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As a global education company sourcing the majority of its business internationally, Study Group recognises the disparity in educational provision across the world and seeks to make a difference by funding the construction of schools in disadvantaged communities. Study Group believes that the funding of school building in under-developed countries contributes to the preservation of the social structure for future generations, and that this is entirely in line with Study Group's identity as a global provider of education.

Study Group also recognises its responsibility towards protection of the environment and aims to foster among its staff, suppliers, customers, shareholders and communities local to its operations an understanding of environmental issues in the context of its business. Our collective task is to ensure that we continually improve the environmental impact of our total global activities.



Study Group corporate social responsibility – be a part of it



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# Student Handbook 2010

Your guide to studying and living with Embassy



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# Welcome to Embassy

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EMERSON  
ACADEMIC YEAR ABROAD  
Course Portfolio

## Embassy

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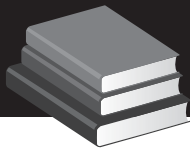
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# Your Course

## What to expect

Although each centre varies slightly in the way it organizes Day One, a sample timetable for your first day is set out below.

Sample Day One	
09.00 – 10.40	Placement test
10.40 – 11.05	Break
11.05 – 12.45	Orientation
12.45 – 13.45	Lunch
13.45 – 15.25	Join class or local city tour

Times may vary slightly by centre.

## Placement test

This tests your level of English, so that we can put you in the right class for your level. The test includes grammar, vocabulary, speaking and writing. You will have a short interview with the academic staff.

You will be placed in class according to the test result, the Director of Studies' opinion of your level, and your own opinion.

## Orientation

This is an introduction to teaching methods, resources and facilities. You will be given information about your course and advice about studying and learning. You may also be taken on a tour of the school and its facilities.

There will be an introduction to key members of staff and information about the school, the city, accommodation and the social program.

You will meet accommodation staff and/or student services staff, who will give you practical information and advice about your stay.

You will receive your Student Card during the first week of your course. Make sure you wear it at all times when you are on campus. You may be able to use it to get a discount at a number of outlets.

## Starting your course

Testing and orientation will usually take up your entire first day, so you will probably start your class on Tuesday morning. You may find that you are joining a class which already exists. This is perfectly normal and is because students arrive on different dates and stay for different lengths of time. The important thing is that each week is a separate teaching unit and you will be placed in the class which is most appropriate for you and your level of English. Your teacher will help you integrate into the group.

In addition, academic advice and counseling are available to you at the campus on request.

## Your teachers

All our teachers are professionally trained with specialist qualifications in English language teaching, in addition to educational qualifications from universities and colleges. Many specialise in particular areas of teaching, or are engaged in research, teacher training, materials

development or the use of IT in English language teaching.

## Course planning

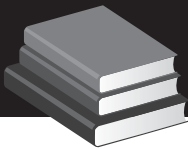
Your course teacher plans your course week by week according to your needs. You will be given clear aims and objectives each week.

## Materials

You will use a set course book depending on your level and chosen course. Most classrooms have Interactive Whiteboards which teachers use to enhance your learning experience. In addition, your teacher will use a wide variety of supplementary and authentic materials, such as BBC radio and TV news.

## Progress

You will do progress tests in class and be given a progress report every 5 weeks, in addition to regular interviews with your teacher and/or the Director of Studies to discuss your course and your progress.



# Your Course

## StudySmart

StudySmart is Embassy's exclusive online learning platform. In StudySmart, you have the chance to:

- > complete course assignments and progress tests, and monitor your own development
- > do practice English exams online
- > play language games
- > access a wide variety of games, resources and materials online.

## General English Extension (G.E.E.)

General English Extension allows you to practise and improve your English quickly. It is offered to all Intensive 28 and Standard students at fixed times as part of your course, and comprises a range of different activities and classes. You'll also have access to Embassy StudySmart.

## Pathway opportunities

If you are interested in going to university or pursuing further education, speak to the Director of Studies who will advise you.

## Examinations

Even if you have not chosen an examination course, it may be possible to enter for an international examination. As an organisation, we have many years experience in advising students.

Below are some of the examinations which might be available to you. Ask us for guidance.

- > Cambridge First Certificate (FCE)
- > Cambridge Advanced (CAE)
- > IELTS
- > TOEIC.

## Homework

Your teacher will set you homework. The amount of homework will depend on your course.

Homework may be of different types:

- > Study based homework  
e.g. grammar and vocabulary practice exercises
- > Communicative homework  
e.g. asking your host family questions for a class survey
- > Study skills assignments  
e.g. ways of keeping vocabulary records
- > Specialised English topics  
e.g. planning and giving a presentation
- > Examination practice  
and presentation.

## Problems and advice

If you have any kind of problem or worry, please tell us so that we can help. If you are uncertain about your level or your course, please speak to your teacher first or if you would prefer, directly to the Director of Studies.

## Ending your course

Throughout your course, you will have received 5 weekly progress reports. When you leave you will be given a Certificate of Achievement. Student visa holders receive a Statement of Attendance. Other students may receive a Statement of Attendance on request.

You will also be given an online questionnaire to complete about your classes and all aspects of your stay with us. Please complete this carefully as this will help us to make improvements in the future.

## Extending or changing your course

If you decide you would like to extend or change your course please speak to Student Services – Embassy



# Course Descriptions



## Certificate of English

### Intensive 28

#### Lessons

- > 28 x 50 minute lessons language development + electives + G.E.E.

#### Aims and objectives

- > To improve your confidence and ability to speak and understand English
- > To improve your grammar, vocabulary and pronunciation
- > To improve your language skills, listening, speaking, reading, writing, according to your study and future needs
- > To improve your understanding of effective strategies for learning, in particular for use in self-study
- > To give you the opportunity to study specialised English.

## Certificate of English

### Intensive 24

#### Lessons

- > 24 x 50 minute lessons language development + electives.

#### Aims and objectives

- > To improve your confidence and ability to speak and understand English
- > To improve your grammar, vocabulary and pronunciation
- > To improve your language skills, listening, speaking, reading, writing, according to your study and future needs
- > To improve your understanding of effective strategies for learning, in particular for use in self-study
- > To give you the opportunity to study specialised English.

## Certificate of English

### Standard 20

#### Lessons

- > 20 x 50 minute lessons language development + G.E.E.



### Timetable

You will receive a class timetable at orientation on your first day.

Class times may change depending on your level and the campus timetable. Classes may take place in the morning or afternoon.



# Course Descriptions

## Exam Preparation – IELTS

### Elective Version

#### Lessons

##### Intensive 28

- > 28 x 50 minute lessons Certificate of English language development + IELTS test preparation

#### Aims and objectives

- > To provide you with key knowledge and skills required to pass the IELTS examination
- > To prepare you for the test by familiarising you with the types of texts and tasks you'll meet and the level and style of language used
- > To improve confidence and ability to function in both examination situations and academic situations
- > To encourage autonomy in learning and self evaluation
- > To provide you with actual test practice
- > To present and practise language in a wide variety of academic situations.

#### Test description

The International English Language Testing System (IELTS) is a highly dependable, practical and valid English language assessment which is increasingly becoming the most widely recognised international measure of English ability for university entrants.

#### Please note

In some centres, IELTS preparation is also offered as a full-time course in IELTS Preparation (Core).

The English for Academic Purposes Program also includes preparation for IELTS.

Class times may change depending on your level and the campus timetable.





# Course Progress

Assessments of course progress take place at regular times during your course. 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, tests and activities.

## Process for Intervention

Embassy Language Centre is required by the National Code of Practice to check your course progress at the end of every 'study period'. This is to make sure that you are making satisfactory progress in your studies.

For the purpose of monitoring student progress, a study period\* is:

- > 10 weeks in Certificate of English, EAP and IELTS Preparation (core) programs
- > 11 weeks in the Academic Year Abroad program.

We believe a student has achieved satisfactory course progress at the end of each study period if he or she has:

1. participated regularly during classes, and completed class work
2. completed and submitted all scheduled assessments
3. demonstrated improved language skills (as defined in course progress reports)
4. achieved results equal to or above the minimum requirement for the course
5. kept the terms of a Study Plan (if he/she has been identified as being at risk of not making satisfactory progress.)

If we believe that you are at risk of not achieving satisfactory progress, this college has a strategy in place for helping you.

## Stage 1

The Course Manager will:

- > give you a verbal warning that your progress has been unsatisfactory
- > inform you that you have been defined as being "At Risk, stage 1"
- > advise you that unless your progress improves in the next study period, you may be reported to DIAC
- > provide counselling and/or create a formal Study Plan for you
- > ask you to sign the Study Plan to show that you understand and are serious about improving your progress
- > Explain the progress policy and procedure to you.

## Stage 2

Your progress has not improved in the next study period.

The Course Manager will:

- > give you a formal written warning that your progress has been unsatisfactory
- > inform you that you have now been defined as being “At Risk, stage 2”
- > advise you that you are in danger of being reported to DIAC for poor progress
- > advise you about the Embassy Grievance, Complaints and Appeals policy and your right to appeal
- > provide counselling and/or create a second formal Study Plan and ask you to sign it.

## Stage 3

Your progress has not improved in the next study period.

The Director of Studies will:

- > inform you about the college’s intention to report you to DIAC
- > give you a formal written letter of intention to report you to DIAC for unsatisfactory progress
- > advise you again about the Embassy Grievance, Complaints and Appeals

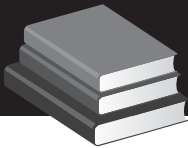
policy and the requirement that you appeal within 20 working days of receiving the letter of intention to report.

The letter of intention to report will be sent to your most recent home address. If you are under 18 years of age your parents/guardian will be contacted at each stage by telephone and informed of the seriousness of the situation – that is, if this situation continues, you may be reported to DIAC for poor progress.

The following list contains examples of extra assistance that may occur in a formal Study Plan offered by this college to students who are at risk of not achieving satisfactory progress:

- > academic skills support
- > additional English support
- > additional tutoring/study group
- > increased monitoring
- > a mentor programme
- > personal counselling; and
- > placement in a more appropriate class.

\* Students making unsatisfactory progress who are enrolled in one term of EAP, one term of AYA, Cambridge FCE or CAE will be formally reviewed at the mid point of their course and if necessary placed on intervention.



# Completion of Course



## Completion of Course within Expected Duration

You have been enrolled to study a number of weeks of English language. The number of weeks was decided by the scores you achieved on your offshore test, a language test such as IELTS, or English results from your school.

## Early Completion of your English Language Course

If you achieve the language levels required for entry into your next course earlier than expected (your end date), you may be able to complete your English language course earlier.

This will depend on whether:

- a) you achieve the grades required
- b) space is available in the next course
- c) you wish to finish early

In the event that you complete your English language course early, a Change of Course Form is completed and the money for the English language course is transferred to your next course.

## Extension of your English Language Course

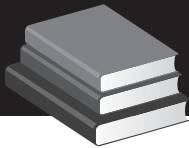
On your first day, you sit an Enrolment Test. This test tells us your English language levels and helps us to place you in a class of an appropriate level. Given your level on entry, we can calculate if your course is long enough for you to achieve the language levels required for entry into your next course. If we think your English language course may not be long enough for you to reach the levels required, we will talk to you about this. If you are under 18, your parents or Agent will be contacted.

During your course, we are required by law to monitor your progress to make sure you are making satisfactory progress. See pages 14-15 for more information.

At the end of your course, if you do not have the language levels required for entry into your next course – eg. the next stage of AYA, EAP, or a Martin College or CSU course – we will extend your English language course.

The school will only extend the duration of your study where you have not achieved the levels required for entry into your next course and you have not reached the maximum number of weeks of English allowed under current visa regulations.

If an extension is required, the Program Manager will speak to you, a Change of Course Form is completed and if you are under 18, your parents will be notified by telephone and letter.



# Self Study



## Why?

You can make much faster progress with your English if you spend some time studying on your own.

## Where?

Anywhere – how about the library, the language laboratory, the computer room or at home!

## When?

Before and after class every day.

## Who will guide me?

Your teacher will be happy to give you advice and suggestions for areas for self-study.

## What materials are available?

- > Embassy StudySmart
- > Graded readers and cassettes
- > Newspapers
- > Grammar and vocabulary practice materials
- > Business English materials
- > Pronunciation and listening online tasks
- > General readers
- > Exam practice materials
- > CALL.





# Student Services

## Phone cards

Please ask at the staff at Student Services about the best phone card for you. Phone cards can be bought from many stores close to the school.

## Messages

The staff at Student Services will take important telephone messages for you, but please give your friends and family another number on which to contact you (your homestay telephone number, your mobile phone number, etc).

## Contact details

Please tell the staff at Student Services each time you change your address or telephone number while you are in Australia. It is important that we are able to contact you at all times.

## Incoming mail

Your teacher will give you your mail.

## Transfers

If you have booked a departure transfer, or if you want to book one, please see the Homestay Coordinator to confirm the arrangements.

## Campus Rules

- > Always speak English on campus, and try to speak it everywhere else
- > Dress appropriately for class
- > Show respect for fellow students and their property
- > Respect all students' right to study and learn in the classroom
- > Turn off mobile phones when entering class
- > Smoke only in designated smoking areas
- > No chewing gum in class
- > No food or drink in classrooms or the computer room (except bottled water)
- > Attend class on time. If you are more than 10 minutes late for class, you will be marked absent. (Attendance for student visa holders must be at least 80% of class time).

## Please remember

If you do not follow these rules, or your behaviour is generally unsatisfactory, you may be asked to leave the college.

# Social Program



## Monthly events

Every month, Embassy offers a wide range of activities including:

- > Barbecues
- > Nightclub visits
- > Sport
- > Movie afternoons
- > Live music.

The activities program can be viewed on the Embassy notice board. On your first day, you will learn about the different activities available.

If you have any ideas about sports/ events you would like to see organised, please feel free to make some suggestions.

All students are encouraged to attend activities as it is a great way to meet new people and have fun at the same time.

There are a variety of activities. Some activities have limited numbers, so you will need to sign up quickly or you will miss out.

### Sample program

Day	Activity	Cost*
Tuesday	Discount movie night	\$5-\$10
Saturday to Sunday	Rock climbing trip	\$199
Saturday	Student party	\$10
Sunday	Aussie style pizza night	\$20
Thursday	Shopping tour	\$20
Thursday to Monday	Sports afternoon	Free
Friday	The zoo or wildlife sanctuary	\$27
Saturday to Sunday	Tour of local attractions	\$545

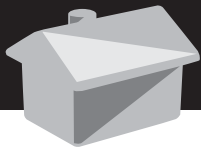
\*Please note that these are approximate prices and are subject to change.





## Accommodation

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# Your Homestay

There is no such thing as a typical Australian homestay. Your hosts may be young, middle aged or retired; their attitudes may be anything from 'modern' to 'old fashioned' and their interests anything from art to football. But they will be kind and friendly and they will try to make you feel at home and comfortable with your new life.

In Australia today, couples are not always married and both partners often work, whatever the standard of living of the family. So it is becoming more usual for the whole family, husband and children, to help with the household jobs (eg. the washing up). Although you are not expected to clean the house, it is considered polite to offer to help with little things such as setting the table for dinner, clearing away or drying the dishes and you may find that this helps you to feel more comfortable.

If the homestay has a pet dog or cat (some may have more than one), you may be surprised that they are treated as important members of the family.

Just remember: homestay is much more than just a place to sleep. It is a chance to experience an Australian lifestyle first hand and improve your English at the same time!

## Life in Australia

We have taken care to choose a homestay where we think you will be happy.

Living in an Australian homestay can be a very enjoyable experience, but you should be prepared to adapt as it will be different from living in your own home. In all probability you will get along fine without reading any of these notes, but we offer them as a point of cultural reference to help you adjust to life here a bit more quickly and easily.

Please remember that your home is not a hotel and to fit into Australian life, you will need to respect any house rules your host has.

Remember too that all families are different. The way you approach your hosts will influence how they approach you. You will find that

politeness is very important in Australia – as in most countries. It is a matter of simply using polite expressions like, “Please” and “Thank you”, “Could you ....?” or “May I....?”. This is the language used in everyday life in Australia for even the simplest requests and using it will certainly warm the family towards you.

### **Your home and your room**

Your homestay’s house may be very different from your own, but it will be clean and comfortable.

There should always be hot water for a bath or shower in the morning or the evening, but it is a good idea to ask your hosts whether it is convenient to have a bath or shower. Please remember that water is precious and hot water is expensive. Please limit the time in the shower to a maximum of 4 minutes.

Make sure you leave the bathroom and toilet as clean as you found it. It can be very busy in the morning when everybody may be getting

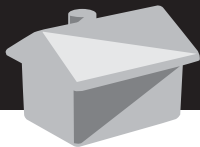
ready for work or school, so please be considerate about the amount of time you take.

A towel should be provided but you are expected to provide your own soap, toothpaste, shampoo and conditioner etc.

Your host will clean your room, but you should keep it tidy and make your own bed. Please treat your home and room with care. Be especially careful with ink, make up, nail polish or any product which can stain. If you are unfortunate enough to have an accident, tell your hosts immediately and offer to pay for the damage. The matter will be quickly resolved and forgotten.

There may be somewhere to lock your valuables in your room. If not, don’t leave them lying around: ask your hosts to look after them for you.

If you have not booked a single room, you may be sharing a room with a student from another country. We hope you get on well together. Please be considerate of each other.



# Your Homestay

## Coming home

If you are a younger student, you will be expected to return home at a reasonable hour after school – this can be negotiated with your hosts. This is because the school and your homestay are responsible for you while you are in Australia.

Whether you are a younger or an older student, please be considerate:

- > Telephone your homestay if you are going to be late
- > Come home quietly; shut doors quietly; do not take a shower or play the radio or TV loudly.

## Keys

Most homestays will give you a set of keys to let yourself in and out of the house. If you are not given your own set of keys, they will make arrangements with you so that you are able to get in. Please take care not to lose the keys as you will have to pay for the cost of a replacement lock if you do.

## Telephone

Some hosts will allow you to make the occasional local call, but please do not expect this automatically and always ask first. If you have to call your relatives overseas, or in another city in Australia, always ask your host. It is best if you arrange to purchase a phone card for use when using the telephone at your homestay. Alternatively, if your friends or family would like to call you, please tell them the time differences and ask them not to call you after 22.00 or before 07.00 Australian time.

## Computers and telephone lines

Please do not ask your hosts to install a computer line or telephone line – many hosts will be uncomfortable doing this and will not want to offend you by saying no. If you need to use a computer at your homestay – particularly if you need to access the Internet – you should ask your hosts' permission. Remember, the computers at school are also available to you before and after class.

## Problems or questions

We hope that your stay with your homestay will be a very happy one. If you have any problems, though, please see the Homestay Co-ordinator. Whatever the problem – even if it is very small – it is important that we know about it as soon as possible so that we can help.

## Laundry

You should talk to your hosts about laundry arrangements. Some homestays will show you how to use the washing machine so that you can wash your own clothes. Some hosts might offer to wash your clothes for you. For special or heavier laundry, please ask your hosts about the nearest launderette or dry cleaners.

## Smoking

Nowadays, most hosts will not allow smoking inside the house. In fact, you may find that some hosts smoke outside themselves, or in only one room. Please respect the request of your host and smoke outside if this is what they have asked you to do.

## Visits by friends

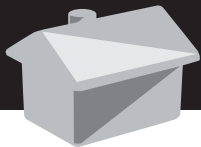
Some hosts may be happy for you to bring your friends to the house, but please ask first. Always introduce your friends to your homestay. Do not invite your friends to the house if your hosts are not at home, unless you organise this prior to their visit. And remember: you will be responsible for your friends' behaviour.

## Holidays and homestay

If you go on holidays, you should ask your homestay if they will keep your room available. You will need to pay the campus a holding fee of to secure your room. Try to tell your homestay at least one week before you go on holidays. If this is not convenient, they may ask you to change homestay.

## Homestay address

If you need to open a bank account, buy a mobile phone, or need a parcel delivered, please give the school address so that everything can be sent there for you to collect. This makes things much more convenient for you.



# Your Homestay

## Meals

You are entitled to breakfast and an adequate evening meal seven days a week. With more and more women working full-time, you may find that hosts buy ready prepared meals that save time.

Australian families usually eat their evening meal fairly early, often around 18.00/18.30 and you may find that not all the family is present at all meals. If your homestay is comprised of a young couple, meal times may tend to be more flexible.

Always let the homestay know if you will be late or will not be home for dinner. Your homestay may serve snacks and drinks between meals or allow you to help yourself, but please do not expect it, as this will vary between homestays.

Lunch room facilities are available at the school Monday to Friday. If you would like to take a packed lunch you must ask your host's permission first, and then it is your responsibility to provide all the ingredients.

## Evenings at home

You will be welcome to spend evenings at home and having conversations with your hosts is a very important part of your stay. They will be interested to know about you and your country and you will have plenty of opportunity to chat with them, particularly during the evening meal.

However, please do not expect your hosts to be teachers and if they are relaxing in front of the TV, for example, try to be sensitive about asking too many questions! Just as you may need privacy at times, they also need privacy, so please respect theirs. You may want to spend time studying in your room, but try not to isolate yourself too much. Remember noise carries, so if you are watching TV or playing a radio after 22.00 and before 08.00, keep the volume low.

### **Living in share accommodation**

Some students who are here for a long period like to go into private accommodation.

The college does not arrange share accommodation for you and it is not possible to arrange this before you arrive. However, each of our campuses has a central area where share accommodation is advertised. Ask your orientation teacher or Student Services staff if you are interested. The local paper can also be a good source of property vacancies.

If you choose to stay in private accommodation, the school will have no jurisdiction over your landlord. Therefore, if you have any difficulty or experience any problems, the Homestay Co-ordinator will not be able to act on your behalf, though we will, of course, tell you where to go for assistance.

We need to have your address and phone number in case of emergency.

### **Leaving your accommodation early**

Homestay is for a minimum of four weeks. If you leave homestay in that four week period, you will lose any money paid to the homestay for this placement – unless, of course, there is a problem.

If you have paid the college for more than one month's homestay and want to leave after the first month, you must see the Homestay Co-ordinator four weeks before you want to move. If you do not do this, you will lose four week's rent.

### **Residential accommodation**

Embassy has agreements with a number of residential accommodation providers near the centre. If you would like to apply to live in this type of accommodation, please contact the Homestay Co-ordinator.



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# Insurance



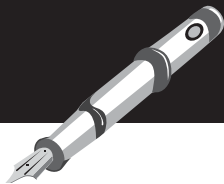
## Insurance – OSHC

While you are studying in Australia on a student visa, you are required by the Australian government to take out Overseas Student Health Cover (OSHC). This will cover you for health related matters whilst in Australia.

### Why do I need insurance?

This is for emergencies only and not for normal situations. If you have a serious accident or illness, you may need special treatment or even need to go home. This can cost you a lot of money, and insurance will help you with this. Therefore, if you get ill while you are studying, your Overseas Student Health Cover with Australian Health Management (ahm) will help you with your medical bills.





# Terms and Conditions



Here are the most important terms and conditions of your stay with Embassy. Please refer to the brochure for our full terms and conditions.

## **Refunds and course fees**

Once a course has started, no tuition refunds may be made. However, if you decide to stop your course for any reason, a course credit may be issued for the period of study lost, which is valid for one year from the date of your departure. This course credit can only be used by you (or an immediate relative with the prior agreement of the Campus Director). Course fees cannot be refunded.

## Accommodation

Homestay or residential fees will be refunded subject to a 4 week notice period (so you need to try and tell us you want to leave your accommodation 4 weeks before you do. Otherwise you will have to pay up to 4 weeks when you are no longer staying there).

## Course changes

You may change your course providing the value of the new course is the same as or greater in value than the original course booked. If you choose to change to a less expensive course, there is no refund for the difference in price.

## Holidays

You are allowed 4 weeks' holiday per student visa.

The school is closed for public holidays and for around one week over Christmas. Generally all holidays (except public holidays) will be added onto your course with the exception of courses with set start dates such as AYA, EAP and Cambridge. The minimum holiday is one week, from Monday to Friday.

At least one week before the start of your holiday, you must:

- > complete a holiday request form, and
- > receive permission from the Director of Studies.



# Grievance Procedure

We want your stay at Embassy to be helpful and enjoyable. If you are not happy with any of the services we offer, please see one of the following people:

- > YOUR TEACHER OR PROGRAM MANAGER if you have a problem with your class
- > THE HOMESTAY CO-ORDINATOR if you have a problem with your accommodation
- > THE BURSAR if you have concerns about your fees.

If you are still not satisfied, you can make a formal complaint (set out in the Embassy Grievance, Complaints and Appeals policy):

1. To begin the process, speak to the person appointed at your centre to deal with complaints – either the Grievance Counsellor (GC) or a Manager, like the Director of Studies (DoS).
2. Complete and submit a Complaint Form.
3. On receiving your Complaint Form, your complaint will be considered within 10 working days. The GC or the DoS will either consider your complaint or pass it on to the appropriate manager.
4. A meeting will be arranged so that you can present your case. You can bring a friend for support.
5. You will receive the written outcomes of your complaint, along with reasons for the decision.
6. If you are not satisfied, you may request a Case Review. You have 20 working days to submit a Case Review form.
7. The Campus Director will consider your case and may decide to establish a Case Review Panel. The Case Review Panel will comprise three objective staff members.
8. You may attend the Case Review meeting, and you may bring a friend to support you.
9. You will receive the written outcome of your Case Review and reasons for the panel's decision.
10. If you remain dissatisfied, you can seek independent assistance from ACPET – see the college noticeboard for more information.

# Fire Procedure



## **If you see or suspect a fire**

- > Sound the alarm
- > Leave the building immediately via the fire stairs. Do not use the lift. If you cannot walk down the stairs, wait at the top of the stairs for someone to help you
- > Wait in the designated area away from the school.

## **If the fire alarm sounds when you are in class**

- > Follow your teacher out of the school quickly but without running
- > Wait with your class in the designated area away from the school
- > Do not wander off – it is vital your teacher checks you are out of the building.

## **If the fire alarm sounds and you are in the canteen, library, or elsewhere**

- > Leave the school immediately
- > Wait in the designated area and tell a member of staff you are out
- > Do not go back into the school until a member of staff tells you that you can
- > Do not take risks
- > Do not return to the building for any reason until you are told to do so.

There is a fire evacuation plan on the notice board at this campus.

**Do not set off a fire alarm or fire extinguisher unless there is a fire.**



# Medical care

If you need to see a doctor or dentist during the week, ask the Student Services staff. They will telephone to make an appointment for you if you would like them to.

## Doctors

You will often see or hear doctors referred to as 'GP'. 'GP' is the abbreviation for 'General Practitioner' and means he/she is trained in general medicine. GPs see patients suffering from a variety of illnesses and minor treatments, such as severe sore throat, or an unusual pain somewhere.

Doctors will refer you to a specialist in a hospital or send you to the hospital if they feel the condition needs further investigation.

## Specialists

A specialist is someone who has specialised in a particular field of medicine such as obstetrics (women giving birth), orthopedics (bones), pediatrics (children), ENT (Ear Nose and Throat).

## Hospitals

Hospitals have an 'Emergency' department that is for serious injuries that happen suddenly such as when people have been injured in a car accident. Hospitals are where people go if they need operations or if their doctor has referred them to a consultant.

## First aid

We have first aid qualified staff on the premises. Please ask Student Services if you need assistance.

## The procedure for getting treatment

If you need to see a doctor or dentist during your stay, you should go to or call the doctor for any appointments. Appointments must be kept or cancelled, not missed – as this affects others.

### **Medical certificates**

If the doctor says you need time off school, please ask for a medical certificate. If you are reported to the Department of Immigration and Citizenship (DIAC) for unsatisfactory attendance, you can use the medical certificate as evidence in your appeal. You do not have to pay extra to get a medical certificate.

### **Ambulance**

For assistance in a life threatening emergency, phone 000 and ask for an ambulance.

### **Medical insurance**

You should already have taken out medical insurance before you arrive. If you have not done so, you should speak to Student Services because medical treatment can be very expensive. If you are on a Student Visa, you will have Overseas Student Health Cover.

In most cases, your insurance will cover treatment by a doctor but not a dentist. When you see a doctor, you will need to pay at the time of the appointment. Keep the receipt because if you have Overseas Student Health Cover, you can claim some money back. The staff at Student Services will advise you about this. If you have your own medical insurance, you will need to refer to the information they have given you about how to make a claim.



# Visas and attendance

## Visas

If you have a student visa, you must:

- > Tell the college your address
- > Tell the college if you change your address during your course.

## Extending your visa

If you want to extend your course, you may need to extend your visa. Check the expiry date on your visa. You can renew your visa online using your credit card. Just go to the Department of Immigrations and Citizenship (DIAC) website at [www.immi.gov.au](http://www.immi.gov.au).

If you do not have a credit card, you will need to complete the appropriate form and submit it to DIAC. Ask Student Services staff for help.

## Working rights

All Embassy campuses offer work placement assistance seminars to Student visa or Working Holiday visa holders who have reached an intermediate level of English. These seminars are held regularly and focus on topics such as CV writing, interview skills and goal setting. While we cannot guarantee that by attending these seminars and workshops you will be placed into a specific job, we can guarantee that we will give you the skills to compete for casual employment. (Visa conditions apply)

All student visas now have work rights – you may work for up to 20 hours per week (outside your course hours).

If you do decide to work, please make sure that you still spend enough time on your English studies.

If you break the rules regarding work rights, your visa will be cancelled automatically.

## Attendance

Under Australian visa regulations, student visa holders must attend a minimum of 80% of tuition time. Embassy Language Centre must monitor student attendance records.

Your attendance is calculated for each “course” as indicated on your COE. Teachers will mark you present/absent for every 50 minute lesson of the day. If you are more than 10 minutes late, you will be marked absent for that lesson.

If you are sick for more than three days, we advise you to obtain a medical certificate.

If you are reported to the Department of Immigration and Citizenship (DIAC) for unsatisfactory attendance, you can use the doctor’s certificate as evidence in your appeal.

Each time you are marked absent, your attendance percentage (%) will decrease.

## The consequences of poor attendance

- > If your overall attendance falls below 90%, you will receive a written warning. If you are under 18, your guardian will also receive a copy of the notification and be informed by phone. You should make an appointment to see the DoS to discuss your attendance and how to improve it
- > If your overall attendance falls below 80%, we will send you a Letter of Intent to Report you to the Department of Immigration and Citizenship (DIAC). If you are under 18 years of age, we will contact your parents and/or guardian
- > You have 20 working days to make an appeal through Embassy Language Centre’s appeals process – see page 36. We will continue to check your attendance during this period
- > If your appeal is rejected, we will report you to DIAC. Your student visa will be cancelled.



# Safety and the Law

## For your safety

Even though Australia is a very safe country, we encourage you to enjoy your stay by taking the following safety precautions:

### Outdoors

Australian summers are very hot, so:

- > Wear sunscreen, sunglasses, a hat and long sleeves, especially from 10.00 to 15.00
- > Use sunscreen on all uncovered body parts, even on cloudy days
- > Drink plenty of water.

### In the water

- > At the beach swim only between the red and yellow flags
- > Do not swim at beaches where there are no lifesavers
- > Never go swimming alone
- > If you cannot swim, be very careful near water and tell your friends that you cannot swim. Don't go into water that is deeper than your waist.

### On the roads

- > Learn and understand the Australian road rules before driving
- > Drive carefully
- > If you hire a car, take out sufficient

insurance cover and know what to do if you are in an accident

- > Australian cities have many one-way streets – make sure you check all signs
- > Do not hitchhike
- > In Australia, we drive on the left hand side of the road.

### If you are walking

- > Cross at the lights or a pedestrian crossing wherever possible – this is the Australian law
- > It is not wise to go out walking late at night where it is lonely or there is no street lighting. As in big cities all over the world, you need to be aware of your personal safety at all times.

### Legal Assistance

If you have a problem and you would like to get some independent legal advice, there are a number of community legal centres in each state which offer free legal advice.

The following websites provide contact details for voluntary legal services in the city you are studying in:

- > [freelegal.com.au](http://freelegal.com.au)
- > [nacl.org.au](http://nacl.org.au)

## Personal belongings

Please be careful with money and possessions at the college. Do not leave valuables in the classroom at break time or lunch time. If you lose anything, please check with your classmates, teacher or Reception/Student Services desk.



✓ Try to be considerate about noise, especially at night



✓ Put your litter in the bin. Littering is illegal



✗ Don't carry your passport unless necessary – and keep your money hidden



✗ Don't attempt to buy alcohol if you're under 18 – it's against the law



✓ Queue for buses and services



✗ Drugs are illegal. The police can stop and search you if they think you are carrying drugs



# Postal Information

## Post Offices

Most post offices are open between 09.00 and 17.00 from Monday to Friday.

## Stamps

A local stamp costs 0.55 cents and can be purchased from post offices and local news agencies. To send a letter overseas, you will need to buy an international post stamp. Do not use domestic stamps on international mail.

## Economy air and sea mail

Parcels can be sent Economy Air, which is a little cheaper than airmail but takes longer. You can also send parcels to some countries by sea mail. Ask for more information at the post office.

## Airmail

Letters and parcels sent by airmail usually take 3-10 working days to reach destinations outside Australia.

## Customs forms

When sending parcels and some types of letters overseas (such as insured letters and letters containing items other than written correspondence), you will need to complete and sign a Customs Form, available at the post office, and give it to the post office staff at the time you want to post the parcel or letter. You will also need to show photo ID.

## Prohibited items

Some items are not safe to mail and some countries do not allow certain articles to be received by mail. The rules vary from country to country and sometimes apply to ordinary items. Please check at the post office.

## Student mail

Your teacher will give you mail and parcels that are sent to you.

# Other Information



## Telephoning information

We suggest that all students telephone their families soon after arriving in Australia so that their families will not be worried about them.

- > To telephone abroad, dial:  
0011 + country code + area code  
+ personal number

If you wish to buy a mobile telephone or sim card, you can choose from a number of stores close to the campus.

## Banking information

Most banks are open between 09.00 and 16.00 Monday to Thursday and between 09.00 and 17.00 on Friday.

To open a bank account, you need to show your passport and your Embassy student card.

You can exchange money or traveller's cheques at any bank or foreign exchange bureaux. It is usually necessary to show identification even to exchange cash, and there is a transaction fee of around \$8 regardless of the amount of cash you exchange.







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# Locations

## Brisbane



### Embassy

Level 4

119 Charlotte Street

Brisbane QLD 4000

T +61 7 3232 1693

F +61 7 3232 1505

[embassyces.com](http://embassyces.com)

### Our Location

Our school in Brisbane forms part of a modern, purpose-built Study Centre in the heart of the city.

### Facilities include:

- > Computer laboratories
- > Wireless internet and email access
- > Classrooms equipped with smart board™ interactive whiteboard technology
- > Student common room
- > Spacious resource centre and library
- > Shared campus with Martin College
- > Opportunity to meet and mix with Australian students
- > Platypus Club activities program
- > Academic counselling available
- > TOEIC testing centre
- > Work placement assistance seminars.



### Program range:

- > Certificate of English
- > Certificate of Business English
- > Academic Year Abroad
- > Advanced Academic Year Abroad
- > Exam Preparation:  
FCE, TOEIC, IELTS (Core & Elective)
- > English for Academic Purposes
- > Certificate IV in TESOL and TKT
- > Smart English
- > One-to-one lessons.





# Locations

## Gold Coast



### Embassy

Level 5

38 Cavill Avenue

Surfers Paradise QLD 4217

T +61 7 5584 1403

F +61 7 5592 4230

[embassyces.com](http://embassyces.com)

### Our Location

Study at our modern Gold Coast school and you will be less than five minutes walk from one of the best beaches in Australia.

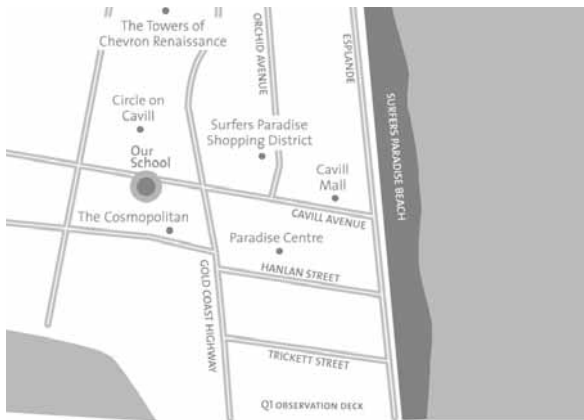
### Facilities include:

- > Computer laboratories
- > Wireless internet and email access
- > Classrooms equipped with smart board™ interactive whiteboard technology
- > Student common room
- > Excellent location close to beaches and shopping area
- > Shared campus with Martin College allowing numerous opportunities for further study
- > Opportunity to meet and mix with Australian students
- > Platypus Club activities program
- > Academic counselling available
- > Work placement assistance seminars.



### Program range:

- > Certificate of English
- > Certificate of Business English
- > Exam Preparation:  
IELTS (Core & Elective)
- > One-to-one lessons
- > English Plus Surfing.





# Locations

## Melbourne



### Embassy

398 Lonsdale Street  
Melbourne VIC 3000  
T +61 3 9935 7980  
F +61 3 9670 3567  
[embassyces.com](http://embassyces.com)

### Our Location

Centrally located in this lovely city, our Melbourne school provides outstanding learning facilities in a modern, spacious building.

### Facilities include:

- > Computer laboratories
- > Wireless internet and email access
- > Classrooms equipped with smart board™ interactive whiteboard technology
- > Library
- > Modern, well-equipped classrooms
- > Student common room and student lounge
- > Health centre
- > Shared campus with Taylors College and Charles Sturt University Study Centre
- > Platypus Club activities program
- > Academic counselling available
- > Work placement assistance seminars.



## Program range:

- › Certificate of English
- › Academic Year Abroad
- › Exam Preparation:  
IELTS (Elective and Express)
- › English for Academic Purposes
- › Embassy Smart Express
- › One-to-one lessons.





# Locations

## Perth



### Embassy

UWA, Claremont  
 Cnr Goldsworthy & Princess Roads  
 Claremont WA 6010  
 T +61 8 6462 1352  
 F +61 8 6462 1301  
[embassyces.com](http://embassyces.com)

### Our Location

Our Perth school is based at The University of Western Australia, Claremont, and provides exceptional academic and social facilities.

### Facilities include:

- > Opportunity to meet and mix with Australian students
- > Nearest Embassy school to South East Asia
- > Computer laboratories
- > Wireless internet and email access
- > Classrooms equipped with smart board™ interactive whiteboard technology
- > Library
- > Student common room and canteen
- > Student Services Centre
- > Sports facilities
- > Academic counselling available
- > Platypus Club activities program
- > Campus shared with Taylors College
- > Work placement assistance seminars.



### Program range:

- > English for Beginners
- > Certificate of English
- > Certificate of Business English
- > Academic Year Abroad
- > Exam Preparation:  
IELTS (Core & Elective)
- > One-to-one lessons.





# Locations

## Sydney



### Embassy

Level 1

63 Oxford Street  
Sydney NSW 2010  
T +61 2 9291 9375  
F +61 2 9283 3302  
[embassyces.com](http://embassyces.com)

### Our Location

Our spacious Sydney school is in a convenient location and combines great facilities with easy access to the city's world-class attractions.

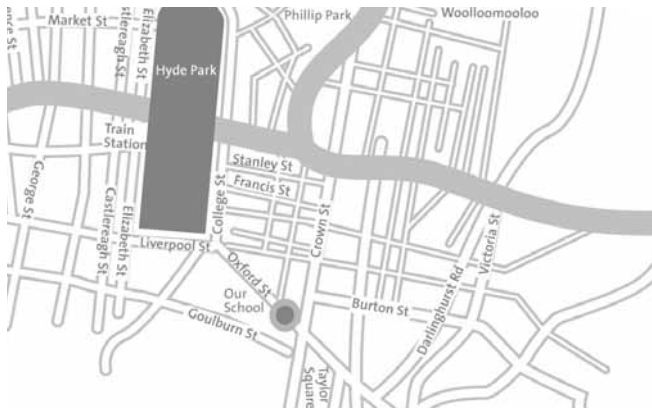
### Facilities include:

- > Bright modern premises
- > Computer laboratories with latest software
- > Wireless internet and email access
- > Classrooms equipped with smart board™ interactive whiteboard technology
- > Student lounge
- > Well-equipped classrooms
- > Library
- > Shared campus with Martin College and Charles Sturt University Study Centre
- > Organised program of social excursions
- > Academic counselling available
- > Work placement assistance seminars.



## Program range:

- > Certificate of English
- > Certificate of Business English
- > Academic Year Abroad
- > Advanced Academic Year Abroad
- > Exam Preparation:  
FCE, CAE, IELTS (Core, Elective & Express)
- > English for Academic Purposes
- > One-to-one lessons
- > Ready Set Work!





# Your friends

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