

STUDENT HANDBOOK

ELICOS Student Handbook

CAMPUS

223 Harbour Esplanade, Docklands 3008

www.aec.vic.edu.au

CRICOS Provider: 04310J



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WELCOME

Hello and welcome to Aussie English College.

We are excited that you have chosen to take the next step in your language journey with us. Our qualified and passionate team of teachers look forward to meeting you and taking time to understand what drives you and how they can best help you reach your learning goals!

This Student Handbook is designed to help you understand information about our courses, campus, services, facilities, policies and procedures, as well as your rights and responsibilities as a student. It will also provide you with some very useful information about living in Melbourne. Please use it as a guide and if you need more detailed information on any points, feel free to see one of our friendly team on campus for more information.

We are here to help make your learning experience the best it can be. On behalf of Aussie English College, I wish to welcome you to your new Australian family. Good luck with your studies!

Warm regards,



Sylvia Dhami

Principal Executive Officer

1. OUR ELICOS COURSES

We are happy to give you the choice of 3 fantastic courses for you to improve your English. Each course has a different focus so that you can make sure you are learning exactly what you want, when you want.

General English (Beginner to Advanced)

CRICOS COURSE CODE 117138K

This “one-stop” course prepares you for use outside the classroom, as well as advancement to further study in Academic English, IELTS, Vocational or other education.

- ✓ Engage in all areas of the English language in an authentic and practical way.
- ✓ Improve speaking, listening, reading, writing, grammar, vocabulary and pronunciation.
- ✓ Learn in a fun, well-balanced way

Essential Information	
Delivery	<i>On campus</i>
Study duration	<i>min 4 – max 60 weeks</i>
Holidays	<i>12 weeks</i>
Enrolment	<i>Every Monday</i>
Assessment	✓ <i>Mid-week</i> ✓ <i>End of week</i>

Levels	Normal level completion time
Beginner	<i>10 weeks</i>
Elementary	<i>10 weeks</i>
Pre-Intermediate	<i>10 weeks</i>
Intermediate	<i>10 weeks</i>
Upper-Intermediate	<i>10 weeks</i>
Advanced	<i>10 weeks</i>

PTE Preparation

CRICOS COURSE CODE 117139J

This course will help you improve your PTE score, opening doorways to further study, better employment opportunities and band scores necessary for visa applications.

- ✓ Learn skills necessary to score highly on the PTE exam.
- ✓ Focus on strategies for the Reading, Writing, Listening and Speaking sections of the exam.
- ✓ Receive personal feedback on strengths, weaknesses and techniques to master the exam.

Essential Information	
Delivery	On campus
Study duration	min 5 – max 20 weeks
Holidays	<i>4 weeks</i>

Levels	Course completion
Upper-Intermediate - Advanced (1 level only)	<i>20 weeks</i>

Enrolment	Every 5 weeks
Assessment	✓ Authentic PTE tests

English For Academic Purposes (EAP) (Intermediate to Advanced)

CRICOS COURSE CODE 117140E

The EAP course prepares students to succeed in vocational, college and university courses. Students studying this course can expect to be better equipped to succeed in challenging academic situations with confidence.


- ✓ Master academic English essay drafting.
- ✓ Learn to write argumentative, descriptive, expository, comparative and opinion essays.
- ✓ Focus on academic skills such as researching, paraphrasing, referencing and presenting.
- ✓ Practice skimming, scanning, listening to lectures and conversations for gist and finer details.

Essential Information	
Delivery	<i>On campus</i>
Study duration	<i>min 4 – max 30 weeks</i>
Holidays	<i>6 weeks</i>
Enrolment	<i>Every Monday</i>
Assessment	✓ <i>Mid-week</i> ✓ <i>End of week</i>

Levels	Normal level completion time
Intermediate	<i>10 weeks</i>
Upper-Intermediate	<i>10 weeks</i>
Advanced	<i>10 weeks</i>

Timetable

We only have 1 evening timetable at our college:

	Timetable	Times	Duration
	Morning Timetable Afternoon Timetable Evening Timetable	Monday – Friday 8:30 am to 12:30 pm 1:00 pm to 5:00 pm 5:30 pm to 9:30 pm	4 hours learning

* Timetables are subject to change. Please contact us directly for current course timetables.

Pre-enrolment information

You will receive comprehensive information about your course prior to acceptance of your offer. This information can be located on our website or at the reception.

Orientation

On your first day you will take part in an orientation program. This program is designed to let you know all about your new student life, including your studies.

You will:

- ✓ Complete some simple forms (personal details such as address, phone number etc.).
- ✓ Take part in an Orientation presentation about our college, our city and your life as a student.
- ✓ Complete a placement test so that we can assess your English level.
- ✓ Have a one-on-one interview to discuss your study goals and assign you to a class.
- ✓ Learn about our policies and your obligations as an ELICOS student.
- ✓ Do a school tour.

Possible extra charges

Lost student card	\$10
Lost certificate	\$50
Printing	10 cents a page

2. FACILITIES AND SERVICES

We are happy to offer many facilities and services to help you during your time in Melbourne. Your safety and happiness are very important to us. Below you will find information to make settling into life easier.

Location

The campus is located at 223 Harbour Esplanade, Docklands Vic 3008 which as an ideal location for international students.

✓ Tram stop #86 **100 metres**

PUT HERE OUR Goole map address

Facilities and mode of study

Our Campus provides full-time classroom-based teaching at our convenient location. Our modern campus has everything you will need to feel at home. On campus you will find:

- 3 classrooms
- Reception area
- Student lounge area
- Accessible toilets
- Teachers room
- Meals room

Reception

Reception will be your new best friends! They will be your first point of contact for many things. You will be able to see them every day from to get help with any of the following:

- Updating contact details (address, phone etc.).
- Getting a student card.
- Booking an appointment to see Student Services, Welfare Counsellor, Academic Manager etc.
- Requesting a letter e.g. for immigration (please allow 5 business days to process all letter requests).
- Any other questions you may have!

Student support officer and welfare counsellor

Studying in a foreign country is an exciting adventure, but it can also be challenging at times. Our Student Services department is specifically designed to help you while you are living and studying in Australia. Our Student Support Officer (SSO) and Welfare Counsellor are available to help you for any personal or academic issues you may have. All you need to do is see reception to book an appointment. Our student services and welfare counsellor offer professional and confidential advice to you at no cost in the following areas:

- Accommodation
- Legal issues (Police, Fair Work Ombudsman, Real Estate issues, etc.)
- Public transport
- Job seeking services
- Counselling and welfare services (for homesickness, anxiety, stress etc.)

Additional English support, clubs, activities...

As well as personal support, we also offer additional English support. Your English progress will be closely monitored by your teacher, and you will regularly meet for feedback and advice. You can also look forward to the many extra-curricular excursions, clubs and events that we offer throughout the year. Keep an eye on our social media and posters around the campus. You will get great opportunities to practice your English during these activities, so don't miss out!

You will find out more about these great activities on your first day during Orientation.

Accommodation

Our Student Support Officer can also help you to find accommodation that suits your needs. The two kinds of accommodation that the Institute can help you with are:

Rental Accommodation

If you need help with your accommodation situation, Student support will guide you, depending on type of arrangement you want e.g shared or single etc.

Good rental websites are:

- www.realestate.com.au
- www.domain.com.au

- www.flatmatefinders.com.au
- www.gumtree.com.au



Essential Information	
Twin accommodation	\$150 / week*
Single accommodation	\$200 / week*
Normal Lease	6 -12 months
Bond (deposit)	usually 4 weeks rent (returned at end of lease)
Living expenses (paid separately to rent)	Electricity, gas, internet, water, groceries etc.

*price can vary greatly, depending on location and accommodation

Tips

- ✓ Agree with you housemate how the bills will be shared
- ✓ Keep your rental in good condition so that you get your bond back
- ✓ Make sure your name is removed from lease after you move out

Student Lounge



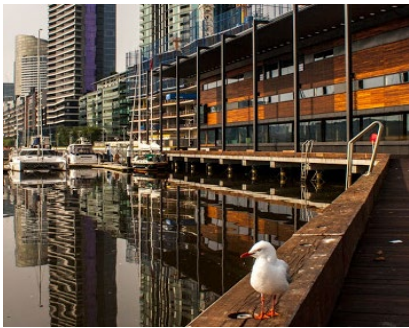



Students are encouraged to use the student lounge for meals, meeting friends or just relaxing. As well as the student lounge, feel free to use the classrooms during the extended break periods to enjoy your meals.

Remember, this is **your** area. Please keep it clean. An alternative to hang out with friends after class is one of local or suburban libraries.

Library Facilities

Melbourne is home to some amazing libraries. In 10-15 minutes, you can be sitting in an amazing space, meeting people and exploring books to help you with your English language journey. It is also a great space for free wi-fi and a place to study.

Some of our favourites are:

	<p><i>State Library Victoria</i></p> <p>328 Swanston Street</p> <p>5-minute tram from campus</p> <p>The oldest library in Australia and one of the first free libraries in the world.</p>
	<p><i>Flemington Library</i></p> <p>313 Racecourse Rd, Flemington</p> <p>30-minute train/tram from campus</p> <p>Local community, hub to meet others, free activities and library all in one</p>
	<p><i>Library at the Dock.</i></p> <p>107 Victoria Harbour Promenade, Docklands</p> <p>9-minute tram ride from campus</p> <p>Modern public library and community centre in a spectacular location on the harbour.</p>
	<p><i>City Library.</i></p> <p>253 Flinders Lane, CBD</p> <p>17-minute tram ride from campus</p> <p>Cool inner-city vibe and student hangout.</p>
	

Printing, copying and internet

If you need to print or copy a document, please see reception. There will be a small fee for printing and copying costs:

Printing and copying costs	
Black and white A4	10c / page
Colour A4	50c / page

Graduation and certificates

Every successfully graduating student will receive a Certificate and Academic Transcript soon after completing their course. If you have assessment results of 49% or under, you will only receive your Academic Transcript. Remember to attend all of your classes to make sure you get a certificate at the end of your course.

Banking

The currency in Australia is the Australian Dollar (AUD-\$). You can open a bank account at any Australian bank, so make sure you do your research and then take your passport as proof of identification to the bank you decide on. You may need to also provide proof of your address. You can ask at reception for a letter of enrolment with your address if necessary.

Key cards and Personal Identification Numbers (PIN)

When you open a bank account you will receive a key card (looks like a credit card) via mail. You use this card to deposit and withdraw money from your bank account.

A few days after your card arrives, you will receive a secret number – a PIN – to access your account. You must memorise this number and you must not keep it together with your key card because if your card gets lost or stolen, someone can withdraw all your money.

Tips

- ✓ Never tell anyone your PIN
- ✓ Remember to CLOSE your bank account before you return to your country

✓ Check multiple money exchangers before changing your currency to AUD. Exchange rates will vary greatly.

3. YOUR RESPONSIBILITIES AS A STUDENT

Aussie English College wants you to succeed in your studies. There are four key things to do during your studies to make sure everything goes smoothly.

1. Attend all of your classes
2. Complete all of the assessments, classwork and homework
3. Pay your fees on time to avoid missing out on classes
4. Respect and uphold our English's policies and procedures.

By following these four easy steps, you've given yourself the best chance to succeed! In the following sections, you can read about the different policies, procedures and responsibilities which are there to help all students feel comfortable and valued on campus.

4. EQUITY AND DIVERSITY POLICY

We are committed to achieving equal opportunity and diversity in education and employment. We operate on the principles of equal opportunity, respect and inclusion, regardless of age, race, colour, religion, ancestry, gender, sexual orientation, marital status, physical or intellectual ability. All members of the college have a responsibility to contribute to the achievement of an equitable working and learning environment. For more specific details, please refer to our Policies on our website.

5. ANTI-BULLYING AND ANTI-ABUSE POLICY

Our College does not tolerate bullying or abuse of any kind.

What is bullying or abuse?

Bullying and abuse may take many forms, including:

- physical bullying;
- verbal, psychological and social bullying, such as name-calling, unwanted teasing, gestures, threats, creating and/or spreading rumours and social exclusion;
- sexual bullying/abuse, such as unwanted touching, innuendo or worse
- harassment or discrimination of any form

These actions and behaviours could be conducted in person or electronically ('cyber-bullying'). These problems can often lead to serious issues such as severe loss of confidence, lack of academic progress and absenteeism.

Reporting bullying or abuse

If you suspect or witness bullying, you should report it to the Academic Manager. You are advised through Orientation, the Student Handbook and Orientation Guide and by regular reminders by teachers that if you see or suspect bullying, or are bullied yourself, you should report it. All incidents of bullying are dealt with as soon as possible after the event or the reporting of the event.

For more specific details, please refer to our Policies on our website.

6. COMPLAINTS AND APPEALS

We hope you enjoy your study at Aussie English College, but we understand that things can sometimes go wrong.

If you have a problem with the services provided or any other issue while you are a student here, then we have a process to support any claim or appeal. Please try to talk to the other person first – this is often the best way to resolve an issue. If that does not work, then follow the procedure in the Complaints and Appeals Policy on our website. Complaints are handled through our Student Support Officer.

For more specific details, please refer to our Policies on our website.

7. ATTENDANCE POLICY

The National Code (Australian Government Law) requires our College to systematically and continually monitor students' attendance. International students (on student visas) studying English in Australia have an obligation to attend a minimum of 80% of scheduled course contact hours. Our College adopts a proactive approach in notifying and counselling students who are at risk of failing to meet the attendance requirement. Students whose attendance drops will receive:

1. First warning letter if attendance drops below 90%
2. Second warning letter if attendance drops below 85%
3. A Notice of Intention to Report (NIR) for unsatisfactory attendance if attendance drops below 80%

Attendance is a very serious matter and all students on a student visa must take this seriously. There are certain limited circumstances where we may decide not to report an overseas student for falling below 80% attendance.

- The overseas student is still attending at least 70% of scheduled course contact hours
- The overseas student supplies genuine evidence of compassionate or compelling circumstances.

For further information, please refer to our Attendance Monitoring Policy on our website.

8. COURSE PROGRESS POLICY

We provide learner-focused student academic support and intervention to help you achieve your learning outcomes as well as satisfy the provisions of the National Code. To help you stay on track, you will have mid-term and end-of-term one-on-one student teacher coaching/support sessions with your teacher to help you understand your learning goals and to provide you with personalised academic counselling.

If your teacher feels that you are at risk of demonstrating course progress, they may refer you to the Academic Manager for an intervention meeting. At this meeting, you will discuss your current course progress and make an action plan to help your learning.

Intervention strategies may include:

- Assistance with English skills such as essay & report writing, reading, listening, speaking etc.
- Attending a study group
- Counselling with the Student Services Department for assistance with personal issues
- Mentoring by the teacher or a nominated student
- Undertaking a review of the students results
- Attending additional classes
- Combination of above methods

Outcomes, actions and agreements of the intervention meeting will be signed by both the Academic manager and you and a copy will be given to you and another kept in your file. The teacher will be made aware of the actions, agreements and expected outcome.

If you are not meeting satisfactory course progress over two consecutive terms, Our College is obliged to report you for unsatisfactory course progress.

For further information, please refer to our Course Progress Policy on our website.

9.DEFERRING, SUSPENDING OR CANCELLING STUDY

If a student defers, suspends or cancels their study, it may affect their visa. We will make a case-by-case decisions about deferrals, suspensions and cancellations based on our internal policies and procedures under the National Code.

Deferring

If you have genuine reasons to not be able to start your course on your start date, we may allow you to defer your course. This may require an extension of the Certificate of Enrolment (CoE) for compassionate or compelling reasons. Please contact our Admissions department if you require a deferment of your start date.

Suspending

If you have genuine reasons to suspend your studies, we may allow you to suspend your course. This may require a change of the Certificate of Enrolment (CoE) for compassionate or compelling reasons. Please contact our Admissions Department if you wish to apply for a course suspension.

Cancelling

As an international student, you have certain responsibilities. If you breach any of your responsibilities, we may decide to cancel your enrolment on the basis of, but not limited to:

- misbehaviour or failure to comply with our Policies and Procedures
- failure to pay the required amount to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements

For any cancellation of enrolment initiated by us, you will be given a notice of intention to report and 20 working days to access our internal complaints and appeals process. For further information, please refer to our Deferment, Suspension or Cancellation Policy on our website.

10. INTERNATIONAL STUDENT TRANSFERS

All student visas are granted with the 'No Change of Provider' condition. This means that international students must stay with Aussie English College for the first 6 months of their principal course. This policy does not apply to students who have already completed 6 months of their principal course.

There are certain, limited circumstances where a student can transfer to or from Aussie English College before the completion of 6 months of their principal course. For further information, please refer to our International Student Transfer Policy on our website.

11. OTHER STUDENT RESPONSIBILITIES

As well as our Policies and Procedures, there are some things that every student needs to be aware of during their time at our college and in Australia. We have outlined the most important things to consider below:

Change of contact details

It is an obligation of any student on a student visa to notify us within 7 business days of changes to personal information. Contact details include, but are not limited to:

- telephone number (home and/or mobile)
- address
- emergency contact
- health care cover details
- email

If any of your details change, please see reception as soon as possible. We use this information to inform you of important updates or information about your course, including attendance and progress.

English Only Rule

We believe that it is important for our students to speak English at all times in the classroom. Our English Only rule helps you immerse yourself in an English-speaking environment and will give everyone in the classroom the best opportunity to improve their English skills. This is why we actively enforce our English Only rule in all of our classrooms. If you are heard speaking a language other than English in the classroom, you may be asked to leave the classroom.

Medical insurance

It is the responsibility of every international student (on a student visa) to have current health cover for the entire duration of their studies. If your health cover expires during your stay in Australia, you will be in breach of your visa. Aussie English College's preferred health insurance company is BUPA, however you may choose any health insurance company.

You will be required to show your health cover on enrolment day. As such, please bring your health cover card or evidence so that our Student Support Officer can make a copy and save it in your student file. Keep your card in a safe place and if you choose to change providers, please inform us within 7 business days.

Please refer to the BUPA website for current insurance premiums or ask at Reception.

Permission to work

Permission to work is automatically included in your student visa. This condition allows you to work for up to 48* hours per fortnight during your studies and full-time during your holidays. Your employer will sometimes ask for a letter from the school to confirm your holiday period. You can request this from reception.

Please visit the Department of Home Affairs website (<https://www.homeaffairs.gov.au/>) for your full visa conditions and refer to The Fair Work website (www.fairwork.gov.au) for latest information on rights and responsibilities of employers and employees, including the current minimum wage.

*correct as of 1 July 2023

Tax File Number

All workers in Australia require a Tax File Number (TFN). You can get this quickly and easily by completing a Tax File Declaration Form. This can be downloaded from the Australian Taxation Office website (www.ato.gov.au) or in person at your local taxation office.

At the end of each financial year, all students who have worked need to apply for their tax return online or through a registered tax accountant.

Excursions

Your teacher will organise excursions for the whole class regularly. These are an important part of your language learning and will be relevant to your studies which means ALL STUDENTS in the class must attend.

Excursions are usually free, but sometimes incur a small charge (entrance to museum/gallery, public transport travel etc.). Wherever possible, we try to keep these fees and charges to a minimum.

Lost property

Any items found in the college will be taken to reception and placed in the lost property box. If you misplace anything during your time at the college, please check the room where you were studying first and then check with Reception if you cannot find it.

Items not claimed after three months will be donated to charity.

Security

Please do not leave any of your valuables unattended on campus. Always keep your belonging safe, in and out of the college. Here are some tips:

- ✓ Keep your bag with you when you move rooms or go to lunch
- ✓ Do not carry large amounts of cash
- ✓ Open an Australian bank account to keep your money secure
- ✓ Always sign bank cards, credit cards etc. as soon as you get them

Our College is not responsible for the security of personal belongings.

12. LIVING IN MELBOURNE

Melbourne has been repeatedly declared one the most liveable cities in the world. People living in Melbourne enjoy a safe city, affordable healthcare, world-class education, reliable infrastructure, business opportunities and a healthy environment. Come and join us! In the following section, you can find some useful information about getting the most out of life in Melbourne.

Festivals/Events

There's always a festival going on in Melbourne, whether it's film, comedy, arts, music or design.

International artists often visit Melbourne, along with home-grown talent.

Keep your eye out for some of the following festival and events:

- Australian Open Tennis Grand Slam tournament
- Formula 1 Grand Prix
- International Comedy Festival
- International Festival of the Arts
- Moomba Festival
- Spring Racing Carnival
- Cricket matches
- Australian Football (AFL) games

Visit <https://whatson.melbourne.vic.gov.au> for up-to-date information on upcoming events and festivals!



Food

Melbourne's mix of cultures means that there are 1,000's of restaurants, cafes, bistros and bars. Our top-quality meat and fresh fruit and vegetables are not only popular in Australia, but also exported to markets all around the globe. You can try almost every type of cuisine in the world in Melbourne restaurants. Whether you're after modern, traditional, exotic or fusion flavours – Melbourne's eclectic dining scene offers a wide range of the world's great cuisines, from popular favourites to the truly ground-breaking. Get ready to taste the world!



Climate

Melbourne has a temperate, oceanic climate and experiences four distinct seasons in the year – Spring, Summer, Autumn and Winter. It is well-known for its changeable weather, but there is generally a lot of sunshine throughout the year. Due to its geographical location, Melbourne enjoys long days in Summer and endures shorter days in Winter. Melbourne almost never experiences temperatures below 0°C (32°F). We recommend wearing layers, so you can adapt to the weather as it changes. Below are the yearly averages:

Climate data for Melbourne City												
Monthly averages	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
maximum °C (°F)	39.2 (102.6)	37.9 (100.2)	34.7 (94.5)	29.0 (84.2)	22.8 (73.0)	18.2 (64.8)	17.6 (63.7)	20.5 (68.9)	24.8 (76.6)	29.5 (85.1)	34.0 (93.2)	36.9 (98.4)
high °C (°F)	26.3 (79.3)	26.6 (79.9)	24.4 (75.9)	21.0 (69.8)	17.5 (63.5)	14.8 (58.6)	14.2 (57.6)	15.7 (60.3)	17.7 (63.9)	20.1 (68.2)	22.6 (72.7)	24.4 (75.9)
low °C (°F)	15.6 (60.1)	16.0 (60.8)	14.5 (58.1)	11.8 (53.2)	9.8 (49.6)	7.9 (46.2)	7.1 (44.8)	7.8 (46.0)	9.2 (48.6)	10.6 (51.1)	12.6 (54.7)	14.1 (57.4)
Mean minimum °C (°F)	9.5 (49.1)	9.6 (49.3)	7.7 (45.9)	5.3 (41.5)	3.2 (37.8)	1.5 (34.7)	0.9 (33.6)	1.5 (34.7)	2.8 (37.0)	4.2 (39.6)	6.3 (43.3)	8.3 (46.9)
rainfall mm (inches)	45.1 (1.78)	39.9 (1.57)	40.7 (1.60)	50.2 (1.98)	46.5 (1.83)	46.5 (1.83)	44.7 (1.76)	50.5 (1.99)	52.9 (2.08)	58.5 (2.30)	63.1 (2.48)	64.1 (2.52)
rainy days (≥ 0.2mm)	8.7	6.6	9.3	10.5	12.2	13.5	14.4	15.3	14.0	13.3	11.3	10.0
Humidity (%)	47	47	49	51	58	62	60	54	51	48	48	47
Source: Australian Bureau of Meteorology												

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. Travellers from most nations in Asia, Africa and Europe should have appliances that work on the same mains voltage as Australia - therefore you will not need a voltage converter. Notable exceptions to this are Japan, USA and Canada which uses 100/120V 50/60Hz. Please check your appliances before you plug them in.

You can buy a convertor at many shops, airports and online or buy a new appliance in Australia.



Transport

Melbourne has an extensive, modern public transport system which includes trams, trains, busses and ferries. To travel on the public transport system, you'll need to purchase a "Myki" travel card at any major train station or outlet and add credit. You have the option of a physical Myki card, or digital Myki (Android phone only). Once you load money onto the card, you can simply tap on and off as you use public transport.
















Melbourne students also enjoy the use of the FREE TRAM ZONE. Trips entirely within the zone are free. That's right, free transport! Below is a map of the free tram zone.



Budgeting / cost of living

Melbourne is a fantastic city, but it also has a relatively high cost of living. It is important to budget enough money to live comfortably during your time in Australia. Many students are shocked of the cost of living when they first arrive, so it is good to be informed. Prices of some typical items that you might need are shown for you:

	Basic lunchtime menu (including a drink) in the business district	AU\$24
	Combo meal in fast food restaurant (big mac meal or similar)	AU\$14
	500 gr (1 lb.) of boneless chicken breast	AU\$7
	1 liter (1 qt.) of whole fat milk	AU\$2.05
	12 eggs, large	AU\$7
	1 kg (2 lb.) of tomatoes	AU\$7
	500 gr (16 oz.) of local cheese	AU\$10
	1 kg (2 lb.) of apples	AU\$5.01
	1 kg (2 lb.) of potatoes	AU\$3.79
	0.5 l (16 oz) domestic beer in the supermarket	AU\$7
	1 bottle of red table wine, good quality	AU\$20
	2 liters of coca-cola	AU\$4.26
	Bread for 2 people for 1 day	AU\$3.46

*Data correct as of 30 August 2023. Taken from: <https://www.expatistan.com/cost-of-living/melbourne>

According to Study Australia, international students living in a share house will need/spend approximately \$388 a week. For more up-to-date information about cost of living in Melbourne, feel free to check out:

<https://costofliving.studyaustralia.gov.au>

Your cost of living in Melbourne

 **\$388**

\$ AUD Weekly Melbourne

City	Cost	Difference	
Adelaide	\$379.75	\$9	✓
Melbourne	\$388.75	\$0	=
Sydney	\$466.75	\$78	✓
Perth	\$373.75	\$15	✓
Brisbane	\$406.75	\$18	✓
Canberra	\$463.75	\$75	✓
Hobart	\$377.75	\$11	✓
Darwin	\$426.75	\$38	✓

↶ Start again

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SPEND BREAKDOWN

Accommodation

\$243

Transport

\$24

Food

\$80

Personal

\$14

Clothing

\$7

Entertainment

\$20

13. ISSUES AND EMERGENCIES

Although we hope that nothing bad happens during your time in Australia, you can rest assured that if something does go wrong, Australia has many services in place to help you in your time of need.

Sick/First Aid

If you feel sick or suffer an injury while on campus, please notify your teacher and then go to reception for assistance. A First-Aid Kit and trained first aid officers are available to treat minor injuries and to provide any assistance necessary.

Medical issues

Student Services will always have an up-to-date list of medical professional close to the college. You can see our Student Services Officer on campus and they will assist you in finding an appropriate medical professional.

Local medical Services are as follows:

Service	Name and Location	Contact Phone
Hospital (Emergency)	The Royal Melbourne Hospital 300 Grattan Street	(03) 9342 7000
Doctor	Medical One – QV Building Level 3 / 292 Swanston Street	(03) 8663 7000
Dentist	Australian Dentists Clinic Level 3 / 620 Bourke Street	(03) 9088 0257
Optometrist	Melbourne Optical Centre 259 Elizabeth Street	(03) 9602 3130

Legal assistance

If you need low-budget legal assistance, Victorian Legal Aid is there to help you. For basic advice on any legal issue you may be having, you can visit their website (www.legalaid.vic.gov.au) or give them a call on 1300 792 387 for free information over the phone about your situation.

You can also visit their main office at 570 Bourke Street, Melbourne. There are also multiple suburban and regional offices that may be closer to your home.

Department of Home Affairs (DOHA)

DOHA provides appointments for students who have received a letter or invitation to attend pre-booked appointments. If you need to make an appointment, you can contact them during office hours on 131 881 or via their website (<https://immi.homeaffairs.gov.au/>).

Their street address is: 2 Lonsdale Street, Melbourne CBD Victoria 3000	If you need to send correspondence to DOHA, their postal address is: GPO Box 241 Melbourne, Victoria 3000
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Fire/Emergency procedures

Please be aware of the Emergency Exit maps on the walls of the college. If there is a fire or emergency:

- an alarm will ring
- your teacher will direct you to the nearest EXIT. All students must leave the building as quickly as possible, in a safe and orderly fashion, so please leave your books and bags behind.
- All staff and students will walk calmly down the stairs and out of the building (do not use elevators).
- Your teacher or Fire Warden will take you to the assembly point.

If you see an emergency outside of school and need to contact fire brigade, police or ambulance, the best phone number is 000 (zero zero zero)

Consulates

For a list of consulates in Australia, please refer to the list of foreign embassies and consulates list on the Department of Foreign Affairs and trade website (<https://protocol.dfat.gov.au/Public/Display>). If you cannot find your country on the list, please see one of our Student Support Officers for help.

24-hour emergency contact

If you need to contact us after hours in case of an emergency, please call **Sylvia Dhami 0406920197**

Please note, this number is for an emergency only.

ESOS Framework - Regulatory Requirements

All Australian institutes providing courses for international students are required to comply with the Educational Services for Overseas Students (ESOS) Act 2000 and National Code of Practice 2018.

You are assured of a quality education and a high standard of service when you study at our college.

The ESOS framework protects your rights, including your right to:

- Sign a written agreement with your provider before or as you pay fees, which sets out the services provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Get the education for which you have paid. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework protects your right to know:

- How to use your provider's student support services
- Who the contact officer or officers are for overseas students
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study
- If attendance will be monitored for those courses
- What will happen if you want to change providers
- How to use your provider's complaints and appeals process.

For more information regarding the ESOS Framework, please refer to:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Thanks for choosing to study at Aussie English college

We hope you have an exciting learning experience with us!