) TEL: (+613) 9663 3399</p> <p>EMAIL: l.gu@ae.edu.au</p>
<p>LIBRARIAN TEL: (+613) 9663 3399</p> <p>EMAIL: librarian@stotts.vic.edu.au</p>	

DURING ENROLMENT

MLC will also provide you with a **comprehensive orientation program** where you will be introduced to your campus, MLC facilities and staff, MLC policies and Code of Conduct / school rules and the availability of student support services.

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

General English, English for Academic Purposes, English for Health Professionals	High School Preparation (English for Secondary Schools)
<p style="text-align: center;"><u>Student Support Service Class</u></p> <p>Availability: Monday-Friday Duration: Open-door policy Accessibility: Fully accessible by students (whether referred by teachers or not) The student service sessions will provide students with support in the following areas:</p> <ul style="list-style-type: none"> ▪ Reading and comprehension of homework; ▪ Writing and listening skills; ▪ On-going practise of presentation and conversing in English; ▪ Developing the confidence and esteem of the students to be able to assimilate into, enjoy and comprehend their future classes; ▪ Focusing on pronunciation, grammar and speaking skills. 	<p style="text-align: center;"><u>English for Secondary Schools Manager</u></p> <p>Availability: Monday-Friday Accessibility: Open-door policy Students who are having issues or who simply need to speak to someone about their courses can speak to the ESS Manager. The following are some of the areas of consultation:</p> <ul style="list-style-type: none"> ▪ Academic progress; ▪ Academic difficulties; ▪ Attendance; ▪ Homestay/ guardianship issues; ▪ General personal day-to-day issue which might affect the student's study progress; ▪ School pathways; ▪ School visits; ▪ School liaison; ▪ Parents/Agents meeting or consultation.
	<p style="text-align: center;"><u>Homestay/Guardianship Australia Manager</u></p> <p>Availability: Monday-Friday Accessibility: Open-door policy</p> <p>Students / agents / parents / relatives wishing to discuss homestay or guardianship related issues can approach the homestay manager.</p> <p>In some cases, if the student is under the care of Guardianship Australia, they can contact the guardian outside of office hours.</p>
<p>Full-time staff are available at the centre when they are not teaching.</p>	<p>Full-time staff are available at the centre when they are not teaching.</p>

INFORMATION TECHNOLOGY SUPPORT

The Information Technology (IT) support officer will be available at the campus twice a week. The scheduled availability times will be posted on the computer lab door. In addition, the librarian can also provide students with basic IT support.

CONSULTATION

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

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

GRADUATING

Students who are about to finish their studies with MLC will also have the opportunity to consult the ESS Manager / Academic Manager / Registrar about their school (or other) pathways or their opportunities for further study within or outside MLC.

COSTS

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

COMPUTERS AND PRINTING

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

Username: student; Password: mlc

Full-time students are entitled to print and photocopy 100 pages for free. When the pages have been used up, students can top up their photocopying and printing credit by paying \$10 for another 100 pages at the Reception. Photocopying and printing can be done in the computer room. Students need to use their student ID number as username and their birthday as password for printing and photocopying.

For example: Username: 1022957; Password: 05121989 (DD/MM/YYYY)

Wifi: AE Student Password: Student16

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

STUDENT ORIENTATION

You should ensure that you attend the MLC New Student Orientation session. It is your opportunity to find out what it takes to be a successful student, and learn about the Centre and essential information regarding your study.

Orientation typically runs for 20-30 minutes in the designated area of the respective campuses. You will generally be provided with the following information:

1. Introduction to Melbourne Language Centre:
 - MLC background information;
 - MLC campuses;
 - MLC courses.
2. Class time and learning duration:
 - Class time;
 - Learning duration for each level;
 - How and when students are promoted to the next level;
 - How to achieve the designated learning duration.
3. Attendance policy
 - Attendance requirements for international students;
 - Consequences of poor attendance;
 - Notices for attendance in class;
 - Application for leave in case of compelling circumstances.
4. Student support
 - Students' first language advisors at MLC;
 - Homestay / guardian advisor at MLC;
 - Pathway services at MLC;
 - Interpreter service of Victoria;
 - Student facilities: computer room with information on user name and password for computer and printing, hot and cold water facility, and bathrooms.
5. Useful information
 - Report on changes of telephone and address;
 - Student ID procedure;
 - Student Health Insurance procedures and tips;
 - Banking;
 - Transportation: types of Myki card and where to purchase, notices on using Myki card, parking in the city;
 - Important telephone numbers.

INFORMATION ABOUT YOUR ENROLMENT

COMMENCEMENT AT MLC

For international student applicants, Melbourne Language Centre's Registrar will notify the Department of Immigration and Border Protection, within 14 days of expected course commencement date, of the details of a student who does not commence course when expected, including whether a visa has been granted to the student, whether the student has arrived in Australia and any other relevant information.

If you cannot commence on time, you should contact our registrar in order to avoid cancellation of your enrolment with us.

REFUND POLICY

By accepting Melbourne Language Centre's (MLC) offer through signing the current and valid MLC Student Acceptance Form, the student enters into a legally binding agreement with MLC. This refund policy composes a part of that agreement and is reproduced on the Acceptance Form.

1. A refund of 70% of the fee will be given if an enrolment is cancelled more than 28 days prior to course commencement.
2. No refund will be given if an enrolment is cancelled within 28 days of commencement of the course, or the student does not commence on the agreed date, or withdraws from the course once it has commenced. Students enrolling to commence courses within 28 days of application will not receive a refund if enrolment is cancelled more than seven (7) days after receipt of the application or within seven (7) days of course commencement.
3. No refund will be given to any student who has deferred their enrolment.
4. Early termination of homestay is subject to a 20% cancellation fee on monies paid;
5. Where proof of visa rejection is provided, refund will be calculated in accordance with ESOS Regulations 3.19(2) & (3). In accordance with the regulations, refund will be provided less:
 - a. any paid representative's fee;
 - b. \$250 administration fees;
 - c. 5% of the total tuition fee received for the course before the default day;
 - d. expenses for travel, accommodation and other domestic services that cannot be offset by providing the services to someone else;
 - e. the cost of books and other materials needed for the course; and
 - f. if the student has commenced study, refund will be provided less the proportion of the course money that Melbourne Language Centre received in respect of the student before the default day that is equal to the proportion of the course that was provided to the student before the default day.
6. Melbourne Language Centre may grant no refund if a student's enrolment is cancelled or a student's visa or application for visa is cancelled or refused due to actions of the student.
7. Melbourne Language Centre reserves the right to cancel or not offer a program. If any program is cancelled and/or not offered, in accordance with sections 27 and 29 of the Education Services for

Overseas Students Act 2000, and the ESOS regulations 2001 (as amended), one of the following options will be offered:

- a. Any unused portion of tuition fees paid by the student will be refunded, within two (2) weeks from the date of default; or
- b. An alternative course or part course can be arranged at the providers' expense. If accepted by the student the payment of course fees will be paid to the alternative provider within two (2) weeks from the date of notice of default.

8. Tuition fees are not transferable to another person.

This policy and the availability of Melbourne Language Centre Complaints and Appeals Policy do not remove from students the right to take further action under Australian Consumer Protection laws or to pursue other legal remedies.

CONDITIONS OF ENROLMENT

By enrolling at Melbourne Language Centre you have declared that you have read and understood the Conditions of Enrolment, as found in your Letter of Offer and Written Agreement, and have agreed to accept them. Any further amendments will be advised to you as they occur.

The conditions of your enrolment include:

- 1) Melbourne Language Centre reserves the right to discontinue or alter any course date, tuition or service fee, location, timetable or staffing without prior notice. (This will constitute as provider default)
- 2) Arrival as per the course commencement date at Melbourne Language Centre unless the student has obtained permission for late arrival from the Centre.
- 3) Students agree to abide by the rules and regulations of Melbourne Language Centre as well as being bound by the Centre's policies and procedures.

In the next couple of pages, you will find important information relating to MLC's rules, policies and procedures that you should follow and that you are bound by.

OTHER IMPORTANT INFORMATION

Melbourne Language Centre's Policies and Procedures are important, and you should make sure you read and understand them. Some are reproduced here, but you may access up-to-date versions on our website, at: <http://melblang.com.au/enrol/download-forms/>

ATTENDANCE

- If you are sick and going to be absent, you should *go to the doctor and obtain a medical certificate*.
- **If you are under 18** and you do not go to the doctor, you must bring *a letter from your parents / guardian / homestay* stating that you were sick or unable to come to school.
- You must give the doctor's certificate / the letter to your Principal / Director of Studies / Administration.

ATTENDANCE WARNINGS FOR ADULT STUDENTS

1. If you do not come to school regularly and your attendance falls **below 90%**, a **warning letter** will be emailed and given to you.
2. If you continue to be absent and your attendance falls to **85%**, a **second warning letter** will be emailed and given to you. You will be required to meet the manager to explain the reason for non-attendance.
 - You will be counselled and offered any necessary support.
 - You may have to agree to do catch-up study or change your accommodation or guardianship arrangement.
3. If you continue to be absent and your attendance falls to **80%**, a **third warning letter** will be emailed and given to you. You will be required to meet the manager to explain the reason for non-attendance.
 - You will be counselled and offered any necessary support.
 - You may have to agree to do catch-up study or change your accommodation or guardianship arrangement.
4. If your attendance keeps falling, a letter with intention to report will be given to you and posted to your parent/guardian detailing Melbourne Language Centre's intention to report you to the Department of Immigration for breaches of your student visa. *This can result in you being sent back to your home country.*
5. You have 20 days to appeal MLC's intention to report you. Refer to Complaints and Appeals Procedures or speak to program manager if you wish to do this. Refer to Complaint and Appeal section of this Handbook for more information.

ATTENDANCE WARNINGS FOR STUDENTS OF ENGLISH FOR HIGH SCHOOL

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

2. If you continue to be absent and your attendance falls to 90%, a second warning letter will be given to you and posted to your parent/guardian. You will be required to meet the Principal / Director of Studies to explain the reason for non-attendance.
 - You will be counselled and offered any necessary support.
 - You may have to agree to do catch-up study or change your accommodation or guardianship arrangement.
 - Your pathway school will be notified
3. If you continue to be absent and your attendance falls to 85%, a third warning letter will be given to you and posted to your parent/guardian. You will be required to meet the Principal / Director of Studies to explain the reason for non-attendance.
 - You will be counselled and offered any necessary support.
 - You may have to agree to do catch-up study or change your accommodation or guardianship arrangement.
 - Your pathway school will be notified
4. If your attendance falls below 80% a letter with intention to report will be given to you and posted to your parent/guardian detailing Melbourne Language Centre's intention to report you to the Department of Immigration for breaches of your student visa. *This can result in you being sent back to your home country.*
5. You have 20 days to appeal MLC's intention to report you. Refer to Complaints and Appeals Procedures or speak to your Principal / Director of Studies if you wish to do this. Refer to Complaint and Appeal section of this Handbook for more information.

WELFARE AND ACCOMMODATION ARRANGEMENT POLICY

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

If you are under the age of 18, you are also required to have a guardian / responsible adult who is over the age of 21, nominated by your parents / legal guardian and approved by Melbourne Language Centre. Guardianship Australia is Melbourne Language Centre's preferred guardianship service provider.

CHANGE OF ADDRESS

Upon arriving in Australia you are required to advise Melbourne Language Centre of your residential address and telephone number and of any subsequent changes to your residential address.

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

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

Additional information on student visa issues is available on the Department of Immigration and Border Protection website: <https://www.immi.gov.au>.

COURSE PROGRESS AND COURSE COMPLETION

Melbourne Language centre is required to check and monitor your course progress to ensure that you are doing well with your English studies. This is important for you because you are in Australia to study and some of you need solid preparation of your English skills before you continue your studies further.

Monitoring course progress

An assessment of course progress will take place at the middle and end of each module of ELICOS courses:

Course(s)	Assessment	Feedback- Report
General English	Week 5 Week 10	Week 10
English for Academic Purposes	Week 5 Week 10	Week 10
English for Health Professionals	Ongoing	Ongoing
English for Secondary Schools	Week 3 Week 7	Week 8

Assessment tasks

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

Intervention strategies

- If your teacher considers that you are not making satisfactory course progress because your attendance is low or for any other reasons, he or she will meet with you to talk about it or refer you to an appropriate counsellor.
- Your teacher might suggest the following to take place in order to help you improve your English:
 - You may be given the opportunity to move to an easier class;
 - You may be given extra activities;
 - You might have to enter into a learning arrangement with your teacher.
- Melbourne Language Centre will do everything it can to help with your studies. However, if you still do not achieve satisfactory progress after being assisted by your teacher or counsellor, we must report this to the Australian government. You will receive a notice of intention to report which includes information on how to access MLC's appeals process if you disagree with MLC's decision.

MLC NO EATING OR DRINKING POLICY.

We ask that you respect our school policy of no eating or drinking on levels 1,3, 4 or 6.

- **Under 18 students** can use the designated eating area for High School and Junior School students on **level 5**.
- **Over 18 students** can use the eating area provided on **level 2**. Under no circumstances are adult students allowed to use the eating facilities on level 5.

STUDENT COUNSELLING

Moving to a new country to live, study and work can be extremely challenging, which is why MLC provides the services of a student counsellor for academic and personal support. If you need some academic guidance, you should speak to the Director of Studies, Manager or Head Teacher for your course, and they will provide you with information and advice. If you need to talk about personal issues, we can help you organise a session with our school counsellor, who can help guide you with any issues you have in Australia.

FACEBOOK PAGE

If you want to find out more information about events at MLC and in Melbourne, pictures from school trips, or some tips on how to practice your English, **'LIKE' or follow our Facebook page** at www.facebook.com/melbournelanguagecentre.

ENGLISH FOR SECONDARY SCHOOLS GENERAL INFORMATION

- Class Times

Time	Activity
9:00 – 10:30	Class
10:30-10:45	Morning Break
10:45-12:15	Class
12:15-1:15	Lunch
01:15-02:15	Class
02:15-02:30	Afternoon break
02:30-03:30	Class

- Uniform

Your school uniform is the MLC white polo top.

- Homework

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

- Student leave

If you wish to take leave for a holiday or any other purpose, you must obtain permission from the Principal well in advance. You must have a letter from your guardian or parents requesting leave and permission from your pathway school.

- Reports

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

- Office hours

The office is open from 09:00 am to 04:30 pm Monday to Friday and is situated on the sixth floor. If you have any problems or questions relating to your student VISA or Health Insurance card, the administration staff will be able to help you.

- Lunch, Food and Drinks

You can bring your own lunch or eat at nearby restaurants. Please be careful while crossing streets. All food is to be eaten on the 5th floor. No food or drink is allowed to be eaten on level 4. Students are only to have a bottle of water in class. Takeaway food and instant noodles are prohibited.

- Property

Ensure that you look after your own property and do not damage or steal MLC / others' property.

GE, EAP, EHP AND IELTS CLASS TIMES

General English Class Times

Time	Activity
09.00-11.00	Session 1
11.00-11.30	<i>Break time</i>
11.30-13.30	Session 2
13.30-13.45	<i>Break time</i>
13.45-14.15	Support Classes (Mon, Wed and Fri except test weeks)

EAP Class Times

Time	Activity
09.00-11.00	Session 1
11.00-11.30	<i>Break time</i>
11.30-13.30	Session 2
13.30-13.45	<i>Break time</i>
13.45-14.45	Session 3

EHP and IELTS Class Times

Time	Activity
09.00-11.00	Session 1
11.00-11.30	<i>Break time</i>
11.30-13.30	Session 2

ENGLISH FOR SECONDARY SCHOOL RULES

If you are enrolled in English for Secondary School, you should read and follow the following rules carefully:

1. Class starts at 9:00 am. Please do not be late.
2. You are to attend school every day. If you are unwell, the school needs to be notified on a written form on the following day.
3. You are permitted to speak ONLY ENGLISH in class. Do not use offensive or bad language.
4. You must wear your uniform AT ALL TIMES, including to and from school. You must keep a neat appearance and wear appropriate attire. No short shorts, skirts, makeup or unnatural hair colour.
5. You are NOT PERMITTED TO SMOKE anywhere, anytime.
6. The basement parking area is out of bounds.
7. All homework and classwork set by your teacher MUST be completed.
8. You must keep the school and the eating area clean. Please use the RUBBISH BINS provided.
9. Mobile phones are to be switched off and placed in your bag during class. Follow your teachers' instructions regarding its use.
10. You must RESPECT your friends, your teachers and other people who come into contact with you at MLC.
11. You are not allowed to run, wrestle, push or do anything WHICH CAN BE DANGEROUS TO YOURSELF OR OTHER PEOPLE especially inside the campus.
12. Listen to the instructions of your teachers and MLC staff AT ALL TIMES.
13. No chewing gum.

If you fail to follow the above rules, it may result in detention. If you continue to break the rules even after you have been warned, serious actions might be taken.

MLC STUDENT RIGHTS

As a Melbourne Language Centre student, you are afforded the following rights:

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

MLC STUDENT CODE OF CONDUCT

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

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

Students are also expected to:

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

COMPLAINTS AND APPEALS

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

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

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

If you would like to make any complaints or appeals any decision of MLC, please follow the following procedures. You can view the full Complaints and Appeals Policy at:

<http://melblang.com.au/enrol/download-forms/>

Step 1. Internal Informal Resolution

(Talk to the relevant officers: Teacher, Principal, Director of Studies, Bilingual Counsellor or staff member concerned)

Step 2. Internal Formal Resolution

(Talk to the Principal / Director of Studies / Head of Department / Homestay Manager)

Step 3. Internal Appeal Process

(Lodge an Internal Appeal to the Appeal Panel)

Step 4. External Complaint Body (OSO)

(Make a complaint to OSO)

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

Overseas Student Ombudsman at www.oso.gov.au or phone 1300 362 072 for more information

DEFERMENT, SUSPENSION AND CANCELLATION

➤ If you need to:

- (a) Defer the commencement of your study; or
- (b) Suspend your study

You must have a valid compassionate or compelling reason to do so. This can include but are not limited to:

- i. Illness (medical certificate needs to be provided);
- ii. Bereavement involving close family members such as parents or grandparents (where possible, a death certificate should be provided);
- iii. Major political upheaval or natural disaster in the home country, requiring emergency travel, that has impacted on studies; or
- iv. A traumatic experience which has impacted on the student (where possible, these should be supported by policy or psychologists' reports)

➤ Your application will be assessed on their merit by the Principal/ Director of Studies.

➤ All applications will be considered within 14 working days.

➤ In some cases, MLC might have to exclude you from class, suspend or cancel your enrolment:

Exclusion from class

- *You may be excluded from class studies on the grounds of misbehaviour.*
- Your parents or guardians will be notified.
- The length of the exclusion will be determined by the Principal/ Director of Studies.
- You must abide by the conditions of your exclusion which might include having to study or work during the period of exclusion.

Suspension

- *You may be suspended on the grounds of misbehaviour or for compassionate or compelling circumstances.*
- Your parents or guardians will be notified.
- Depending on the length of the suspension, the Registrar might have to record it on PRISMS.
- You must abide by the conditions of your suspension which might include having to study or work during the period of exclusion.
- **If you are suspended for more than 28 days, the Department of Immigration requires you to return to your home country unless special circumstances exist.**

Cancellation

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

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

STUDENT TRANSFER POLICY

- Overseas students are restricted from transferring from their principal course of study within the **first** six months of the course.
- However, you can nevertheless apply for a letter of release to transfer to another education provider in the following circumstances:
 - a. where the basis of application for release is deemed to be exceptional circumstances* relating to your welfare;
 - b. where Melbourne Language Centre deems that you would be better placed in a course that is not available at the Centre;
 - c. where you can provide evidence that you were misled by Melbourne Language Centre or an education or migration agent regarding Melbourne Language Centre's or its courses, which constitute a breach of the ESOS Act;
 - d. where an appeal (internal or external) on a matter that may reasonably result in you wishing to seek a transfer supports your case; or
 - e. *any other reason* stated in the policies of Melbourne Language Centre.

***Exceptional circumstances refer to circumstances beyond your control.** These include but are not limited to:

- i) illness, where a medical certificate states that the student was unable to attend classes;
 - ii) bereavement involving close family members such as parents or grandparents (where possible, a death certificate should be provided);
 - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; or
 - iv) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports).
- In addition, before the letter of release is produced, you have to provide MLC with:
 - a. a valid enrolment offer (Letter of Offer) from the provider you are transferring to; and
 - b. if you are under 18 years of age, you must have written evidence that your parent or legal guardian supports the transfer and, if appropriate, written confirmation that the new provider will accept responsibility for approving your student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code.
 - In some cases, MLC will not provide a letter of release to you in the first six months of your principal course:
 - a. where your progress is likely to be academically disadvantaged;
 - b. where the transfer may jeopardise your progression through a package of courses;
 - c. where the transfer may be detrimental to your welfare;
 - d. where you have recently started studying the course and the full range of support services are yet to be provided or offered to you; or
 - e. where you are avoiding being reported to DIAC for failing to meet MLC's attendance or academic progress requirements.
 - All applications for transfer will be considered within 20 working days and you will be notified of the decision.
 - A letter of release, if granted, will be issued at no cost to you. MLC will also advise you of the need to contact DIAC to seek advice on whether a new student visa is required.

- If a letter of release is not issued, you will be provided with written reasons for the refusal to issue. You will also be advised as to the possibility of appealing MLC's decision according to its Complaints and Appeals Policy.
- MLC will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

HOMESTAY GUIDELINES FOR STUDENTS

Your Host family will assist you with any information that will make your stay in Melbourne more enjoyable and help you understand the Australian way of life (which you will find to be quite different from the lifestyle you have in your home country).

We wish you every success with your studies and we know you will enjoy your stay in Australia immensely.

1. Payments / Times

- As you have already paid for your first four weeks Homestay at the time of application, Melbourne Language Centre will issue the cheque on your behalf to the Homestay family.
- After the first payment, you are responsible for paying your Homestay family every four weeks in advance (except for those students who have paid Homestay for the complete duration of their course).
- Please ensure you pay your Host when your next payment is due, each four weeks, and always ask for a receipt.
- Do not hesitate to contact the Homestay Co-ordinator at Melbourne Language Centre if you have any questions concerning your Homestay.
- Additional Days are to be paid to the Homestay direct, at a rate of \$40 per day.
- Students wishing to leave a Homestay, must give **TWO** weeks' notice, or the student will need to pay an extra 1 week's rent to the Homestay.
- Students wishing to change Homestay must pay another Placement fee of \$100.
- **All students under the age of 18 years are required as part of their VISA to be in MLC Homestay or other "MLC Approved Accommodation".**

2. Holiday Payment

- Leave must be approved by Melbourne Language Centre before making holiday arrangements.
- If you are going to be away from your Homestay you must advise your Homestay family after receiving your "Leave approval".
- A fee of \$100 per week will hold your room for the period of your holidays.

3. Travel Directions

- Upon arrival, you will be given clear travel directions to Melbourne Language Centre on public transport.
- Your Homestay will ensure that you know how to get to and from Melbourne Language Centre as well as to purchase the appropriate transport ticket.
- Please note that overseas students are **NOT ELIGIBLE** for a student concession rate on public transport. (Most Homestays live up to 40 minutes from the city – 12 - 18 kilometres).
- Please make sure that you carry your home address, phone number and the address of Melbourne Language Centre with you at all times.

4. Luggage

We are noticing students have some difficulty handling large cases. Smaller, soft covered bags/suitcases may be preferable.

5. Meals

- As Homestay provides room and full board, three meals a day will be provided: breakfast, lunch and dinner.
- Your Host will not know your food preferences. It is important to tell them what you like and dislike. Ask permission if you would like to help yourself to the food in the cupboards.

- Meals will not be exactly the same as you have been used to in your country, but in Australia we have many different styles of food. You will be able to adapt to this after a short time.

6. Laundry

Homestay families will do your washing. You will be responsible for your own ironing. If you are not sure how to do this, ask your Host and they will explain.

7. Toiletries

You are expected to supply your own toothpaste and shampoo. Your Host will supply such items as toilet paper, soap and towels for your use.

8. Cleaning

- While living with an Australian Homestay family, you are expected to keep your room in a tidy and clean condition.
- When using the Host's kitchen, please keep it clean and hygienic.
- Tidy your bed each morning.
- When you leave the bathroom please leave it clean, dry and tidy.

9. Smoking

All Homestays are non-smoking homes.

10. Telephone & Internet

- You can buy \$10 / \$20 / \$50 telephone cards at newsagents and convenience stores, these cards should be used to make your international and interstate calls. Always ask your Host if you may use the telephone.
- When you have access to the Internet at your Homestay you are NOT to download Music or Movies.**

11. Some Advice

- Good manners in Australia are the same as in other countries. Listed below are some suggestions for you to follow.
- In Australia women and men are considered equal and all members of a family share the housework. You can offer to help to do small tasks, i.e. washing dishes, etc. as a member of your Host family.
- "Please", "thank-you", "may I" and "excuse me" are courtesies appreciated by Australian people.
- Ensure you *always lock doors and windows* before leaving your Homestay.
- Be aware of people's privacy. Knock on the door before you enter the bathroom, toilet and bedrooms.
- Always treat your Host family the way you would like to be treated. Communicate with your Host.
- Do not spend more than five (5) minutes under the shower. Remember water is very precious in Australia.** When finished in the bathroom, leave it clean and as in any other room always turn off the lights. Use exhaust fans in the bathroom.
- Do not make noise, play loud music or wander around the house too early in the morning or late in the evening. This may disturb your Host family.
- If you are ever cold in your Homestay at night, tell your Host. They will provide you with more blankets.
- Australians are very concerned about hygiene. Please wash your hands before meals and after using the bathroom.
- If you are going to be home late please inform your Host. This is very important.

- If you are not going to be home for dinner, advise your Host in the morning or the night before.
- Tell your host if you wish to bring a friend home and introduce them to your Host. If they wish to join you for a meal *please ask your Host*.
- If you are going to stay at a friend's house overnight, tell your Host where you are going and how you can be contacted in an emergency.
- Ask your Host if you wish to have a friend stay overnight at your home.
- Breakages by students must be paid for before leaving Australia.

12. High School Students

High school students are to stay with their Homestay families during the school weeknights. Students may stay overnight with friends on Friday or Saturday nights providing the student gives the Homestay the friend(s) name, phone number and address. This is necessary in case of emergency.

High school students should show the Homestay their homework, ask them to check it and sign that they have seen it. From Sunday to Thursday all students should be home by dinnertime.



ACKNOWLEDGE

EDUCATION

Melbourne Language Centre, Stott's College, Front Cooking School and Acknowledge Creativity are divisions of Acknowledge Education Pty. Ltd.

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