



LANGUAGE LINKS

International



Student Handbook 2021

Perth, Western Australia



WELCOME!

Thank you for choosing to study with us. You have become a member of our Language Links Family and we are confident that you will find your stay with us a happy and rewarding experience.

It is our mission to provide an environment where teachers and learners are comfortable in the knowledge that cultural, religious and language differences are accepted and respected, and where there is a real awareness at all times, of the goals of our clients and how best we can assist them in successfully achieving these goals.

'Enjoy the Language Links experience... Your home away from home'

This handbook is designed to be a comprehensive guide for you to ensure you have all the information needed to plan and attend your course of study in Perth, Australia and at Language Links.

Pre-Departure Information

- ✓ Plan your departure
- ✓ Student Enrolment
- ✓ Health Insurance
- ✓ Airfares
- ✓ Australian Currency
- ✓ Customs and Quarantine
- ✓ Transport from the Airport
- ✓ Australian Society and Culture

Contact details for the college are:

LANGUAGE LINKS INTERNATIONAL
Level 1, 120 Roe Street, Northbridge, Perth
Western Australia 6003
Ph: +61 8 9460 4200
enquiries@languagelinks.wa.edu.au
www.languagelinks.wa.edu.au



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[@languagelinkscollege](https://www.facebook.com/languagelinkscollege)



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Living in Perth / Studying at Language Links

- ✓ Your First day at school
- ✓ The location of your classroom
- ✓ Your class and teacher
- ✓ Your class timetable, breaks and activity schedule
- ✓ Your class rules
- ✓ English Level
- ✓ The school policies on Refunds, Leave, etc.
- ✓ Surrounding facilities including nearest bus/train stops, lunch bars/restaurants, bank, Post Office, etc
- ✓ School/Campus facilities
- ✓ How to get home (use of public transport)
- ✓ How to open a bank account
- ✓ Your visa/attendance requirements
- ✓ Who to see if you have a problem at school or in your homestay
- ✓ Smartrider



Pre-Departure Information

Once you have been accepted to study at our institution and have received confirmation of your student visa, the next step is to start planning for your arrival.

Here is a list of important items to help you plan your departure:

> **Passport and Visa** – Check that your passport is valid for at least 6 months prior to your entry arrival in Australia, and that you have all your visa documentation. It is also a good idea to make copies of your passport in case you lose your passport.

> **Overseas Student Health Cover (OSHC)** – This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home.

> **Travel Insurance** – You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.

> **Airfares** – Make sure you are aware of the date and time of your flight. Keep your flight details in a safe and secure place, with your passport and visa.

> **Contact details** – You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and institution details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia.

> **Quarantine** - Australia has strict quarantine regulations in order to prevent any harm to the environment. Food, plant materials and animal products from overseas, including many common souvenirs, could be harmful and should be declared on arrival. For further information on Australian Quarantine, please visit the Australian Government quarantine website: <https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

> **Australian currency** – Only Australian dollars can be used as currency in Australia. If you have not brought some with you, you will need to exchange money as soon as possible after your arrival. There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency with you before leaving your home country. If your bank card permits it you can also withdraw Australian dollars (AUD) from an ATM on arrival.

> **Transport from the airport** – Whether you are taking Public Transport, a Taxi/Uber or you are being picked up from the airport by your education provider's Airport Pickup Service, it is important that you have all the details including the time and route and, if your travel has been arranged by your institution, their contact details. If you need a map to assist you in getting to your accommodation from the airport, they will be available at the airport, or you can print from google maps before leaving home.

> **Accommodation details** - Make sure you have the address of where you will be staying as well as their phone number and payment confirmation (if you have already paid for your accommodation).

> **Electrical Appliances** - Electricity supply throughout Australia is 240 volts using a standard three pin plug, which is fitted to domestic appliances. Some visitors may need an adaptor socket and 110-volt appliances such as hairdryers and electric shavers cannot be used without a transformer.

> **Time Zone** - Western Australia is on Australian Western Standard Time (AWST), eight hours ahead of GMT.

Geneva	less 7 hours
Rio de Janeiro	less 12 hours
Bangkok	less 1 hours
Taipei	There is no time difference
Beijing	There is no time difference
Paris	less 7 hours
Bogota	less 13 hours
Tokyo	plus 1 hour
Seoul	Plus 1 hour
Hong Kong	There is no time difference

For further information please visit the Austrade website: <https://www.studyinaustralia.gov.au/english/live-in-australia/plan-your-departure>

Australian Society and Culture

> **Adjusting to life in Australia** - While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life. It is important to remember that while these changes are occurring you will be embarking upon new study in a different language and be away from your usual support networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the 'Australian way of life' may take some time. If you are struggling in any way to adjust or are feeling homesick, it is important that you seek support and advice to assist you with your transition.

> **Activities** - Language Links offers students the opportunity to take part in a variety of activities. On weekdays there is a variety of sports, movies, events, seminars and tours available. It is important to take part in various social activities and excursions on offer in order to widen your social network and help you better understand the Australian culture and environment.

> **Social Customs** - When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

To make eye contact with the person you are talking to is considered a sign of respect, and an indication that you are listening. However, try not to stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.



> **Polite Behaviour** - 'Please' and 'thank you' are words that are very common and very helpful when dealing with other people and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you' or 'thanks'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building good relationships.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also the same for spitting. Many people will also say, 'Bless you' when you sneeze. This phrase has no religious intent.

You should always try to be on time for meetings, appointments and other visits. If you know you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

> **Australian Slang (Aussie slang)** - You may notice different accents and different ways of speaking. 'Australian slang' is very common and is a way of using certain words and phrases that have become iconic to Australians. You may find that Australians tend to speak quickly and have an unusual way of pronouncing or shortening words. To view some common samples of Australian Slang words click here: <https://www.studiesinaustralia.com/studying-in-australia/living-in-australia/aussie-slang>

Language Links celebrates a diverse student body and is proud to welcome students from 35 countries world-wide! Linking you in friendship all over the world!

Our Campus

> **Location** - Our campus is centrally located in the heart of Perth's cultural district, with access to a wide range of surrounding amenities including Perth's biggest Library, cafes, restaurants, shops and many more. We are just a few minutes away from the central bus and train station (walking distance) for easy and convenient public transport access.



Level 1, 120 Roe Street (116-120)

Enter from main entrance at the corner of Roe Street and Melbourne Street

Facilities and Services

> **Common Room Facilities** - A coffee/snack machine is provided for your convenience in the main Common Room. Microwave ovens and fridges are also available for you to use. Please keep these items clean and make sure that any food you have not eaten during the week is taken home or thrown away. The fridges are cleaned out each Friday.

This is your area to relax - before, during and after school. Please try and keep it clean and tidy. Please remember that the Common Rooms/Dining areas are provided so you have rooms where you can eat your meals, please do not eat in the classrooms.

> **Computer Rooms** - Computer facilities are available Monday to Friday during school opening times. You can also use the computers to type assignments, prepare your resume or do your homework. Students are welcome to bring their own devices as high-speed WIFI access is also available throughout the college campus, you may request the password at Reception.

- Please do not use your own USBs etc. as they may contain a virus, which could affect the whole system.
- Please DO NOT DOWNLOAD LARGE VIDEO CLIPS OR OTHER BIG FILES or STREAM LENGTHY VIDEOS



FREE high speed Internet access with wifi.



3 Student Common Areas for dining and relaxation.



3 large Computer Learning Labs.



Large student **kitchen.**



Brand new up-to-date learning resources and material for effective, **high quality course delivery.**



Self-study centre.

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 9:15 am on the day of course commencement. This includes a level assessment, an information session regarding the college terms and conditions, services available to students and important safety and welfare information. A college tour and tour of surrounding college facilities are also included on the first day.

Students that have completed a placement test on campus prior to first day are not required to attend the English Level test at 10:45 am, Full Time Day students will be required to attend session two of their scheduled class and 3 Day students will be required to attend session two and three of their scheduled class.

Time	Activity
9:15 am – 9:30 am	Welcome new students – Bring your passport/ID to reception
9:30 am – 10:30 am	College Orientation and School Tour
10:30 am – 10:45 am	Academic and Pathway Information Session
10:45 am – 11:45 am	English Level test – Grammar, Vocabulary, Writing and Speaking
11:45 am – 12:00 pm	Lunch Break
12:00 pm – 13:00 pm	Perth Tour - (Optional upon request)

Study Timetable

> **Flexible learning timetables** - Offered by the college to support students with their learning needs and to complete a course that best suits their study goals. All full-time study options include 20 hours of face-to-face language interaction, plus an additional 3-5 hours per week allocated for self-study, research, customised skills, academic and social activities.



TIMETABLE

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 9:00 am-11:15 am	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)
- CAMBRIDGE EXAM PREPARATION

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

* 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 courses upon availability.

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

> **The learning environment** - The college has policies and procedures in place as well as various sources of information available to students to help create a working and learning environment that is safe and healthy, culturally diverse, welcoming and non-discriminatory.

All intensive English language courses offered by the college are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and therefore meet the quality standards of this type of registration and guidelines for quality assurance for overseas students.

All courses offered cover 5 core components at each level to ensure students receive English language training that covers the four macro skills (Listening, Reading, Writing and Speaking) as well as Grammar and Vocabulary. The Academic Year is divided into four (4) terms.



Student Support Services

The College offers a range of support services to student to ease the transition into life and study in Australia and provides access to appropriate assistance and welfare/well-being information as needed.

The college strives to make each student's stay with us as enjoyable as possible and has a variety of on-

>**Academic counselling and support** - Counselling services are available to students in order to assist them with their study goals, career aspirations and any other matters regarding their course enrolment. Guidance and support with study plans and career pathways is available before, during and after course completion. ELICOS + Higher Education/University Pathways are also available for students and can be discussed with Student Services or Senior Academic Staff member. Students may also talk with a member of staff about personal issues in strictest confidence

>**Visa information/Immigration regulations** - Information can be provided about immigration regulations, student obligations, Student Visa conditions and Overseas Student Health Cover (OSHC). Students may also visit the site of the Department of Home Affairs for further details on applying for and the requirements of a Student Visa: www.homeaffairs.gov.au

>**An extensive Orientation Programme** - The orientation programme is designed to ensure students are provided with comprehensive information regarding the college terms and conditions, services available to students, college facilities and important safety and welfare information, as well as level testing to assess the student's current proficiency level.

>**An exciting social and academic activity calendar** - The college provides a range of weekly social and academic activities to enhance the learning experience. Giving students the opportunity to explore the 'cultural' side of Perth with supervised, inexpensive activities to beautiful sights around Perth OR join free academic workshops and English masterclasses to enhance study skills. See monthly calendar displayed on the College's website or poster placed on Student Notice Boards around the college. This is a great way for students to meet new friends and adjust to the culture and lifestyle that Perth has to offer.

>**Additional services** - Airport pick up, Accommodation placement and Demi Pair programmes are also available. Please see our 'Accommodation' page on the college website for further details or discuss your accommodation needs with our Student Services team.

>**Special medical or physical requirements or learning needs** - Students should advise a Student Support Officer or the Academic Manager of any special requirements that the college should be aware of. The College endeavours to assist students with any special requirements/needs to ensure their study comfort. Any queries in this area are attended to promptly and with discretion.

Where it is not appropriate for the College, its trainers or support staff to assist or advise on any issue, the student may be referred to an external party for advice.

For students requiring formal assistance regarding their learning needs, recommendations can be provided by the senior academic team at the college regarding appropriate language support, additional teacher support and individual study plans.

>**Student feedback and consultation** - Students are given the opportunity to provide feedback to the college regularly throughout the calendar year via course surveys in each term. Students are asked to provide feedback and suggestions on their experience at the college such as course delivery, trainer quality, campus facilities, student support, activities and services offered. Feedback is analysed and actioned where appropriate by Senior Staff and Management.

>**Other forms of feedback and consultation** -

General feedback or complaints can be provided to the college via various means including:

- Complaint Form / File note
- E-mails to relevant staff
- Online surveys
- Verbal feedback

>**Complaints and Grievances** - Sometimes students may have a complaint or be unhappy about a particular decision or action of the College, teacher or staff member. For any Academic complaints or concerns, students should first discuss the matter with their teacher. For any other issues, students should see the Student Services Department— see *Grievance Procedure*.

Grievance / Complaints Procedures

>Grievance/Complaints Procedures

The college's grievance procedure gives students/ clients access to a fair process when dealing with problems and concerns. Every effort is made by the college to resolve student/client grievances with access to a range of support staff and qualified Academics, the college also provides an avenue for students to appeal (internally and externally) against decisions, which may affect the student's progress, results, study goals or well-being. The Grievance Procedure poster is placed around the college in every classroom and on college notice boards, the full procedure and policy is also available via the College's website.

>General Guidelines for Grievances/Complaints and Appeals

The college will maintain the Student's enrolment while accessing the complaints or appeal process

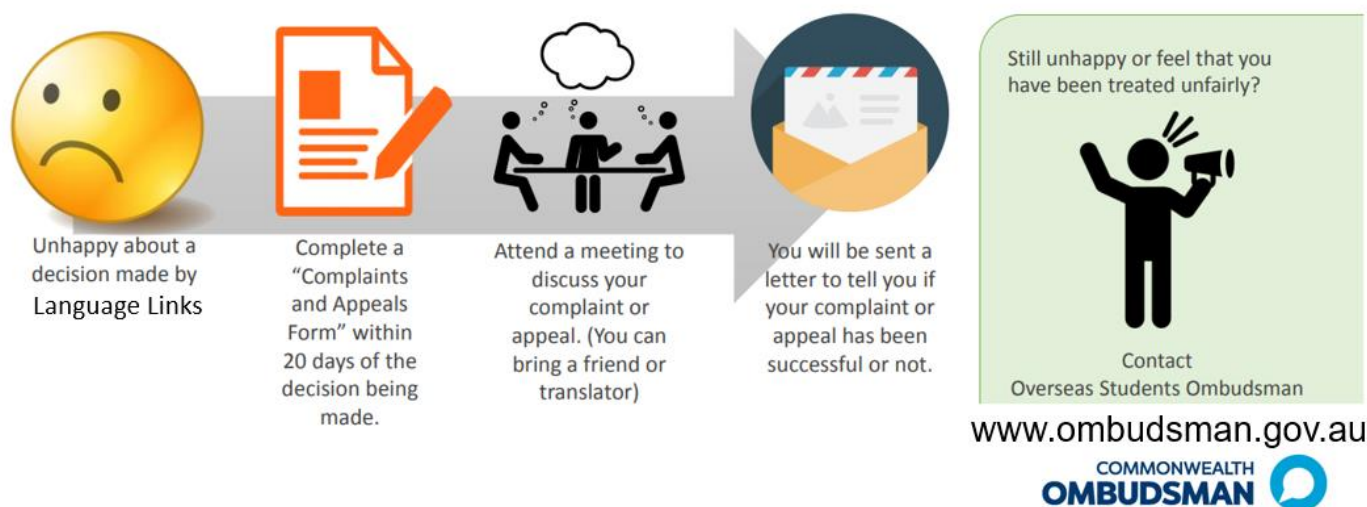
The College will make every effort to resolve any formal disputes internally, however, students are entitled to resolve any dispute by exercising their rights to external services and other legal remedies.

There is no cost to the student to access the College's complaints and appeals process. At all meetings the student may have a support person present and if the student is under the age of 18, their parent, guardian or carer must also be present.

>What should you do if you have a problem!



>Complaints and Appeals

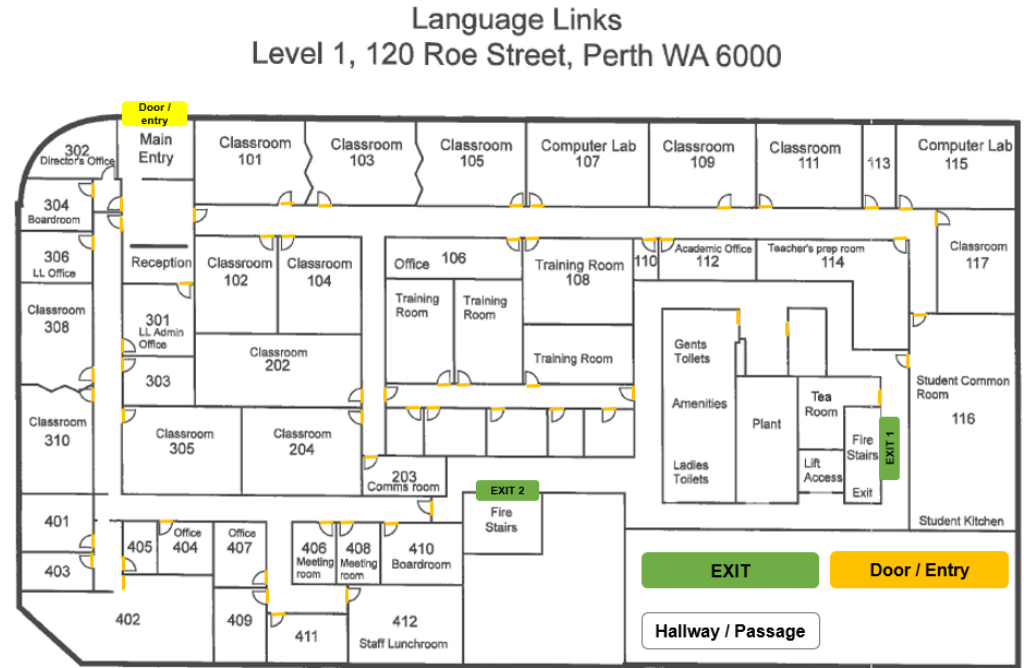


>Note: Underage students are invited to bring their guardian / parent(s) or nominated support person to any meeting with teachers or any staff member of the college.

Emergency Evacuation

Emergency Evacuation Procedures

1. In the event of an emergency, stop what you are doing immediately and move towards the exist calmly
2. Occupants should exit through one of the fire stairs (Exit 1) located in front of the student common room or the other fire stairs (exit 2) located close to the staff boardroom room.
3. When instructed to do so, stop whatever you are working on. Do NOT pack up your possessions; do NOT take anything with you; WALK do NOT run, to the nearest exit.
4. After exiting the building, make your way to the car park located on Roe Street / in front of the EXIT 2.. This is the ASSEMBLY AREA, wait there until your teacher arrives so that everyone ca be accounted for.
5. Under NO circumstances should you return to the building until your teacher tells you that it is safe to re-enter. If the emergency services have been called to the site, you must not re-enter the building until they have deemed the building safe to return



Emergency / Health Contacts

Emergency contact number: 000

Fire, Police and Ambulance

Other Police Matters: 131 444

From mobile phone: 112

Doctor: (Central City Location) Ph: 9221 4747

Address: Central City Medical Centre, 378 Wellington St, Perth, WA

Dentist: (Central City Location) Ph: 9221 5545 Address: 376 Wellington St, Perth, WA

Lifeline: Crisis / suicide help line Phone: 13 1114

Royal Perth Hospital: Ph:9224 2244. Address: 197 Wellington Street Perth.

Department of Health: Ph: 1300 135 030

Health services directory for medical services, counselling services, crisis assistance, psychiatric or drug related emergencies.

www.health.wa.gov.au/services

WA Poisons Information Centre: Ph: 13 11 26

www.scgh.health.wa.gov.au/OurServices/WAPIC/

Translating & Interpreting Service (TIS): 24-hour service – multicultural – Ph: 13 14 50

Legal Advice: Family Law Matters – Ph: 9219 0111 (Perth). www.familylaw.walegal.com.au

Legal Advice: General Matters: www.freelegaladvice.com.au

Safety Information

> **Nightlife and Personal Safety** - While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring. Perth has many great places for entertainment with numerous bars, cinemas, pubs, clubs, cafés and restaurants for those who wish to enjoy the nightlife. Perth is generally a 'relaxed' and 'safe' city, but it is essential to always be aware of your surroundings and try and travel home with a friend if it is later at night.

When you are out with friends or by yourself, here are some simple things to consider:

- Always plan your trip home, especially at night. You may want to pre-book a taxi or arrange transport with a friend. Always make sure you have enough money to get home.
- Try to travel with a friend or in a group.
- Keep your bag and belongings close to your body and where you can always see them.
- Never hitch hike.
- If you don't have a mobile phone, make sure you have a phone card or money to make a phone call.
- Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.
- Leave valuables at home if you don't need to take them with you. This includes jewellery, electronic equipment such as iPads and your passport. If you've recently arrived and don't have anywhere permanent to live yet, talk to your institution's international student support staff about secure storage facilities on campus.
- Don't carry large amounts of money with you. You can access your money at ATMs found in shops, supermarkets, petrol stations, shopping malls, bars, shop fronts and many other public places.
- Call 000 in the event of an emergency. Remember, calls to 000 are free of charge.

> **Using Public Transport in Perth** - Public transport is reliable and widely used in Perth, particularly in metro areas. Several security measures have been implemented to maximise the safety of public transport users including security officers/guards, help points, good lighting and security cameras. However, you should still use caution when travelling on public transport:

- Know your route home and timetable
- Avoid isolated bus and train stops late at night
- Stay in well-lit and populated areas/carriages etc.

Access and Equity

> **Using Taxis/Ubbers etc in Perth**

- Sit wherever you feel most comfortable – it is normal for passengers to sit in the front or the rear of the taxi.
- Always ensure you know the address of your destination before getting into the taxi.
- Tell the driver the route you would like to take to your destination, and don't be afraid to speak up if the driver takes you a different route, particularly one you are unfamiliar with.
- If you don't want the driver to know exactly where you live, get them to drop you off a short distance away.

When out and about, remember to never leave bags unattended and try not to carry too much money (cash) with you.

Contact the Police on 000 if you feel you are ever in any danger.

Language Links has adopted non-discriminatory principles and practices, which afford access and equity to training programmes and activities offered to prospective students, enrolled students and former students.

Staff shall promote the principle that access and equity, means ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training.

Staff will be flexible in course delivery and assessment, and address the needs of all learners:

- cultural awareness
- literacy & numeracy needs
- levels of ability/students with a disability

Teachers deliver courses that are inclusive; consider adult learning styles; and implement systems and procedures to support different learner requirements.

Staff will ensure that competency standards are met and attend regular internal and external professional development to ensure they are delivering to the highest industry standards.

Language Links has the right to enrol, teach or expel students according to the Policies and Procedures governing Language Links including the Terms and Conditions of Enrolment document.

Intake Calendar 2021

January	February	March	April
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
May	June	July	August
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
September	October	November	December
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

The College will be closed for Christmas holidays from Dec 19, 2021 until Dec 31, 2021.

Public Holidays: Western Australia

Jan 1:	New Year's Day
Jan 26:	Australia Day Holiday
Mar 1:	Labour Day
Apr 2:	Good Friday
Apr 5:	Easter Monday
Apr 25:	Anzac Day
Apr 26:	Anzac Day Holiday
Jun 7:	WA Day
Sep 27:	Queen's Birthday
Dec 25:	Christmas Day
Dec 26:	Boxing Day
Dec 27:	Christmas Day Holiday
Dec 28:	Boxing Day Holiday

Cambridge Exam Preparation Courses

First (B2) / Advance (C1) Course:

Jan 4 – Mar 12 (10 weeks)
Mar 15 – Jun 4 (12 weeks)
Jun 7 – Aug 27 (12 weeks)
Sep 6 – Nov 26 (12 weeks)

Cambridge Exam Dates:

First (B2)
Mar 12 – Jun 5/8 – Aug 26 – Nov 30

Advance (C1)
Mar 13 – Jun 9 – Aug 27 – Dec 1

Academies Australasia Intake Dates

Jan 18, Apr 12, Jul 5, Sep 27

Language Links Assessment Dates

General English	EIAP
Feb 1	Jan 25
Mar 8	Feb 22
April 12	Mar 22
May 17	Apr 19
Jun 21	May 17
July 26	Jun 14
Aug 30	Jul 12
Oct 4	Aug 9
Nov 8	Sep 6
Dec 13	Oct 4
	Nov 1
	Nov 29

Steps Towards a Course Completion Certificate – ELICOS (Non-Award)

ELICOS Level Guide

Course Progression					
Entry level ▶	Beginner/ Elementary	Pre-Intermediate/ IELTS Equivalent approx 4.0	Intermediate/ IELTS Equivalent approx 5.0	Upper Intermediate/ IELTS Equivalent approx 6.0	Advanced/ IELTS Equivalent approx 7.0
Study Streams ▶	» General English	» General English	» General English » Cambridge English (First B2) » English for IELTS and Academic Purposes (EIAP)	» General English » Cambridge English (Advanced C1) » English for IELTS and Academic Purposes (EIAP)	» General English » Cambridge English (Proficiency C2) » English for IELTS and Academic Purposes (EIAP)
Exit Level ▶	ELICOS - Pre-Intermediate IELTS - Equivalent 4.0 CEFR - Equivalent A2- A2+	ELICOS - Lower Int./ Intermediate IELTS - Equivalent 4.5 - 5.0 CEFR - Equivalent B1 - B1+	ELICOS - Upper Intermediate IELTS - Equivalent 5.5 - 6.5 CEFR - Equivalent B2	ELICOS - Advanced IELTS - Equivalent 7.0 - 7.5 CEFR - Equivalent C1	ELICOS - High Advanced/Proficient IELTS - Equivalent 8.0 - 9.0 CEFR - Equivalent C1 - C2
Level Duration ▶	Average: 10 weeks per level to complete course requirements				

ELICOS: GENERAL ENGLISH* (Beginner to Advanced)

Example: Intermediate A Level

- ✓ Sit 'Placement Test' to determine class level (and course duration if required)
- ✓ Study for a minimum of 2 weeks at Language Links
- ✓ Complete on-going assessments to demonstrate ability at Intermediate level in all four macro skills + Use of English
- ✓ Demonstrate satisfactory attendance (80% and above)
- ✓ Meet requirements of exit level assessment (based on the Cambridge English exam format + material derived from prescribed textbook)
- ✓ Participate effectively in class and complete required course work/homework
- ✓ Payment of all outstanding course fees

- A Certificate of Attendance will be issued for students who have not meet the Assessment/ Attendance requirements.
- Students are advised to check the current assessments calendar before submitting their application form.

Certificate Example:

General English:

Intermediate level of English Proficiency

CRICOS Course Code: 097129C

- > Completion Certificate issued
- > Academic Record Issued (showing ELICOS level descriptors)

ELICOS: ENGLISH FOR IELTS AND ACADEMIC PURPOSES (EIAP) (Intermediate to Advanced)*

Example: Intermediate Level

- ✓ Sit 'Entrance Test' to determine entry level requirement is met for class level (and course duration if required)
- ✓ Study for a minimum of 2 weeks at Language Links (12 weeks is usually required to complete a level)
- ✓ Complete on-going assessments to demonstrate ability at Intermediate proficiency level in all four macro skills + Grammar
- ✓ Demonstrate satisfactory attendance
- ✓ Meet requirements of exit level assessment (based on the IELTS exam format + material derived from prescribed EAP textbook)
- ✓ Participate effectively in class and complete required course work/homework
- ✓ Payment of all outstanding course fees

Certificate Example:

English for IELTS and Academic Purposes (EIAP)

Intermediate level of English Proficiency

CRICOS Course Code: 097774G

- > Completion Certificate issued
- > Academic Record Issued (showing IELTS Band equivalents and ELICOS level descriptors)

On course completion, students are awarded with a Certificate of Completion with their Overall Level achieved, course dates and attendance, accompanied by an Academic Record outlining their achieved level in each skill and an overview of the ELICOS level descriptors.

General Information for Students

>**Course deferrals, suspensions and cancellations** - Students may defer or temporarily suspend their studies in limited circumstances. The college may suspend or cancel a student's enrolment as per the college's 'Terms and Conditions of Enrolment'. To view these Terms and Conditions, please visit the college's website at: www.languagelinks.wa.edu.au

>Leave/Holidays -

- Leave taken during your course is non-refundable, however, it can be added on to the end of your course. (classes and visa conditions permitting).
- A minimum of 2 weeks notice is required to book/change leave/holidays during your course..
- Student Visa holders may not take leave during their courses unless the college imposes a course break between semesters or commencement of new classes - unless leave/breaks were booked at the time of enrolment.
- Individual cases may be discussed with the college in the case of an emergency.
- Leave must be taken in complete weeks, not days
- A minimum of 4 weeks tuition should be completed prior to leave being granted.
- All course fees must be paid up to date to take any leave
- Attendance must be satisfactory
- Pre-booked leave can be changed a maximum of two times per enrolment after course commencement.

>Course Timetable Change -

- Application via LLI webpage.
- A minimum of one week notice must be given.
- A place in the timetable you have requested is not guaranteed by completing a request form.
- You may be placed on a waiting list if space is not immediately available.

>Course Selection Change -

- Application via LLI webpage.
- A minimum of two weeks notice must be given.
- A place in the timetable you have requested is not guaranteed by completing a request form.
- You may be placed on a waiting list if space is not immediately available.
- Demonstrate satisfactory attendance (80% and above)
- Payment of all outstanding course fees

Students changing to a higher fee-paying course will be required to pay any additional fees upon changing classes and any students changing to a lower-fee paying will not be entitled to a refund. (Please see Refund Policy for more details). When a course change requires a change of eCOE an administration fee will be charged. (Please see Other Fees below in this document)

If your request is not granted, Language Links will notify you in writing by email of the reasons for refusing your request. If you are unhappy with the decision made by Language Links, please refer to the Complaints and Appeals policy and procedure in the International Student Information Handbook on our website.

>**Assessments** - Before commencing your course, you will be given a Placement/Entrance Test as part of the course you are attending. You will be required to undergo regular formal assessments. There are no excuses for absenteeism on assessment days except genuine illness supported by the presentation of a Medical Certificate or other such explanation acceptable to Language Links. The ability to undergo an assessment on another day will be scheduled at the discretion of Language Links. You may be eligible to level up in any given week but the level change will be dependent upon receipt of a written recommendation by your teacher.

Teachers make level up recommendations taking into consideration:

- Your ability across all language skill areas
- Overall attendance of 80% or above

After being recommended to level up you will be required to sit a level up test. You must pass this test in order to level up.

>Recognition of prior learning/competence (RPL) -

Language Links will accept Internationally recognised English Language Testing Scores and results – e.g. IELTS, TOEIC, TOEFL and Cambridge ESOL to meet course entry requirements.

>Homestay -

You need to be happy in your Homestay! Sometimes it takes a couple of weeks to get to know your new family and the rules of the house but after that you should feel comfortable and relaxed. Your Homestay Family should talk to you regularly; invite you to join in their activities; and generally, make you feel like you are part of their family. You should have your own room with a bed, a desk and good lighting and you should have enough food to eat.

Homestay families are carefully selected. The families are interviewed, and their homes are inspected. We make sure you are genuinely welcome in their homes. If you have a Homestay problem, please talk to Student Services. If you wish to change or cancel your homestay, two weeks' notice – in writing, is required, please see the 'REFUND POLICY' section of this handbook for more details.

Hostels, Uni Residence and Shared Apartment accommodation options may also be booked through the college – please see Student Services.

>**Attendance** - All students must attend a minimum of 80% of their course in order to meet the requirements of the Department of Home Affairs and Language Links. Students with unacceptable attendance will be given 3 written warnings. The college will then contact the immigration department when your attendance can no longer meet the 80% requirement and your visa may be cancelled. (Note: an appeals process will be offered prior to reporting on unsatisfactory attendance)

Students who arrive late will be marked late up to half an hour, any later will be marked absent for that session and can only enter the class with the teacher's approval. Please see Monitoring Attendance Policy [here](#) for full policy details.

If you are sick and/ or absent from school, you should obtain a certificate from your doctor. You should also call the college and inform your teacher. Please Note: that medical certificates do not increase your attendance percentage, they are only used as supporting documentation in the decision to report students to immigration for breach of attendance while on a student visa - *All absences, regardless of the reason, will affect your attendance percentage.*

>Course Material Fees -

- General English: \$100 (Course resources and 1 *Course book to keep) *A new course book must be purchased for each new term of study or level change – the college charges \$60 for a new text book
- IELTS/EIAP: \$10 per week (Course resources + Exam Practice)
- CAMBRIDGE: \$150 per course enrolment (Exam Practice + Course Book + Resources Book to keep)
- TESOL (short course):\$100 (Portfolio/workbook)

>Other Fees –

- Print Credits/Copy Card: \$15 (\$5 deposit is refundable when the card is returned at the end of the course.
- Certificate Re-print: \$30.00
- Course Withdrawn: No Refund applies after course commencement.
- Late Payment Fee: \$15.00 per week late.
- Student ID card Replacement: \$10.00
- Course Change Fee (when a new eCOE is required): \$25.00

>Activity Programme - Language Links organises weekly social and academic activities every Friday afternoon. We can also organise evening outings and weekend trips away such as Rottnest Island and Margaret River. It is a great idea to try to attend as many activities as possible as it is a good opportunity to socialise with the other students and staff. Students should set aside a minimum of \$10 - \$35 for social/sightseeing activities. These activities are not compulsory, and you may wish to attend some activities and not others.

>Assembly - Every week the whole school assembly is held. The new students are introduced, graduation certificates are presented, prizes are awarded and important announcements are made. All students on campus are required to attend.

>Immigration Information/Regulations - • A Student Visa is required for students wishing to study full time, for more than 3 months.

- Student Visa holders are required to be enrolled on a full-time basis (ELICOS - Class attendance for a minimum of 20 hours per week).
- Student Visa holders are required to attend a minimum of 80% of scheduled class time.

- Student Visa holders are required to have Health Cover (OSHC) for the total duration their visa. Language Links uses BUPA Australia health cover and can include this cover as part of the enrolment.

- Student Visa holders are granted work permission for a maximum of 40 hours per fortnight, during period of study.
- Visas must not expire during period of study.
- Please ensure that Student Services has your current contact details while you are in Australia.

>Students from most countries may apply for an extension of their visa within Australia if required. >Section 24 of the National Code states: A registered provider must not accept an overseas student or intended overseas student for enrolment in a course unless the provider has advised them that any school age dependants accompanying them to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.

All students must inform the college and Department of Home Affairs (DOHA) of any change in contact details during their study/visa period. Student Visa regulations, 'Other Visa' study options and general information about immigration regulations, may be discussed with our Student Services Officers or alternatively visit: www.homeaffairs.gov.au for further details.

Charter of Behaviour

By attending Language Links International classes, students agree to act according to the behaviour set out in this charter.

Language Links International is committed to offering students quality English education in a safe, friendly and encouraging environment. Therefore, students must conduct themselves in the following manner:

Cooperation with Others

I will participate fully in group and pair activities.

I will not exclude classmates from group and pair activities.

I will not intimidate teachers or other students, prevent them from speaking, or interrupt them.

- Punctuality and Attendance

I will come to class on time for both sessions.

If I do arrive late, I will enter class quietly so as not to disturb others.

I will not leave class outside of break time unless it is necessary (e.g. emergency, need to use the bathroom, etc.).

- English Only

In the Language Links International building, I will only speak English. This includes classrooms, hallways, reception, stairwells, the student lounge, and reception.

If I need to speak another language, I will ensure I only speak while in the allocated room for languages other than English– this includes phone calls.

- Participation in Class

I will give my complete attention to all class activities.

I will complete homework and other required tasks on time.

I will speak to my teacher after class if I have a question or complaint about the validity or purpose of a lesson.

I will not use my mobile phone in class except for English-related purposes (e.g. dictionary or translator).

I will not sleep, lay my head on the table, or loudly yawn during class.

- Friendliness and polite behavior

I will be friendly to other students and to Language Links staff.
I will behave politely by avoiding inappropriate language (i.e. swear words) and using polite words and phrases (e.g. "please" and "thank you").

- Hygiene and Cleanliness

I will keep the Language Links classrooms and amenities clean and tidy.
I will not leave my rubbish or personal items in the classrooms.
I will not eat or drink in the classrooms.
I will keep the Language Links International toilets clean and tidy.
I will shower regularly, use deodorant, and practice good oral hygiene.
I will not use excessive perfume or cologne.

- Australian Values

I will respect and follow these values of Australian society during my time at Language Links:
Australian society values respect for the freedom and dignity of the individual, freedom of religion, commitment to the rule of law, Parliamentary democracy, equality of men and women and a spirit of egalitarianism that embraces mutual respect, tolerance, fair play and compassion for those in need and pursuit of the public good.

Use of Facilities

>**Air-conditioned Classrooms** - Students at Language Links can study in air-conditioned comfort and we advise students to wear suitable clothing so that you are not too hot or cold whilst studying.

>**Banking** - Student Services will help you to open a bank account – you will need your passport and another form of identification. NOTE: If you need to pay Tuition Fees, Exam Fees or any Course Materials, and do not have access to cash, these fees may be paid by Credit Card at Language Links (Visa Card and Mastercard are accepted with a 2% surcharge).

>**Personal Items** - Language Links does not accept responsibility for personal property. Students are advised not to bring valuables to school and to make other security arrangements. Do not leave bags unattended.

>**Security/surveillance** - This building is monitored 24/7 by CCTV for the safety and security of our staff and students.

>**Smoking** - This building is strictly a NON-SMOKING building. Please smoke outside only (away from the building's entrance) and use bins provided for cigarette butts.

>**Facilities** - An excellent range of facilities are provided to enhance the learning experience. Students must not use college computers/data points/wifi to send, broadcast, search for or download any inappropriate, offensive, defamatory or illegal material. Damage, theft or misuse of any college property is a serious offence.

>**Substance Use and Abuse** - The unauthorised consumption or use of any form of illegal/nonprescribed drug and/or alcohol is strictly forbidden. Language Links reserves the right to dismiss students if it is suspected they are under the influence of such substances.

>**Toilets** - Male and Female Toilets are located next to the Student Common Room at the back of the building.

>**Transport** - Language Links is only a 5-minute walk to the centre of Perth City or Northbridge. Buses travelling WITHIN the city area (5km) are FREE! The CAT buses are also FREE! As a student, you can have special fare price on the bus, train or ferry service when using a Smartrider card. This card can be purchased at the Perth train station Info Centre. When travelling on buses or trains, make sure you always carry your Language Links Student Card with your Smartrider because the bus/ train driver may ask to see it. Inspectors also do random inspections on buses or trains. If you don't present your 'student card' and your valid ticket, you may be fined.

IMPORTANT STUDENT RESPONSIBILITIES:

As a student of Language Links, you are required to:

- be aware of safety and emergency procedures and report any dangerous incidents, accidents or injuries;
- do not let anybody into the building after the automatic door closing time.
- If you leave the building after the automatic door closing time, you will not be able to re-enter the premises.
- It is a serious offense to breach the college security guidelines and may result in disciplinary action.
- have your Student ID card with you at all times;
- refrain from participating in or condoning any conduct which is harassing, discriminatory or unfair;
- treat students and staff with courtesy and respect;
- comply with laws of Western Australia and Australia especially laws involving crimes, harassment, bullying, discrimination and copyright;
- comply with college assessment procedures;
- be punctual to all classes and follow attendance policies;
- comply with Student Visa and ESOS Act requirements: ESOS Framework link:
<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
- follow the colleges behavioural charter/policies;
- inform the college immediately of any changes to personal details and emergency contact information and/or visa status or enrolment status;
- obtain textbooks as required by the college for course delivery;
- move quietly and courteously between classrooms and in corridors and not participate in any activity which may disrupt teaching in other classrooms;
- dress in an appropriate manner and standard for a commercial/public environment;
- pay all course fees as required.

Cancellation Policy

A refund of fees will only be granted as per the conditions of this policy, which complies with the ESOS Act 2000 and the National Code. Before accepting any fees, Language Links requires all students to sign an Acceptance Agreement acknowledging and accepting the terms and conditions of this policy.

Details of this policy are made available to students in our Handbook and Full Terms and Conditions in our webpage www.languagelinks.wa.edu.au.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

>General Information

- › If exceptional circumstances or a natural disaster occurs, refunds may be granted at the discretion of the college.
- › Cancellations, Refunds and Releases are processed at the college's discretion and the college reserves the right to ensure that all cases are genuine.
- › Unused pre-booked holidays will not be considered when calculating study periods of unused tuition.
- › Students should be aware that long-term enrolments may require multiple eCOEs to be issued from Language Links (to show course/ level progression), in this case, if the ELICOS course is not packaged with any further studies, the last eCOE issued by Language Links will be seen as the 'Principal Course'.
- › Students on Payment Plans agree to follow the full terms and conditions of the Payment Plan and Refund Policy and will not be released or have their course cancellation approved until ALL fees due have been paid in full.
- › Written notification must be submitted to the college - via completion of the Refund/Cancellation Form.
- › Notice is calculated based on receipt of written notification.
- › In all circumstances, the notice date is calculated from initial enrolment dates.

>Payment of Refund

- › All refunds for which a student is eligible will be paid to the student's account elected on the Student Cancellation Refund Request form, unless written authorisation is given by the student in favour of another party. Language Links College will provide the student with a statement detailing the calculation of the refund.
- › Except for the situation of provider default where the tuition fees are refunded within 14 days, all refunds due to student default will be made within 28 days based on the date the notice of withdrawal is received. Course fees are not transferable to another person.

>TPS Information – College Default:

Situations of College Default include the following:

- › The course does not start on the agreed starting day; or
- › The course ceases to be provided at any time after it starts but before it is completed; or
- › The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; and
- › The student has not withdrawn before the default day.

In the unlikely event that the College is unable to deliver the course in full, the College will notify the Tuition Protection Service (TPS) Director and Students within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.

The student will be offered a place in a suitable alternative course at the College or another provider, at no extra cost to the student, or will be provided with a refund of all unspent tuition fees will be paid to the student within two weeks of the day on which the course ceased being provided. The refund will be paid directly to the student or another person who has been authorised by the student in writing.

The student has the right to choose whether to receive a refund of the unspent Tuition fees or accept a place in another course at the College or another provider.

If the College is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that the College is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director

>Procedure Statement

- › All applications for refunds should be made in writing and emailed to finance@languagelinks.wa.edu.au
- › Written applications and any related documents should be attached to the relevant refund application form which can be obtained from reception or requested via email.
- › Applications for refunds received will be processed within 28 days.
- › If a refund is not granted, the student will be notified in writing and advised as to the reasons for the decision. Students may access the Complaints and Appeals process if they disagree with the decision.
- › All applications and copies of related documents will be recorded and kept in the student's file.

Non Refundable Fees:

- › Enrolment Fee
- › Course Materials Fee
- › Homestay Placement Fee
- › Au Pair – Demi Pair Placement Fee
- › Examination Fees
- › Administration Fee
- › Airport Pick Up Fee
- › Bank and Surcharge Fees

OTHER FEES

REASON FOR CANCELLATION	NOTIFICATION REQUIREMENTS	REFUND APPLICABLE
Accommodation cancellations* - Student default	Cancellation received more than 4 weeks before accommodation placement/arrival date.	A full refund of paid weekly accommodation fees.
*Guardian fee refunds will be treated as part of accommodation cancellation for the refund calculation if applicable.	Cancellation received 4 weeks or less before accommodation placement/arrival date.	2 weeks accommodation fees will be charged as notice - 100% of remaining paid accommodation fees will be refunded
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.
	Two weeks or less remaining of placement or if Student defaults due to misconduct or a visa breach	No refund is applicable
OSHC – Overseas Student Health Cover	Written notification required directly to the OSHC provider	
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).		

PROVIDER DEFAULT

REASON FOR CANCELLATION	NOTIFICATION REQUIREMENTS	REFUND APPLICABLE
The Provider fails to provide program advertised or terminates an education service -	<p>On or after the course commencement date</p> <p>>Please note that (any) refund in case of College default will be paid directly to the student or another person who has been authorised by the student in writing in the Refund Cancellation Form.</p>	<p>In the unlikely event that the College is unable to deliver the course in full, the student will be offered a place in a suitable alternative course at the College or another provider at no extra cost to the student or will be provided with a refund of <u>all unspent Tuition fees</u>.</p> <p>- as per provider default provisions of the <i>ESOS Act 2000</i>.</p> <p><i>Please see TPS Information on page 1 for further details.</i></p>

STUDENT DEFAULT

REASON FOR CANCELLATION	NOTIFICATION REQUIREMENTS	REFUND APPLICABLE
<p>Student withdraws from course (Course cancellation - student default)</p> <p>Written notification must be submitted to the college</p>	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
<p>Student's application for Student Visa is unsuccessful / Visa refusals</p>	<p>Written notification must be submitted to the college (Copy of visa refusal letter required)</p>	<p>Before course commencement:</p> <p>Total course fees received minus the lesser of:</p> <ul style="list-style-type: none"> -5% of the amount of course fees received*; or -\$500; whichever is less <p>Course fees = tuition fees + non-tuition fees received)</p> <p>Note: OSHC fees will be separately processed and refunded).</p> <p>After the course commencement:</p> <p>Refund amount = unspent paid weekly fee x weeks in default period.</p>
<p>The Provider cancels a Student's Enrolment due to a breach of Student Visa conditions or misconduct.</p>	<p>On or after course commencement - after written notification has been provided to the student by the Course Provider.</p>	<p>No refund</p>

Notes or Questions:

