

Welcome!

*A warm welcome to Language Links,
your link to a whole new language experience!*





LANGUAGE LINKS
International

01

About your course

On your first day...

Your first day at School

> Orientation - Day and Evening Students First Day Schedule

Regardless of the selected timetable, students are required to attend a comprehensive orientation starting at 9:00 am. This includes a level assessment, an information session regarding the college terms and conditions, services available to students and important safety and welfare information.

✓ Online Classes

Google Classroom - Your weekly classwork will be here.

Blackboard Collaborate - Your live, virtual class will be here.

You will receive an email to your Gmail address inviting you to join your online class

The Student Handbook

Our Student Handbook covers the following topics:

- ✓ Sample Class timetables
- ✓ Courses available at Language Links
- ✓ General information for students
- ✓ Refund and Cancellation Policies
- ✓ General well-being and counselling services
- ✓ Emergency Evacuation Procedures
- ✓ Code of Conduct & use of facilities at Language Links
- ✓ Overseas Student Health Cover (BUPA) – for Student Visa holders
- ✓ Grievance procedures



Our Courses

GENERAL ENGLISH

CRICOS Course Code: 097129C

- Beginners/Elementary to Advanced Levels
- Weekly intakes available - start any Monday

EIAP

CRICOS Course Code: 097774G

- Academic-based English language course with IELTS exam focus
- Weekly intakes available (Intermediate to Advanced levels)

CAMBRIDGE

CRICOS Course Code: 098071G

- First (B2) and Advanced (C1) levels available all year. (Proficiency C2 on demand)
- Set start dates in January, March and September

Vocational Courses: (Academies Australasia Institute)

Business and Management: Diploma and Advanced Diploma of Leadership and Management + Project Management

Further Education:

A great range of pathways to TAFE, ECC, ECU, Murdoch, Notre Dame, and other institutions available

TIMETABLE FOR ONLINE CLASSES

Language Links offers flexible learning options to suit the needs of our clients to meet CRICOS full-time study requirements

5 DAYS

- GENERAL ENGLISH
- ENGLISH FOR IELTS & ACADEMIC PURPOSES (EIAP)*
- CAMBRIDGE EXAM PREPARATION**

Mon - Thu	Fri
Session 1 9:00am-11:15am	Session 1 9:00am-10:30am
Break	Break
Session 2 11:45am - 1:45pm	Session 2 10:50am - 12:20pm

3 DAYS

- ENGLISH FOR IELTS & ACADEMIC PURPOSES (EIAP)*

Mon - Wed
Session 1 9:00am-11:15am
Break
Session 2 11:45am - 1:45pm
Break
Session 3 2:00pm - 4:30pm

EVENING

- GENERAL ENGLISH***
- ENGLISH FOR IELTS & ACADEMIC PURPOSES (EIAP)*

Mon - Thu
Session 1 4:30pm-7:00pm
Break
Session 2 7:15pm - 9:45pm

All classes, levels and study streams cover the following skills:

- Reading Comprehension
- Written Expression
- Listening Comprehension
- Communication Skills (Oral Expression)
- Integrated Skills - English in Use (Grammar & Vocabulary)

* EIAP Entry Requirement: Strong-Intermediate. Students not meeting the English requirement may be transferred to the GE classes until level is reached.

** Cambridge First Exam Preparation Entry Requirement: Upper Intermediate. March 2020 and September 2020 intakes available.

*** GE EVENING Entry Requirement: Low-Intermediate. Students not meeting the English requirement may be transferred to the 5-day classes until level is reached.

Notes: Timetables may be subject to change throughout the year based on student demand. A minimum of 4 weeks' notice will be provided to students prior to any major timetable alterations.

Course Changes/ Leave Request

Course Selection Changes.

- Two weeks notice is required
- Application via LL webpage / Student Support/Change Of course request
- \$25.00 Fee Payable if you are a student visa holder and require a change of eCOE

Course Timetable Changes.

- One week notice is required
- Application via LL webpage / Student Support/Change Of course request
- Free of charge

Leave Application Request.

- Two weeks notice is required.
- Application via LL webpage / Student Support/ Leave Application Request
- Free of charge, up to two changes per enrolment

Webpage location: <https://www.languagelinks.wa.edu.au/student-support/>

Please see page 13 of the Student Handbook for more details.

Attendance Policy

If you are late to class (**or leave early**), you will be marked
ABSENT!



Day classes

9:00 – 9:10



9:11 – 9:30

Late = 30 minutes absent

After 9:30



Evening Classes

4:30 – 4:40



4:41 – 5:00

Late = Half an hour absent

5:01 – 5:30

Late = An hour absent

After 5:30



ABSENT

Provide evidence
(absence will be justified but not removed)



Medical Certificate

Attendance Policy

! KEEP YOUR DETAILS UPDATED

All communication sent will be done via email.
Make sure you **ALWAYS** have your updated details in the students' portal so you don't miss out on any important information.

1

OVERALL ATTENDANCE IS 90% OR LESS

A First Warning letter is sent to your email address with important information about our Attendance Policy.

2

OVERALL ATTENDANCE IS 85% OR LESS

A Second Warning letter is sent to your email address and **you are required** to book an appointment to talk to us about your attendance issues.

3

OVERALL ATTENDANCE BELOW 80%

You have breached the attendance requirement and will receive a '**Notice of Intention to Report**' - **You have 20 working days to Appeal.** Please see reception immediately.

All communication will be sent to your Language Links email address.

Cancellation/Refund Policy

OTHER FEES			NON REFUNDABLE FEES	
REASON FOR CANCELLATION	NOTIFICATION REQUIREMENTS	REFUND APPLICABLE	Enrolment Fee	
Changes in Accommodation	After arrival, to transfer/change accommodation, 2 weeks' notice in writing is required (+verbal to host)	(As above) Please note: One (1) transfer/change is permitted per 'Placement Fee'. Any transfers exceeding this will be charged an additional \$200 administration fee.	Course Materials	
	Two weeks or less remaining of placement or if Student defaults due to misconduct or a visa breach	No refund is applicable	Homestay Placement Fee	
OSHC – Overseas Student Health Cover	Written notification required directly to the OSHC provider		Au Pair – Demi Pair Placement Fee	
Student Lodge Fees - refunds of any amount received by Language Links College on behalf of the student for services other than tuition fees must be requested from the company delivering the service and will be subject to the respective company’s refund policies (unless in case of visa rejection).			Examination Fees	
			Administration Fee	
			Airport Pick Up Fee	
			Bank and Surcharge Fees	

STUDENT DEFAULT		
REASON FOR CANCELLATION	NOTIFICATION REQUIREMENTS	REFUND APPLICABLE
Student withdraws from course (Course cancellation - student default) Written notification must be submitted to the college	More than 4 weeks before the initial course commencement	60% refund of tuition fees paid
	4 weeks or less before the initial course commencement	50% refund of tuition fees paid
	After course commencement	NO REFUND APPLICABLE

Complaints and Appeals



Unhappy about a decision made |



Complete a "Complaints and Appeals Form" within 20 days of the decision being made.



Attend a meeting to discuss your complaint or appeal. (You can bring a friend or translator)



You will be sent a letter to tell you if your complaint or appeal has been successful or not.

Still unhappy or feel that you have been treated unfairly?



Contact
Overseas Students Ombudsman
GPO Box 442 Canberra ACT 2601
www.oso.gov.au
1300 362 072

General English and Cambridge Books

- **Studying 6 weeks or less:**

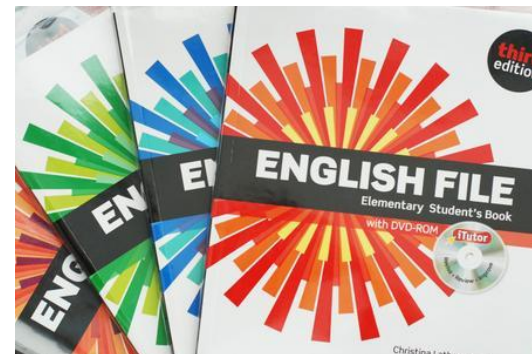
We will lend you a book. The loan fee is \$50 which will be returned to you if you keep the book in good condition. (You must not write in the book).

- **Studying more than 6 weeks:**

You have paid for one book to keep. You can write in this book if you don't want to sell it later!

- **Changing level:**

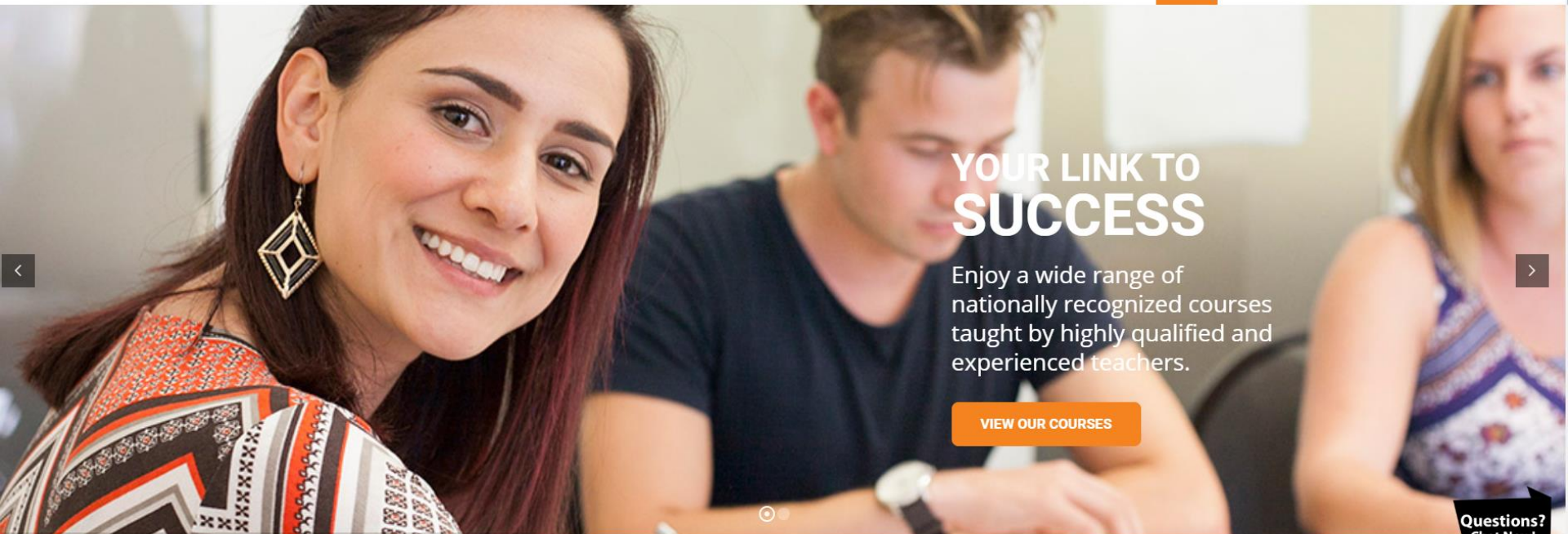
If you change your level, you must buy a new book (\$60). However, you can sell your old book to another student **(if it's in good condition)**.



LL Webpage and Student Support

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YOUR LINK TO SUCCESS

Enjoy a wide range of nationally recognized courses taught by highly qualified and experienced teachers.

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Chat Now!](#)

[GENERAL ENGLISH](#)

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[CAMBRIDGE COURSES](#)

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[Offline - Leave a message](#)

Student's Portal

Student Services

[Test your english](#)

[Accommodation](#)

[Overseas Health cover \(OSHC\)](#)

[Enrolment terms & conditions](#)

[Student support](#)

[Student portal](#)

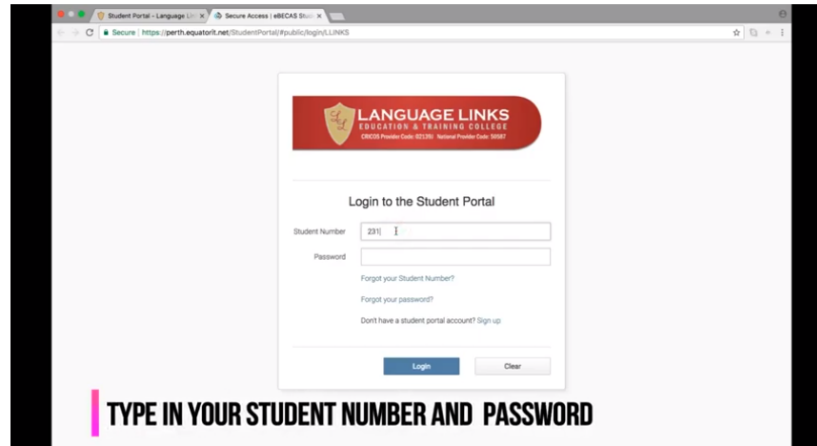
[About Perth](#)

Log in to the eBecas Student Portal to check your class timetable, academic activity information and your Attendance.

[ACCESS STUDENT PORTAL](#)

Check out the video below to learn how to use

- [Test your english](#)
- [Accommodation](#)
- [Overseas Health cover \(OSHC\)](#)
- [Enrolment terms & conditions](#)
- [Student support](#)
- [Student portal](#)
- [About Perth](#)



The screenshot shows a web browser window displaying the Student Portal login page. The page has a header with the Language Links Education & Training College logo and name. Below the header, there is a login form titled 'Login to the Student Portal'. The form contains two input fields: 'Student Number' (with the value '2311') and 'Password'. Below the password field, there are links for 'Forgot your Student Number?', 'Forgot your password?', and 'Don't have a student portal account? Sign up'. At the bottom of the form are 'Login' and 'Clear' buttons. A red banner at the bottom of the screenshot reads 'TYPE IN YOUR STUDENT NUMBER AND PASSWORD'.

**Questions?
Chat Now!**

[Offline - Leave a message](#)

[Show all](#) X

English Progress

SPEAK ENGLISH as much as possible
LISTEN to English (movies, news, TV programmes)
READ English (books, magazines, online news)
WRITE English (emails, diary, notes).

There are so many things YOU can do to improve your English.

Make the most of being in Australia!



Student Visa Conditions

You must maintain the conditions of your visa at all times or your visa may be cancelled!



Full-time course
20 hours
per week



Maintain a
satisfactory
attendance
(more than 80%)



Advise the college of
any **changes** to
address, email or
phone
within 7 days



Not exceed work
limitation (**40 hours per
fortnight maximum**)
Search for a job around
your school timetable.



Hold **valid OSHC**
for the duration of
the visa



Have **sufficient funds**
to support study and
living expenses

You should be aware of the student visa conditions and comply with student visa and ESOS Act requirements. You can find the conditions on www.homeaffairs.gov.au.



Australian Government
Department of Home Affairs

Health Insurance for student visa students



- Student Visa holders **MUST** have OSHC at all times
- BUPA OSHC provides:
 - Basic advice on simple medical problems
 - Contact details and location of the nearest medical facilities
 - Medical translation services
 - Passing telephone messages on to your family
- OTHER OSHC provides:
 - Contact your educational agent for more details



**KEEP YOUR MEMBERSHIP/ POLICY
NUMBER WITH YOU AT ALL TIMES**

**KEEP YOUR INSURANCE NUMBER ON
YOUR PHONE**

Emergency and Legal Services



- Australian laws may be different from those in your country
- Some laws may be different between Western Australia and other states
- If you need legal advice, please see Student Support Services for assistance or a referral



Government of
Western Australia
Department of Health

www.health.wa.gov.au



cclswa.org.au/advice



Australian Government

Fair Work
OMBUDSMAN

www.fairwork.gov.au/





✓ 'SmartRider':

- Transperth electronic ticketing system. As a student you can have a discounted on the bus, train or ferry service when you use a SmartRider card.
- This card can be purchased at the Perth train station Info Centre.
- Make sure you always carry your Language Links Student Card with your SmartRider, you can get a fine of \$100 if you don't have it with you.

✓ Transport:

Buses travelling WITHIN the city area are FREE! The CAT buses are also FREE! The 'Blue Cat' travels around Northbridge & the City. The 'Red Cat' travels around the City area between East and West Perth.

How To Use SmartRider

TAG ON



TAG OFF





LANGUAGE LINKS
International

03

Online Classes

Joining your class

□ ☆ ▶ Tam Kendi (Classroo.

Class invitation: "Pre Intermediate PM1 English" - Hello, Tam Kendi (tar

You would have received an email like this.

Please click join.

In the future you only need to go to:

<https://classroom.google.com>

to see your class

Hello,

Tam Kendi (tam.kendi@discoverenglish.com.au) invited you to the class [Pre Intermediate PM1 English](#).

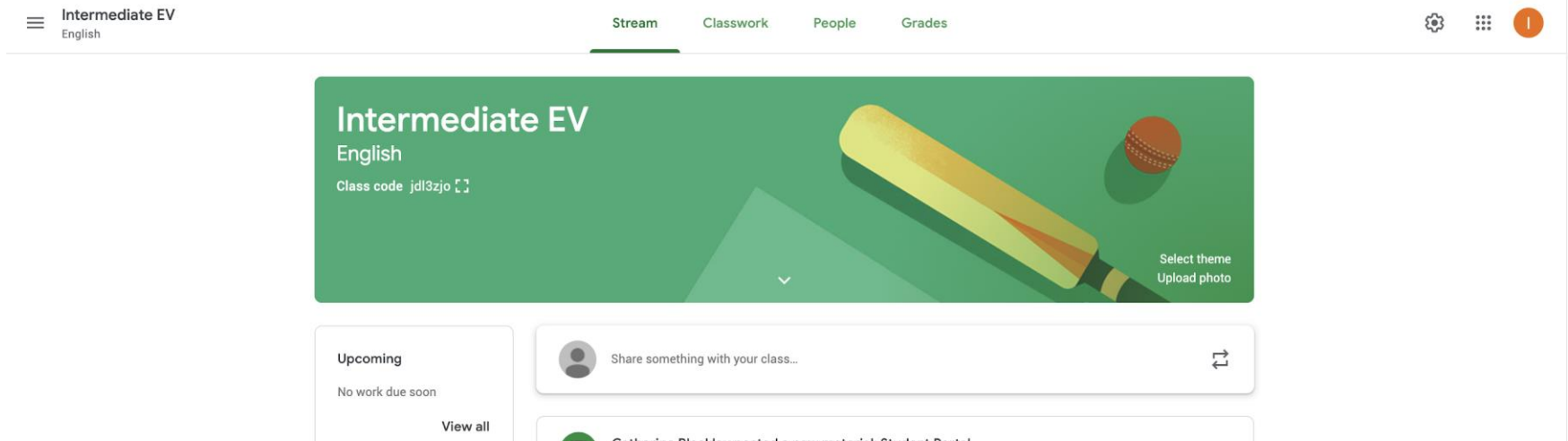


Tam Kendi

Pre Intermediate PM1 English

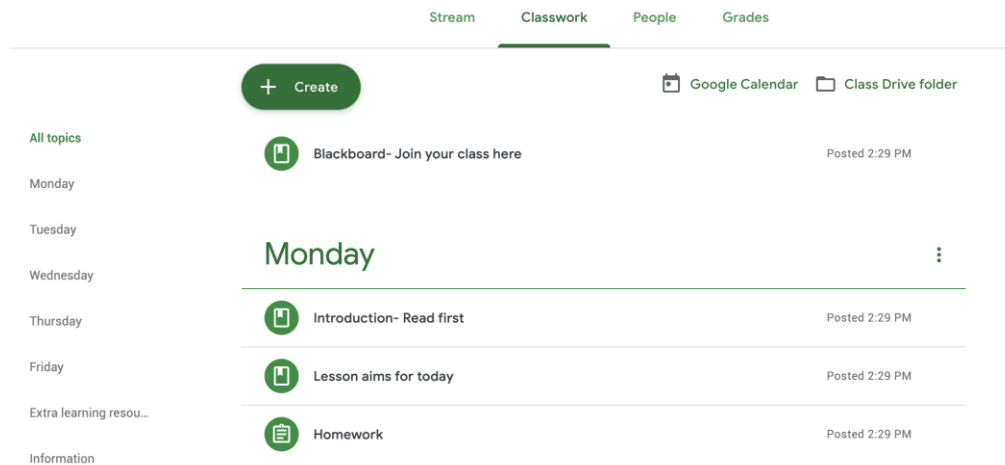
JOIN

Google Classroom



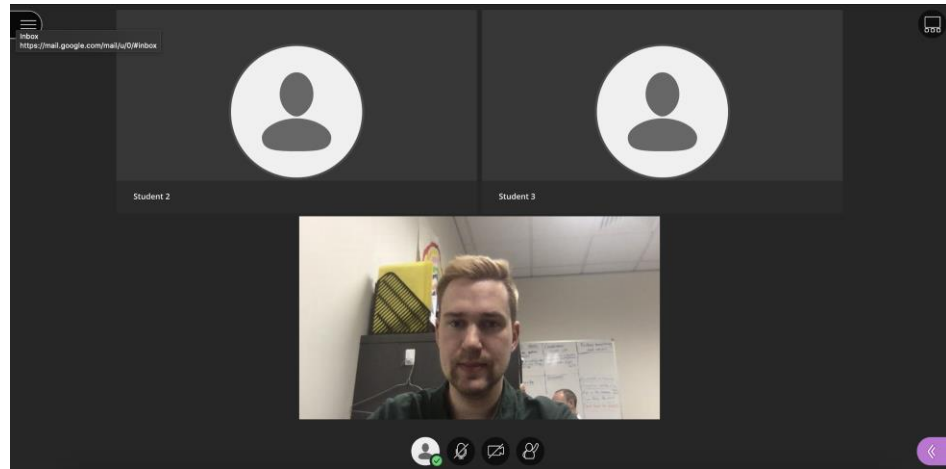
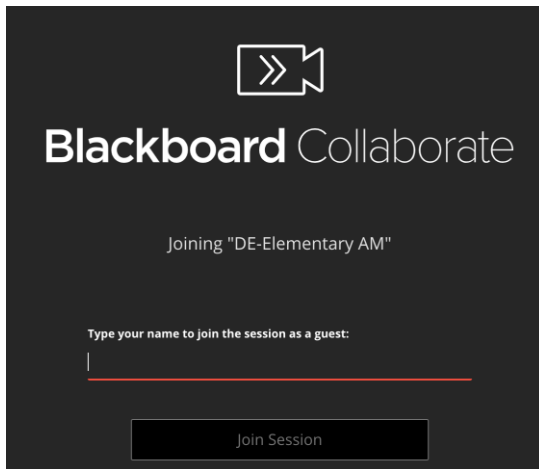
When you enter the Google classroom you will be in the 'stream' section. Click on 'classwork' in the middle.

Google Classroom



In the classwork section you will see your weekly work. At the very top is 'Blackboard' where you can join your online class.

Blackboard

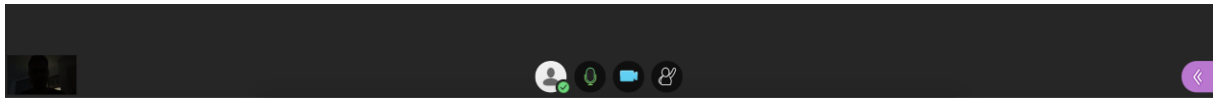
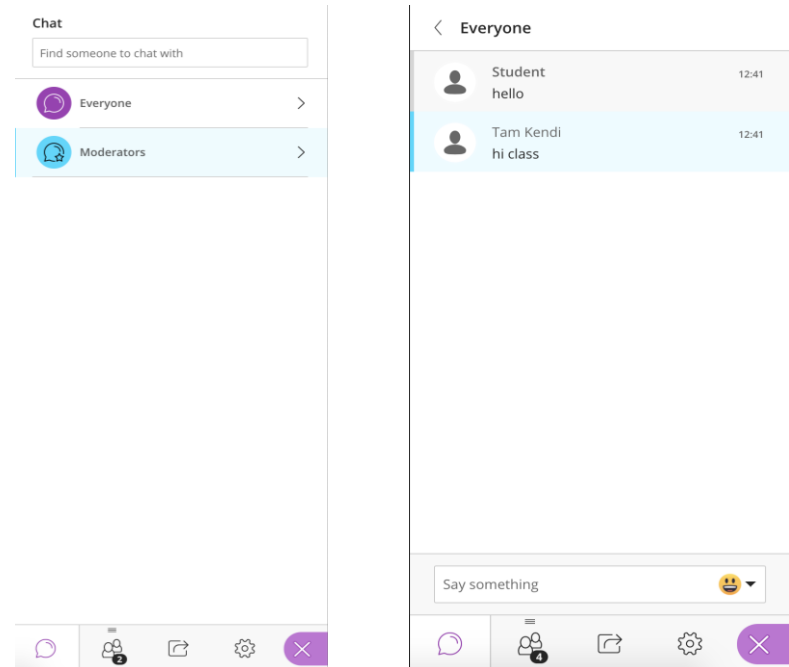


Blackboard: To join, type your name. When you are in the class you will see little icons for your classmates and teachers

Blackboard

At the bottom of the screen you will see controls for the microphone, video, and a small icon to click if you want the teachers attention.

Chat: Purple menu to the right



Enjoy!

Online Classes



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THANK YOU