

# Welcome!

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 9:15am. This includes a level assessment, an information session regarding the college terms and conditions, services available to students and important safety and welfare information.

Google Classroom - Your weekly classwork will be here.

You will receive an email to your Gmail address inviting you to join your 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, Sheridan, Kaplan Business and other institutions available

# COURSE 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
  - Cambridge First (FCE)
  - Cambridge Advanced (CAE)

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
  - Cambridge First (FCE)

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

### Courses Entry Requirements

Students not meeting the English requirement may be transferred to the GE classes until level is reached.

- **English for IELTS and Academic Purposes (EIAP):** **Intermediate A**
- **Cambridge First Exam Preparation (FCE):** **Upper Intermediate C** or equivalent
- **Cambridge Advanced (CAE):** **Upper Intermediate A** or equivalent
- **GE EVENING: Pre-Intermediate.** Students not meeting the English requirement may be transferred to the 5-day classes until level is reached.

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)

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.



# Attendance Policy

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



## Day classes and Evening Classes

All Sessions

- ✓ Late up to 10min
- ✓ Late from 10 min to 30min = 30 minutes absent
- ✗ Late more than 30 min or absent

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.

**ABSENT**

Provide evidence  
(absence will be justified but not removed)



Medical Certificate

A medical certificate will not remove absences, your teacher will still mark you absent for the sessions missed.

# 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.



# Course Changes and 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
- Subject to availability (you will be added to a waiting list if course change is not possible at the time of the request)

## Course Timetable Changes.

- One week notice is required
- Application via LL webpage / Student Support/Change Of course timetable request
- Free of charge
- Subject to availability (you will be added to a waiting list if course change is not possible at the time of the request)

## 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
- Subject to availability

Please see page 13 of the Student Handbook for more

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

# 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	
			Examination Fees	
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).			Administration Fee	
			Airport Pick Up Fee	
			Bank and Surcharge Fees	

STUDENT DEFAULT		
REASON FOR CANCELLATION	NOTIFICATION REQUIREMENTS	REFUND APPLICABLE
<b>Student withdraws from course</b> <b>(Course cancellation - student default)</b> <b>Written notification must be submitted to the college</b>	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

# Grievance Procedure

## Informal Resolution

*What should you do if you have a problem!*

### STEP

**1**

#### Talk to your teacher

No problem is too big or too small, if you are not sure of what to do, have a complaint to make, or need something changed.

If your teacher could not help please go to step 2.



### STEP

**2**

#### Talk to the Student Services

If you have a problem with your pre-booked holidays, class timetable, attendance, OSHC, course change or any administrative matter.



#### Talk to the Academic Coordinator

If you have a problem with your course progress, learning difficulties, unhappy about your course, teacher or class level.



If the Student Services and the Academic Coordinator could not help please go to step 3.

### STEP

**3**

#### Talk to our Management Team

After following step 1, 2 and 3 if you still have a problem you can book an appointment to see our management team.



**Aliny Conceicao** – Operations Manager, will deal mainly with administrative concerns.

**Cameron Winton** – Academic Manager will deal mainly with Academic concerns.

Where it has not been possible to resolve the complaint informally, the complainant(s), together with the person assisting, may seek to lodge a formal complaint. Please see our formal Complaints and Appeals Process Policy [here](#) for more details.

# Complaints and Appeals



Unhappy about a decision made by Language Links



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

[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

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## 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 in our book club or in our Facebook community group. **(if it's in good condition).**



# Our Social Media

Let's keep in touch!  
Follow us on our Social Media platforms:



Like us  
on Facebook  
[@languagelinkscollege](https://www.facebook.com/languagelinkscollege)



Follow us  
on Instagram  
[@languagelinksinternational](https://www.instagram.com/languagelinksinternational)



Follow us  
on TikTok  
[@languagelinks](https://www.tiktok.com/@languagelinks)





# 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](http://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](http://www.health.wa.gov.au)

U



[cclswa.org.au/advice](http://cclswa.org.au/advice)



Australian Government

**Fair Work**  
OMBUDSMAN

[www.fairwork.gov.au/](http://www.fairwork.gov.au/)



# EVACUATION DIAGRAM

**Issue Date:**  
**5 February 2020**  
(Valid for a period of 5 years)

## LEVEL 1

LANGUAGE LINKS - 120 ROE STREET, NORTHBRIDGE, WA 6000

## RESPONSE TO AN EMERGENCY

 REMOVE

If safe to do so, remove or rescue any persons in immediate danger.

**A**  
**ALERT**

Notify appropriate personnel or combating authority. This usually involves calling the Emergency Number and operating the nearest fire alarm.

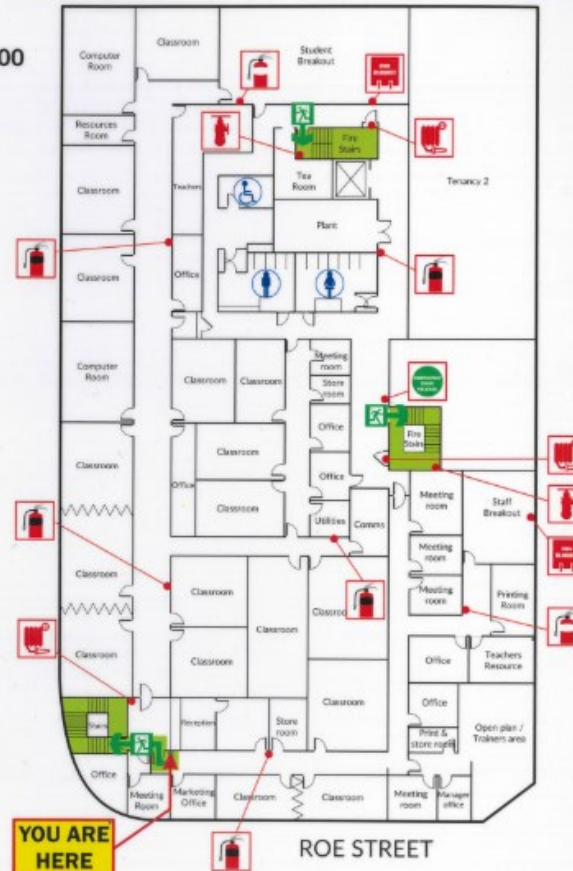
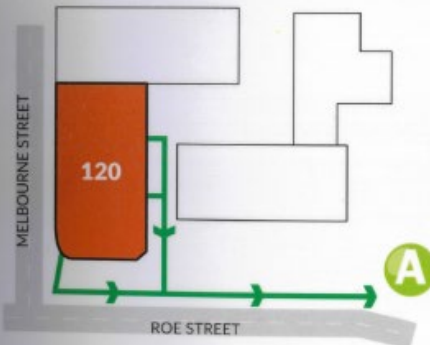
**C**  
CONTAIN/  
CONTROL

Close doors, and if safe to do so, deal with the threat.

**E**  
EVACUATE  
EXTINGUIS

Remove all other persons from danger. Evacuate to the Assembly Area and remain there until advised otherwise by the Chief Warden.

## ASSEMBLY AREA



BLANKET



HOSE BED

FIRE  
ABDUCTION

DRY C



SON DIO



EME



EMERGE



EXIT



1500 32 x 120  
 Best-Evaluation.com 801

# 02

IL Webpage, Student Portal, Email and Google Class.

# LL Webpage and Student Support

## Student support

### Student Services

[Test your english](#)

[Accommodation](#)

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

[Enrolment terms & conditions](#)

[Student support](#)

[Student portal](#)

[About Perth](#)

## Student Support and Welfare Information

### Student Request Forms

- [Student Registration Form](#)
- [Leave Application Request](#)
- [Change of Course Selection Request](#)
- [Change of Course Timetable Request](#)
- [Course Extension / Re-enrolment Request](#)
- [Trial Lesson Online Booking Form](#)
- [Placement Test Online Booking Form](#)

### Student Support Services



# Student's Portal

## Student portal

### Student Services

Test your english

Accommodation

Overseas Health cover (OSHC)

Enrolment terms & conditions

Student support

Student portal

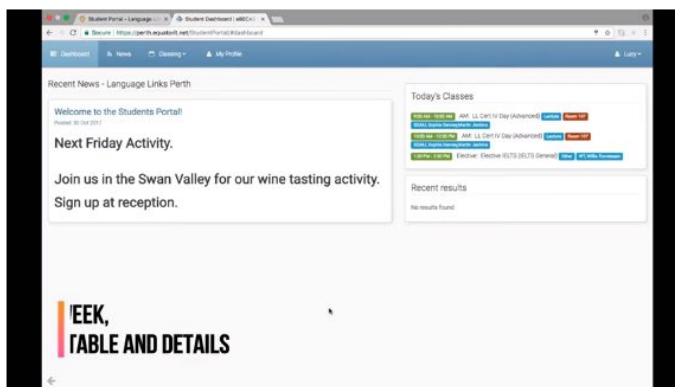
About Perth

[LANGUAGE LINKS EMAIL ACCOUNT](#) • [GOOGLE CLASSROOM](#) • [Instructions](#)

[ACCESS STUDENT PORTAL](#)

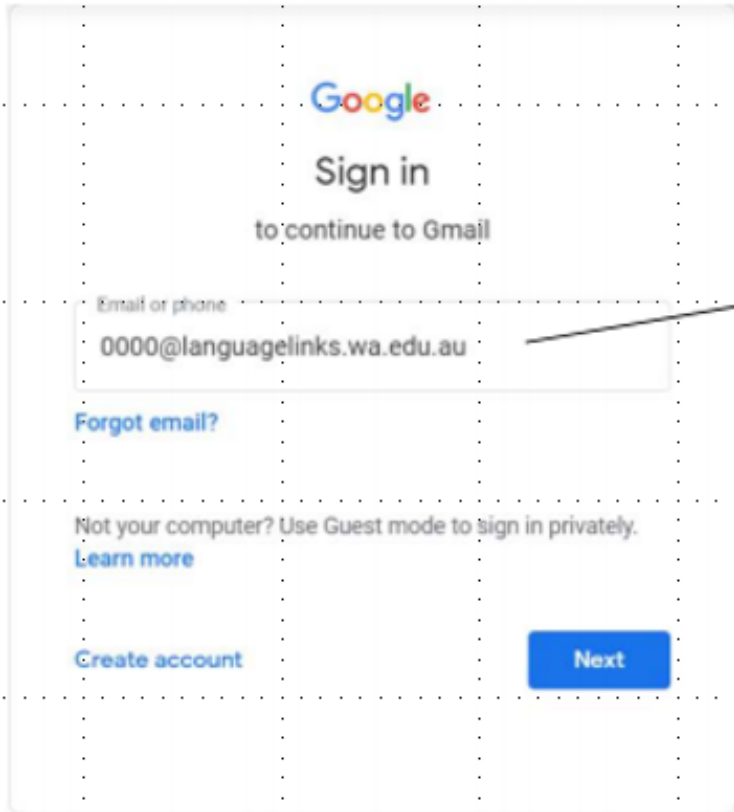
Log in to the eBecas Student Portal to check your class timetable, weekly notices, social and academic activity information and your Attendance.

*Check out the video below to learn how to use the portal!*



# LLI EMAIL ACCOUNT

Step 1: Sign into your Language Links (gmail) account.



Language Links has created a unique student email account for you.

To access it enter the four digits of your student number followed by @languagelinks.wa.edu.au and click next.


Example: If your student number is 1345  
Your email address will be:

**1345@languagelinks.wa.edu.au**

Your temporary password is:  
**languagelinks**

Please, don't forget to change it after your first logon.

# Accessing your class material And TEST

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

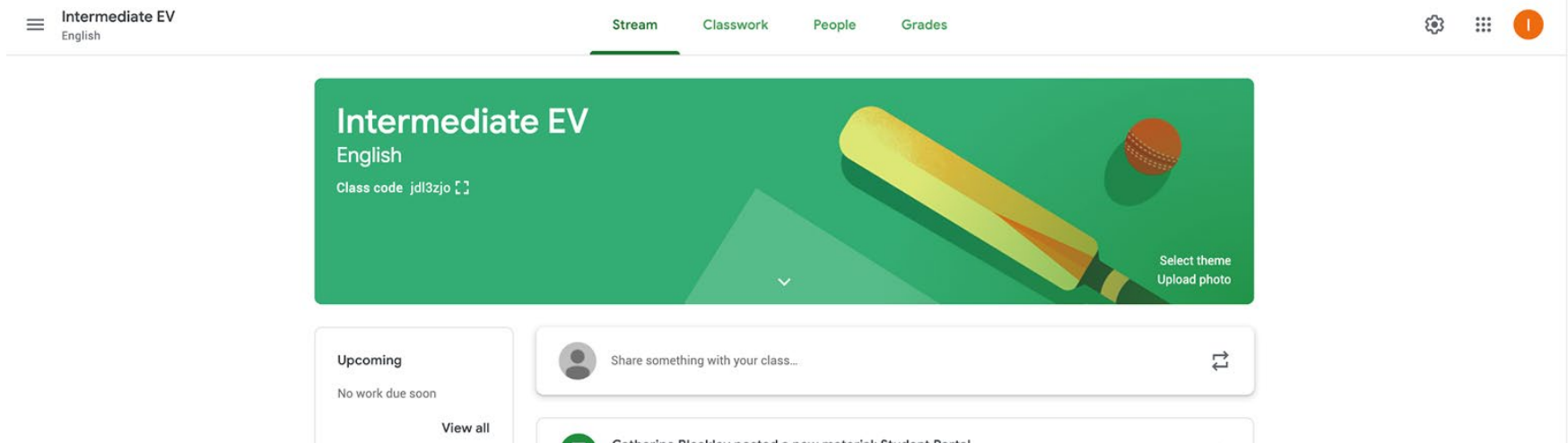


**Tam Kendi**

Pre Intermediate PM1 English

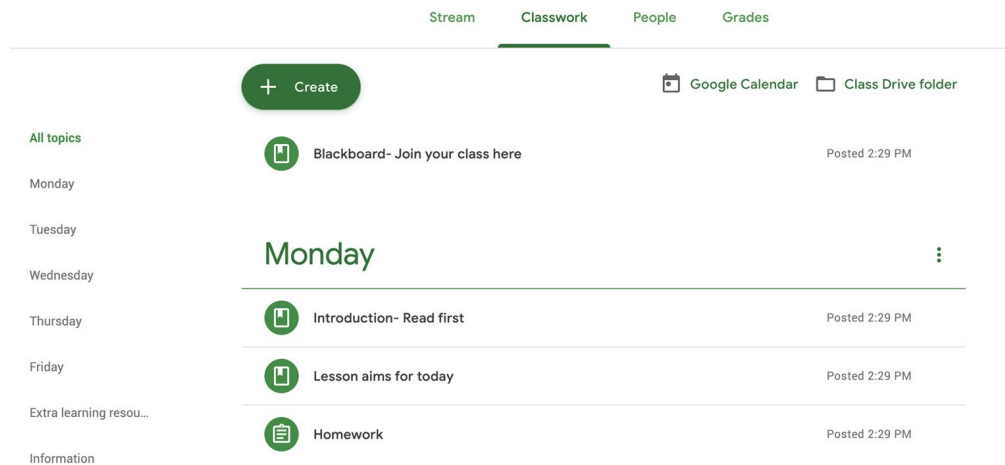
**JOIN**

# 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, homework and extra material to support your learning experience.

# 03

## COVID-19 – Stay Informed and Protected

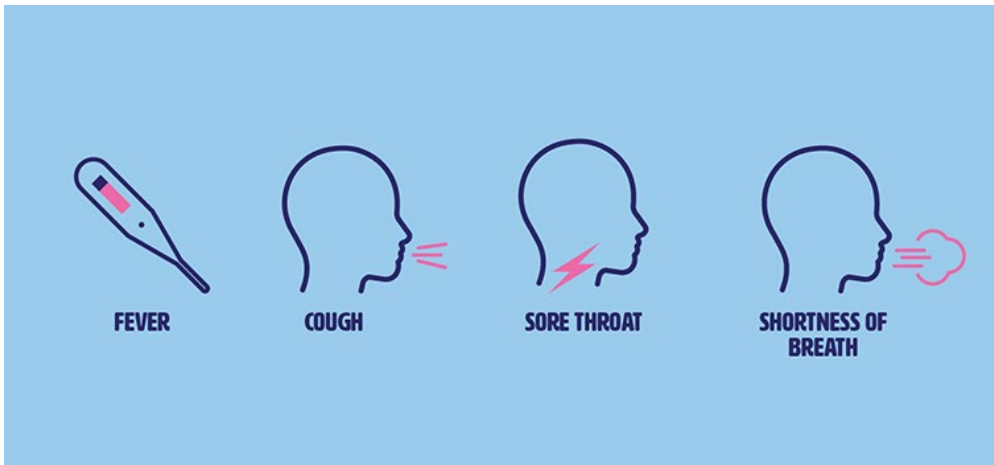


# COVID-19

A new coronavirus known to cause respiratory infections and is most likely to spread from person-to-person through:

- close contact with a person while they are infectious or in the 48 hours before their symptoms appeared
- close contact with a person with a confirmed infection who coughs or sneezes
- touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

The symptoms of COVID-19 are similar to other colds and flus and include:



If you have any of these symptoms, please, don't come to school and see a doctor.

# Ways to Protect yourself and others

1. Maintain physical distance, where possible
2. Practice good hygiene
3. Stay home if unwell

# Stay Home if Unwell

- Stay home if you are unwell or sick with cold or flu-like symptoms, and self-isolate.
- If you are at home and having serious symptoms you should call 000 straight away. This includes shortness of breath, difficulty breathing or chest pressure or pain. Tell the ambulance staff you have COVID-19 symptoms.
- If you experience COVID-19 symptoms while at Language Links, inform your teacher immediately or see our Student Services team.

# 04

## Test System and Pathway Information

# LLI Test System

IELTS Band Score	CEFR Level	Language Links (ELICOS) Reference Level
4	A2+ /B1	Pre-intermediate A/ Intermediate C
4.5	B1	Intermediate B
5		Intermediate A
5.5	B2	Upper Intermediate C
6		Upper Intermediate B
6.5		Upper Intermediate A
7	C1	Advanced C
7.5		Advanced B
8	C1/C2	Advanced A/ Proficiency
8.5 - 9	C2	Proficiency

- General English and Cambridge students will be tested **every 5 weeks**. (Cambridge students will have weekly mock tests added to the course)
- EIAP students will be tested every **4 weeks**. ( weekly skills mock tests added to the course)
- **EIAP entry requirement**
- **FCE entry requirement**
- **CAE entry requirement**
- Students could take 10 weeks or more in each level (0.5 IELTS equivalent score) depending on attendance, participation in class and daily use of the English language.

# Pathway Entry Requirements

Pathway Institution	Courses	English Requirement	LL ELICOS Level equivalent
Academies Australasia	Vocational	IELTS 5.5	Upper Int C
AIWT	Vocational	IELTS 5.5	Upper Int C
DNA Kingston Training	Vocational	IELTS 5.5	Upper Int C
Edith Cowan College - ECC	Vocational	IELTS 5.5	Upper Int C
Empyrean	Vocational	IELTS 5.5	Upper Int C
Niche Education	Vocational	IELTS 5.5	Upper Int C
NIT Australia	Vocational	IELTS 5.5	Upper Int C
TAFE WA	Vocational	IELTS 5.5	Upper Int C
SAE QANTM	Vocational & Undergraduate Degrees	IELTS 6	Upper Int B
Edith Cowan University - ECU*	Undergraduate Degrees	IELTS 6	Upper Int B
Edith Cowan University - ECU*	Postgraduate Degrees	IELTS 6.5	Upper Int A
EIT	Undergraduate & Postgraduate Degrees	IELTS 6	Upper Int B
Kaplan Business School	Undergraduate & Postgraduate Degrees	IELTS 6	Upper Int B
Murdoch University**	Undergraduate & Postgraduate Degrees	IELTS 6	Upper Int B
Sheridan Institute	Undergraduate Degrees	IELTS 6	Upper Int B
Sheridan Institute	Postgraduate Degrees	IELTS 6.5	Upper Int A
Notre Dame University***	Undergraduate Degrees	IELTS 6	Upper Int B
Notre Dame University***	Postgraduate Degrees	IELTS 6.5	Upper Int A

- For students on a pathway program it is recommended a minimum of 90% attendance to achieve desired study results.
- All students are advised to check the Student Portal regularly for feedback on test result and pathway progress.
- Students identified of not meeting their pathway might be required to attend progress check meetings, masterclasses and submit additional homework/tasks to achieve study goals.



Enjoy!

Your Classes



# LANGUAGE LINKS

International

THANK YOU