



THE LANGUAGE ACADEMY



STUDENT HANDBOOK

A comprehensive guide for students

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CRICOS Provider Code: 03758G

ABN 71 612 127 161

P: +61 7 5578 6838

E: study@thelanguageacademy.com.au

Level 2 – The Oasis Shopping Centre
Broadbeach QLD 4218
Australia

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Welcome to The Language Academy

Message from the Director

Thank you for choosing to study with us at The Language Academy.

We are proud to welcome you to our boutique Academy on the beautiful Gold Coast, and trust that you will find the time we share challenging, rewarding and fun.

Our teachers, staff and students are all dedicated to creating a welcoming and supportive environment where you can break through barriers and achieve your language goals.

We value you as an individual and strive to provide you with a first-class experience that will expose you to a variety of opportunities and challenges to improve your English skills.

We are passionate about helping you to embrace the world around you through the power of language and we take pride in our personalised approach.

Our experienced team of professionals will provide you with a wealth of knowledge and resources that will transcend the classroom and leave you with a new sense of confidence, motivation and excitement.

This handbook is an introduction to living and studying in Australia as an international student and it outlines some important information you need to know to ensure that you have an enjoyable and rewarding learning experience with us.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. If you have any questions about the information provided, or, would like to know more about a topic not covered in this handbook, you are welcome to ask us for further information.

We would like to know that we celebrate cultural differences and applaud individuality, so no matter who you are, or where you are from, you will always feel at home with us here at The Language Academy.

We look forward to welcoming you in person,

Pablo Carpio
Director



Our mission

We know part of your mission in life – to learn English – so you deserve to know ours, too.

Our mission is to unlock your full potential in life through the power of language.

We will empower you as a person and motivate you as a student. Our teachers achieve this by discovering and understanding how you learn best. We believe no student's journey is the same, which is why we invest our time, patience and full attention into finding out why you embarked on this language learning journey.

We will evoke your curiosity and inspire you to incorporate that curiosity into your learning process. Our pure determination to create progress in each lesson will have you feeling accomplished and confident in your abilities.

Outside of the classroom, you will be encouraged to embrace the Australian way of life through our network of homestay families, social events and fun adventures.

Our commitment

We will treat you with courtesy and we will respect your personal values, political, religious, spiritual and cultural beliefs – regardless of gender, race or otherwise. In our eyes, we are all equal and deserve to be given the chance at bettering ourselves through education.

We encourage two-way communication and will always value and listen to your honest opinions and suggestions.

We will provide you the necessary tools and resources to enhance your education in a serious yet fun learning environment to learn and grow.

Your success

As a student of The Language Academy, you will be expected to treat all those around you with respect and courtesy regardless of their gender, race, personal values, political, religious, spiritual and cultural beliefs.

Your level of success will be determined by your motivation and commitment to your language goals, and how hard you try to improve your skills. If you rise to the occasion and present your best effort, we will do our best to ensure that you thrive in our ideal learning environment.

We encourage you to come to Australia with an open mind, an open heart and a willingness to learn not only in the classroom, but from all those who you will meet on your overseas journey.

SECTION 1 – LIFE IN AUSTRALIA

Australia is a unique and diverse country in every way - in geography, climate and culture and values.

Geography

Australia is the world's sixth largest country, smallest continent and a land of great extremes. Dry desert in the centre, or otherwise known as 'the outback', vast mountain ranges leading into the beautiful coastal areas lined with beaches, clean ocean waters, magnificent islands and tropical rainforests. You can snowboard, water ski, camp under the stars, sail on a boat, hike nature trails or explore urban cities.

Australia is also home to some of the world's most unique animals such as koala bears, kangaroos, wombats, emus, echidnas and platypus which can still be found in their natural habitat.

Climate

The majority of Australia experiences temperate weather for most of the year. The northern states of Australia are typically warm all year round, with the southern states experiencing cool winters and some snow in mountainous regions.

Our seasons by month include:

- Summer (December – February)
- Autumn (March – May)
- Winter (June – August)
- Spring (September – November).

Culture

With more than 300 languages spoken in our homes, over 100 religions and more than 300 different ancestries, Australia has a rich cultural diversity. People living in Australia are free to choose their own religious or spiritual beliefs, to marry people from different nationalities and those of the same sex. This wide variety of backgrounds, together with the history of our Aboriginal and Torres Strait Islander peoples and many different cultures, has helped to create a truly unique Australian identity.

Values

The Australian way of life embraces human equality, mutual respect and acceptance of others. Australian people are laid-back, friendly and open with both strangers and friends alike. With such a diverse mix of cultures and nationalities, Australian people are tolerant of these differences and believe in equality regardless of race, religion or ethnic background.

You will find Australians share common personal values such as family, a good work-ethic, an active lifestyle and a vibrant social life.

About life on the Gold Coast

The Gold Coast is famous for its beautiful beaches, sub-tropical rainforests, waterfalls, fresh water rivers, mountains and theme parks. There are over 600,000 people living on the Gold Coast who enjoy the sunshine, great shopping, international cuisine, exciting nightlife and world-renowned surfing beaches.

The locals call the area 'The Goldie', or 'The GC', with each suburb spotted along the Gold Coast featuring its own community, each one different from the next.

The Language Academy campus is located in the suburb of Broadbeach, a place known for its laid-back beach and vibrant atmosphere at night and its prime location for accessing other popular areas of the Gold Coast such as Surfers Paradise, Broadbeach, Nobby Beach and Burleigh.

5 Quick Facts about the Gold Coast

Ethnicity: Multicultural

Language: English

Currency: Australian dollars and cents

International visitors per year: 1 million international visitors (2020)

Domestic visitors per year: 3 million overnight domestic visitors (2020)

Weather

The weather on the Gold Coast is just about perfect with around 300 days of sunshine per year. It has a sub-tropical climate with average temperatures ranging between 20 – 30°C in summer and 9 – 20°C in winter. You can expect the following conditions in the seasons outlined below:

Summer (December – February)

Temperatures are high in summer, and humidity reaches upward of 65%, but this is eased by cool sea breezes. Short, tropical storms are common in the late afternoon and early evening, with February usually recorded with the highest rainfall.

Autumn (March – May)

In Autumn sunny days are followed by cooler nights and the water temperatures are still high enough to swim. It is generally less rainy than the summer months.

Winter (June – August)

Winter on the Gold Coast is still generally sunny and dry with mild temperatures. Clear skies and dry air make for cooler nights, with the occasional frosty morning.

Spring (September – November)

Sunny days are followed by mild tropical evenings. Days are dry but can be windy, especially during September.

Transport

Airports

The Gold Coast is serviced by one local airport, and another airport located in Queensland's capital of Brisbane, 80 kilometres from the Gold Coast. Both airports have international and domestic terminals, however Brisbane is the larger of the two, and offers a wider range of airlines and flight paths.

→ [Gold Coast Airport](#) – 30-minute drive south from The Language Academy.

→ [Brisbane Airport](#) – 1-hour drive north from The Language Academy.

Public transport

The Gold Coast is well connected through a combination of bike lanes, buses, light rail and trains. The company linking these services is called → [TransLink](#).

To travel on these networks which also service Brisbane and the Sunshine Coast, you can purchase a single use paper ticket, however we recommend purchasing a → [Go Card](#), which is TransLink's electronic ticket to fast, easy and convenient travel.

The best part about travelling on a go card is that it's cheaper than the cost of a paper ticket, convenient to manage, easy to top-up and use.

When you arrive on the Gold Coast, you will be able to purchase a *go card* to use and top up for the duration of your study in Queensland.

Please note that all students will be required to purchase a blue (Adult) go card. English language students are not eligible for student discounts on public transport in Queensland. If you travel with the wrong type of Go Card, you may have to pay a fine.

→ [Click here](#) to find out where you can buy a Go Card close to where you will be staying.

The → [Translink Journey Planner](#) is a fantastic tool for finding out how to get from where you are to where you want to go. It will tell you which bus to catch, which stop to walk to, how long it will take, and how much it will cost.

Bicycle

Traveling by bicycle is a great way to see local parts of the Gold Coast, stay fit and save money.

If you prefer to travel by bicycle, you will be able to purchase one second-hand, or from one of the many bicycle shops located around Broadbeach.

The Gold Coast has designated bicycle lanes on most roads. All bike riders must always obey the law and wear a helmet, among other road rules. If you break the road rules on your bicycle you may get a fine (e.g. \$130) but no demerit points are given.

→ [Click here](#) to read some tips on buying a bike in Australia.

Car

Using a car to explore the Gold Coast can help you access locations further out of the city than public transport may allow. Important things to consider before purchasing a car are the cost of purchasing the car, registration, insurance, petrol, maintenance, parking fees and adhering to Australian road rules.

For more information on how to buy a car, → [read this article](#).

Driver Licence

Whether you purchase a car of your own or hire a car for a short period of time, you will need a valid driver licence to drive in Australia. You will need to provide a valid and current driver licence from your home country to the Queensland Transport and Main Roads.

If your driver licence is in a language other than English, you must carry an official translation of your licence. For more information, please visit → [Queensland Government Department of Transport and Main Roads website](#).

Money

Currency

The only currency used in Australia is Australian dollars (\$) and cents (c). Coins include: 5c, 10c, 20c, 50c, \$1 and \$2. Notes include: \$5, \$10, \$20, \$50 and \$100. For comparison, 100c equals \$1.

Before departing your home country, it is advisable to exchange an amount of your currency into Australian dollars (e.g. \$200AUD) to ensure you have easy access to cash (instead of card) whilst travelling.

→ [Click here](#) for an approximate currency conversion.

Banks

Major credit cards such as Mastercard and Visa are widely accepted in many Australian Automated Teller Machines (ATM), however the international fees can be quite high. Enquire with your existing bank to find out what fees will be charged prior to using your card in Australia.

Most major Australian banks allow you to apply for a bank account prior to arriving in Australia. You will need your passport details to apply online, and when your application is approved you may transfer money into your new Australian account. When you arrive in Australia, you will need to present your passport and identification in person at the banking branch to receive your card and to set up internet and phone banking.

After these steps are completed, you will be able to withdraw cash from ATMs and continue to transfer funds from home or provide your bank details to potential employers.

Most businesses accept both cash and card, or, Electronic Funds Transfer Point of Sale (EFTPOS), however it is common for some businesses to charge a fee on top of the items you are purchasing.

A list of popular bank branches close to The Language Academy are listed at the end of this Student Handbook.

Average weekly budget

Preparing a personal budget for your time of study overseas is one of the hardest tasks to complete when moving to a new country. Not knowing what to expect plays a large part in some of the concerns you may have. We have outlined what an average week would look like when living on the Gold Coast:

Groceries and eating out: \$80 to \$280 per week

Phone and Internet: \$20 to \$60 per week

Public transport: \$30 to \$65 per week

Car (after purchase): \$60 to \$180 per week

Entertainment: \$100 to \$150 per week

+ If you will not be living with a homestay, add the following:

Gas, water and electricity: \$50 to \$70 per week

Accommodation: \$150 to \$350 per week

For more information about the indicative costs of living in Australia, please visit the → [Study in Australia website.](#)

General price guide

We have created a general price guide of common foods, activities and miscellaneous items found on the Gold Coast.

The prices below are quoted in Australian dollars (AUD) and are provided as an average estimate only, subject to change without notice.

Item	Estimated price
1 kilogram of rice	\$1 to \$2
1 litre of milk	\$2 to \$3
Bottle of water	\$2
Loaf of bread	\$1.50 to \$5
Ice cream	\$3 to \$5
Cup of coffee	\$3.50 to \$5
Fast food meal	\$7 to \$15
Restaurant meal	\$15 to \$30
Pint of beer	\$7
Cocktail	\$18
One adult ticket to the cinema	\$10 to \$25
Postage stamps	60c to \$2
Local bus fare	\$5 +
A tube of toothpaste	\$3.50
Small toilet paper pack	\$6.00
Newspaper	\$1.50 +
A bottle of shampoo	\$5
Visit to a doctor	\$70 +
Monthly gym membership	\$60
A two-bedroom furnished apartment	\$350/week +
Second hand car	\$2,500 +

To create your own budget as a general guide, you can use the Insider Guides→ [Cost of Living Calculator](#). Whilst they don't have exact pricing for the Gold Coast, simply select 'Start Calculator' and select 'Brisbane' as the city, to get a rough idea of how much you need to budget for your desired lifestyle in Australia.

Accommodation

Accommodation on the Gold Coast varies considerably, with a wide variety of high-rise apartments, unit blocks, houses and homestay options available. Prices will vary depending on where the accommodation is located – although you will find that prices will be higher the closer the accommodation is to the beach.

The Language Academy provides an accommodation referral service to assist you in your search for accommodation near our campus.

You are also advised to arrange your preferred accommodation through your agent prior to arrival in Australia.

The following are the main types of accommodation to consider:

Homestay

Living as a guest in the home of a local individual or family is known as a homestay. It is a cultural experience between the individuals or families, known as the host, and a visiting international student.

It is a great way to learn about a new way of life, the local community and culture for all those involved. It will also be one of the best ways to improve your English skills.

The various inclusions of a full-board homestay arrangement are outlined below:

- AUD\$295.00 per week
- Your own bedroom (with bed, desk, lamp and wardrobe)
- Three meals a day (self-serve breakfast, ready-made lunch, plus a cooked dinner)
- Electricity, gas and water bills
- Involvement in family activities
- Use of kitchen and laundry
- Phone, transport and internet use will cost extra

If you would like a room only with no meals provided, this can also be organised directly. Please talk to our Administration staff regarding homestay arrangements and current pricing.

Apartment, Unit or House

Living arrangements other than a homestay experience could include living in a high-rise apartment, unit or house. It is common for young people in Australia, including locals and international students, to live in a share house. This usually means two or more people will live together in the same house, but in different bedrooms to reduce the cost of living.

To search for available rooms or houses to rent, and to get more information about prices, visit the websites such as:

- [Real Estate Australia](#)
- [Flatmates](#)
- [Flatmate Finders](#)
- [Gumtree](#)

The staff at the Academy are available to provide assistance if you have any issues with your arrangements or if wish to change your choice of accommodation.

Food

Food is often the strongest connection we have with our home and culture. You will have no trouble finding a familiar cuisine on the Gold Coast as it is a multicultural city. The wide range of cuisines and styles of markets, restaurants and food-based festivals will be sure to enhance your experience of Australian culture.

If you would like to find out more about the different types of food and restaurants on the Gold Coast, visit → [Destination Gold Coast](#), or → [Trip Advisor](#).

Australians buy their groceries from supermarkets such as Woolworths, Coles, IGA, Aldi and the Friendly Grocer. Weekend farmers markets are also common, and a great local experience.

Many Australian supermarkets stock international ingredients, fruits and vegetables which will enable you to recreate your favourite dishes from home for your new friends in Australia.

Both supermarkets and restaurants accommodate for many kinds of dietary allergies, food intolerances and sensitivities, as well as cultural, preferential and religious considerations.

Shopping

The Gold Coast is home to many large shopping centres that provide everything you could possibly need for your time over here. The Language Academy is located right on the second floor at The Oasis Shopping Centre, which is one of the most popular shopping malls on the Gold Coast. We've listed the most popular shopping centres for you below apart from The Oasis Shopping Centre:

- → [Pacific Fair Shopping Centre](#)
- → [Robina Town Centre](#)
- → [Australia Fair Shopping Centre](#)
- → [Harbour Town Outlet Shopping Centre](#)
- → [Surfers Paradise Centre](#)

All shopping centres operate seven days of the week; however their trading hours will differ between the locations and individual stores. Common trading hours here on the Gold Coast are:

- Monday – Thursday, 9:00am to 5:30pm
- Thursday (late night shopping), 9:00am – 9:00pm
- Friday 9:00am to 5:30pm
- Saturday, 9:00am to 5:30pm
- Sunday, 10.00am – 4.00pm.

Entertainment

If there is one thing the Gold Coast does better than any other city in Australia, it's the entertainment and events on offer that provide an unrivalled amount of fun and amusement. Whilst famous for theme parks such as Dreamworld and Movieworld, the Gold Coast is host to hundreds of events every year that are sure to catch your attention. From cultural and artistic, to music and food festivals, your social calendar will be full with the amount of entertainment on offer. For a great insight into what will be happening in your local area, visit → [Destination Gold Coast](#).

Clothing and Dress

Australia has a wide range of climates; however, the Gold Coast in particular is a subtropical climate which means it is warm and humid for most of the year. Being so close to the beach, you will find many people in casual clothing which is common for many places in the city. Dress codes can alter depending on specific environments and locations such as workplaces, restaurants or nightclubs.

Australia is a diverse society and clothing choices reflect this, especially with Gold Coast being such a multicultural city. Wearing traditional clothing for religious or customary purposes is also widely accepted and forms part of the freedom of expression that Australia is well-known for.

Working in Australia

Employment

Those eligible to work while studying in Australia can find it to be a rewarding experience. In order to legally be employed by a business and work as an employee in Australia, you must either hold a valid Working Holiday Visa, or a valid Student Visa, which has been granted permission to work by the Department of Home Affairs.

Tourist Visa holders are not permitted to work in Australia.

Student Visa holders are not allowed to work until they have begun their course. They can work up to 20 hours per week while their course is in session and can work without limit during scheduled course breaks and The Language Academy holidays.

For more information on employment and visa conditions in Australia, please visit the → [Department of Home Affairs](#).

Applying for a Tax File Number

A Tax File Number (TFN) is your personal reference number in the Australian tax and superannuation systems. It will be one of the most important pieces of identification you acquire, so be sure to keep it secure and don't share it with friends. Only provide it to your employer in person and never online.

While it is not compulsory to quote a TFN, without one you may pay more tax than necessary, or, you may not be able to get government benefits you may be entitled to receive.

A TFN will help you start or change jobs and lodge a tax return at the end of the financial year (June 30 in Australia).

Foreign passport holders and temporary visitors can apply online for a TFN **after** entering Australia (cannot apply prior to arrival), subject to conditions.

→ [Click here](#) to learn more and how to apply online for a TFN. If you have any questions specific to your application, please visit → [Australian Tax Office](#) website, or call them on 13 28 61.

Finding a job

Stepping out of your comfort zone and finding a new job in a foreign country can be made easier by following these tips:

- Have a professional and current resume with referral contacts
- Dress to impress – ‘smart casual’ is the term we use in Australia
- Display a proactive attitude by approaching companies that you resonate with
- Submit your resume to job listings online with a cover letter directly addressing what they’re looking for, and how you can help
- When applying in person, be sure to ask for the manager of the store and introduce yourself by making casual conversation (and remember the managers name)
- Follow up by emailing or calling the businesses you applied with
- Stay positive, be patient and the right job will come along with persistence and following up.

Pro tip: Most businesses will look for English proficiency as majority of customers speak English. However, your bilingual skills are also a very sought-after skill for many of the multicultural and international businesses based on the Gold Coast. Use your language skills to your advantage and try to find a role that makes use of both English and your native language.

Please see the pinboard on campus for up-to-date job listings with local businesses. For more job listings online, visit the following job search websites:

- → [Seek](#)
- → [Jora](#)
- → [Gumtree](#)

Networks and technology

Internet

Internet connectivity can be reached from almost all areas of the Gold Coast, excluding some hinterland regions. It is well connected through a combination of National Broadband Network (NBN) and wireless network (Wi-Fi).

Mobile data is a common inclusion in most pre-paid and contract mobile phone plans, and most Australian homes have Wi-Fi set up.

Compatibility

The phone you use at home may not work in Australia, so before you arrive, make sure it is compatible. You can check to see if it is compatible with Australian networks on the → [Australian Communications and Media Authority website](#).

Service providers

Some providers have special plans which include overseas calling, so ask for help when choosing the best plan to suit your needs. The main mobile phone service providers for in Australia are listed below:

Service provider	Phone
→ Optus	1300 790 125
→ Telstra	1300 710 263
→ TPG	1300 731 193
→ Belong	1300 652 369
→ iiNet	1300 782 306
→ Dodo	1300 756 460

Making calls

To make international phone calls:

Dial – international access code (0011) + the country code (61 for Australia) + the area code (if required) + phone number.

To make local phone calls:

Dial – the area code + phone number

If you need to find a residential or government phone number, visit the → [White Pages](#) directory. If you need to find or contact a business, visit the → [Yellow Pages](#) directory.

Safety

Emergency calls

When your mobile phone is set up in Australia, please add The Language Academy's emergency number (0421930976) to your contacts under the name ICE – which stands for 'In Case of Emergency'. This is so that services such as the police, fire or ambulance can easily contact The Language Academy if you are involved in an accident or emergency.

Triple Zero (000) is the primary Australian emergency line that is used to call the police, fire or ambulance in an emergency.

112 is the international standard emergency number, which can be called from a mobile phone when there is no service in your area. Only use this when you cannot reach emergency services on Triple Zero (000).

Interpreter Service

If you cannot make yourself understood, contact 131 450 and inform the operator of your nationality and what sort of information you need. A fee will apply for this service.

Beach Rules (Important Swimming Warning)

#1 Rule: **ALWAYS** swim between the red and yellow flags

The Gold Coast is famous for its beautiful white sandy beaches, clear blue oceans and marine wildlife. But it is extremely important to remember that the ocean can be dangerous at times.

Beaches are generally patrolled by lifeguards from 8:00am to 5:00pm every day but may be closed due to unsafe conditions. Only swim in the ocean when and where surf lifesavers are on patrol and present, and **ALWAYS** swim between the red and yellow flags.

Red-only flags indicate danger – do not swim when there are red flags present.

We strongly suggest you read the → [Surf Safety tips prepared by Surf Life Saving Australia](#) prior to swimming in the ocean.

To check your local beach conditions and patrolled hours, please visit → [Beach Safe](#).

Your general safety

It's important to keep in mind the following safety reminders:

- Tell your housemate or host family when you are going out, and let them know if there is a chance you might come home late
- Carry your house keys safely and securely. If you lose them, a locksmith will need to change the keys and locks which will incur a fee (higher fee if after normal business hours)
- Walk in well-lit and busy areas

- Walk with a friend or group wherever possible
- Walk against the flow of traffic to prevent vehicles driving slowly alongside you
- Remain alert and be aware of your surroundings
- Turn down the volume on your headphones so you can hear what is happening around you
- Always swim between the red and yellow flags when swimming at the beach
- Always wear sunblock when in the sun
- Always wear a seatbelt when riding in cars
- Do not go out or walk alone at night
- Do not leave your belongings unattended
- Do not hitch hike, or get in cars with strangers
- Do not carry too much cash with you
- Do not accept drinks from strangers or leave your drink unattended (especially at nightclubs)
- Do not swim after drinking alcohol
- Do not give your ATM pin to anyone (even friends)
- Tell staff at The Language Academy or the police if you are threatened or harassed.

Taxi and Uber safety

Here are a few tips to make your ride easier and hassle free:

- Use only officially licensed and reputable taxis or Ubers
- Book a taxi or Uber from inside the building or venue before you leave
- Use a secure taxi rank where available
- If you have to wait outside, choose a well-lit area where other people are present
- Ask friends, the building security or management to escort you to your taxi or Uber
- Remain at the taxi rank until your taxi arrives
- For future reference, make a note of the car registration number or the driver's identification number
- Let a friend or family member know your destination and where you are leaving from
- Drivers have the right to ask for payment in advance, and if you pay with a credit card make sure to ask for a receipt
- Drivers may refuse to transport you if you exhibit antisocial behaviour or if you are intoxicated.

Dangerous animals and insects

Australia has some of the most dangerous animals and sea creatures in the world but with a little bit of local knowledge and some common-sense actions, there is no need for concern.

Here a few things to keep in mind:

- **Crocodiles:** are only found in the northern areas of Australia about 1,000km or more north of the Gold Coast. There are no crocodiles commonly found in the waters around the Gold Coast.
- **Sharks:** live in the ocean, rivers and in residential canals. When beaches are patrolled by Surf Lifesavers, they will keep a look out. Off the coast there are nets to deter sharks and attacks are very rare. It is best to not swim early in the morning or at night time.
- **Snakes:** are found everywhere but mainly in long grass and bushy areas. Not all snakes are venomous. Snakes are more scared of you than you are of them. Don't walk through long grass. If you see a snake, just remain calm and let it go on its way. Usually they will just slither away. Snakes are more active in warmer months.
- **Spiders:** are quite common. There are a few venomous ones, but they are not common. Don't touch spiders and generally check your shoes or clothes before you put them on if they have been lying around or outside. Don't put your hands in places you can't see.

For more information about staying safe around Australian wildlife, visit the → [Department of Environment Science website](#).

SECTION 2 – ABOUT THE LANGUAGE ACADEMY

Our campus

We believe successful learning happens when students feel safe, comfortable and supported, which is why we have created this environment on campus.

Our modern and comfortable campus fosters student-teacher connection, real conversations and a sense of belonging.

Inside the campus you will find an Administration area, two private offices, six classrooms equipped with tvs and smart boards, a computer lab equipped with iMac Computers and a smart board, a fantastic common area and kitchen facilities. Bathroom amenities are located adjacent to the campus.

The campus itself is located in the heart of Broadbeach. Situated on the second floor at The Oasis Shopping Centre, it can be easily accessed by walking, bike riding, and public buses which also connect with the → [G:Link Light Rail](#).

The campus is only a 2-minute walk to local cafes, restaurants and convenience stores, a 5-minute walk to the beach, and a 15-20-minute walk to the newly renovated Pacific Fair Shopping Centre in Broadbeach. The Broadbeach Library is located directly across the road from Pacific Fair.

Other popular locations nearby are Surfers Paradise, Mermaid beach, Nobby Beach and Burleigh.

Course information

Intensive General English (*CRICOS Course Code: 0100568*)

Our Intensive General English course is designed for non-native English speakers who want to improve their English skills.

We deliver classes that focus on listening, reading, writing, speaking, grammar and vocabulary, while also adding a unique cultural element to maximise your learning experience in Australia.

Course Description:

Course length: 1 to 72 weeks (depending on your visa)

CEFR Levels: A0 – C1

Course levels and individual length:

- Beginner (A0/A1): 12 weeks
- Elementary (A1): 12 weeks
- Pre-Intermediate (A2): 12 weeks
- Intermediate (B1): 12 weeks
- Upper-Intermediate (B2): 12 weeks
- Advanced (C1): 12 weeks

Start date: There is no specific start date for any of the above levels. You can start your Intensive General English Course on any Monday of any week. Enrolment must be received minimum 6 weeks prior to start date

Class size: Intensive General English classes can have a maximum of 10 students.

Course Requirements:

Course prerequisites: No minimum level of English language proficiency required

Course entry requirement: Completion of The Language Academy's placement test

Class, or 'Face-to-face', attendance requirement: 20 hours per week:

- 4 hours of in-class study time per day [mandatory]
- 1-hour of self-study time per day [optional]

Minimum age requirement: 15 years old

Course price:

Course costs are AUD \$285 per week in addition to a non-refundable AUD \$220 enrolment fee (All prices are in Australian Dollars and are subject to change without notice. Please check our Fee Schedule for other enrolment associated costs, also available on → <https://thelanguageacademy.com.au/fees-and-dates/>)

Course Highlights:

1. Interactive classroom culture: You will have plenty of opportunities to put theory into practice with both teachers and students.

2. Weekly progress tests: Stay on track with our weekly progress tests.

3. Recognised standards: The Language Academy is aligned with the CEFR, Cambridge Exams System, National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and the ELICOS Standards 2018.

Morning Timetable

Intensive General English (CRICOS Course Code: 0100568)

Monday	Tuesday	Wednesday	Thursday	Friday
8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am
9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am
30 min break	30 min break	30 min break	30 min break	30 min break
11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm
12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm

Afternoon Timetable

Intensive General English (CRICOS Course Code: 0100568)

Monday	Tuesday	Wednesday	Thursday	Friday
5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm
6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm
15 min break	15 min break	15 min break	15 min break	15 min break
7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm
8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm

Course information

Academic IELTS Preparation Course *(CRICOS Course Code: 0100569)*

The Academic IELTS Preparation Course will help you achieve the best possible results in the IELTS Academic test.

In this course, you will develop the required skills, receive useful tips, and familiarise yourself with the IELTS format by completing weekly mock tests paired with weekly feedback from your teacher.

Course Description:

Course length: 1 to 12 weeks (depending on your visa), however it is recommended that you undertake at least 10 weeks preparation before sitting the IELTS test

Intake for 2021: Ask us about current start dates. Enrolment must be received minimum 6 weeks prior to start date.

CEFR Levels: Strong Intermediate (B1) or Upper-Intermediate (B2) (or higher)

Class size: The Academic IELTS Preparation class can have a maximum of 10 students.

Course Requirements:

Course prerequisites: You will need an Upper-Intermediate (B2) level for entry to this course.

Course entry requirement: Completion of The Language Academy's placement test and a valid student visa, working holiday visa or tourist visa.

Class, or 'Face-to-face', attendance requirement: 25 hours per week:

- 4 hours of in-class study time per day [mandatory]
- 1-hour of self-study time per day [optional]

Your attendance needs to be at least 80% throughout the course if you are on a student visa.

Minimum age requirement: 15 years old

Course price:

Important: Please note that the **exam fees are not included** in The Language Academy course tuition fee. Your exam fee is a separate payment made directly to the venue at which you will undertake your IELTS exam.

The Language Academy's course costs are AUD \$285 per week in addition to a non-refundable AUD \$220 enrolment fee (All prices are in Australian Dollars and are subject to change without notice. Please check our Fee Schedule for other enrolment associated costs, also available on → <https://thelanguageacademy.com.au/fees-and-dates/>

Course Highlights:

- 1. Interactive classroom culture:** You will have plenty of opportunities to put theory into practice with both teachers and students through communicative activities to strengthen your speaking skills
- 2. Weekly progress tests:** Stay on track with our weekly mock tests to provide you with exam practice as early as possible. You'll also complete writing tasks to encourage the use of the language and strategies you have learnt
- 3. Personalised feedback:** Get feedback from teachers to identify your strengths and weaknesses, and how to improve. You will also receive useful tips on how to increase your personal speed, where to look for "traps", how to deal with lengthy texts and step-by-step writing of an opinion essay.

Morning Timetable

Academic IELTS Preparation Course (CRICOS Course Code: 0100569)

Monday	Tuesday	Wednesday	Thursday	Friday
8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am
9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am
30 min break	30 min break	30 min break	30 min break	30 min break
11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm
12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm

Afternoon Timetable

Academic IELTS Preparation Course (CRICOS Course Code: 0100569)

Monday	Tuesday	Wednesday	Thursday	Friday
5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm
6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm
15 min break	15 min break	15 min break	15 min break	15 min break
7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm
8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm

Course information

Cambridge First Certificate in English (FCE) Preparation (CRICOS Course Code: 0100811)

The FCE preparation program is a comprehensive and rigorous program, designed for learners who wish to prove that they have skills to live and work independently in an English-speaking country or study courses taught in English.

The program prepares students for the FCE exam by teaching them strategies and skills for all parts of the test in order to help them achieve the best possible results in the FCE exam.

Course Description:

Course length: 10 to 12 weeks (subject to visa). It is recommended that you undertake at least 10 weeks preparation before sitting the exam

Intake for 2021: Ask us about current start dates. Enrolment must be received minimum 6 weeks prior to start date.

CEFR Levels: B1 to B2

Class size: The FCE preparation course can have a maximum of 10 students per class.

Course Requirements:

Course prerequisites: You will need an Intermediate (B1) level with certificate of completion provided, OR, placement test result higher than or equivalent to B1.

Course entry requirement: Valid student visa, working holiday visa or tourist visa

Class, or 'Face-to-face', attendance requirement: 25 hours total per week:

- 4 hours of face-to-face learning per day [mandatory]
- 1-hour of self-study time per day [optional]

Minimum age requirement: Minimum 15 years old

Course price:

Important: Please note that the **exam fees are not included** in The Language Academy course tuition fee. Your exam fee is a separate payment made directly to the venue at which you will undertake your FCE exam.

The Language Academy's course costs are AUD \$285 per week in addition to a non-refundable AUD \$220 enrolment fee (All prices are in Australian Dollars and are subject to change without notice. Please check our Fee Schedule for other enrolment associated costs, also available on → <https://thelanguageacademy.com.au/fees-and-dates/>

7 Skills and Strategies you will learn:

By the end of the course you will have acquired a number of skills, which are necessary for succeeding in the FCE exam, such as:

1. Listening to or reading a text to find the main idea or for specific information
2. You will be able to identify structure within a text, work out the meaning of words and infer meaning from context
3. You will learn how to produce different types of writing, such as letters, reports, reviews and essays
4. You will be able to speak fluently using a wide range of vocabulary to express your ideas
5. You will do weekly mock tests to ensure you will receive as much practice as possible and as early as possible
6. You will receive regular feedback from your teachers on how to improve your skills
7. Weekly writing tasks and progress tests will be conducted to revise the grammar and vocabulary you have encountered each week.

Morning Timetable

Cambridge First Certificate in English (FCE) Preparation (CRICOS Course Code: 0100811)

Monday	Tuesday	Wednesday	Thursday	Friday
8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am
9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am
30 min break	30 min break	30 min break	30 min break	30 min break
11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm
12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm

Afternoon Timetable

Cambridge First Certificate in English (FCE) Preparation (CRICOS Course Code: 0100811)

Monday	Tuesday	Wednesday	Thursday	Friday
5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm
6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm
15 min break	15 min break	15 min break	15 min break	15 min break
7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm
8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm

Course information

Certificate in Advanced English (CAE) Exam Preparation Course (CRICOS Course Code: 0101154)

This preparation course is for Upper-Intermediate level students who would like to continue their studies and eventually sit the Cambridge English: Advanced Examination. The CAE exam is recognised by employers, some educational institutions such as universities and colleges, and may be used for migration purposes.

Course Description:

Course length: 10 to 12 weeks (subject to visa). It is recommended that you undertake at least 10 weeks preparation before sitting the exam

Intake for 2021: Ask us about current start dates. Enrolment must be received minimum 6 weeks prior to start date.

CEFR Levels: C1 to C2

Class size: The CAE Exam Preparation course can have a maximum of 10 students per class.

Course Requirements:

Course prerequisites: You will need an Upper-Intermediate (B2) level English language level or higher.

Course entry requirement: Valid student visa, working holiday visa or tourist visa

Class, or 'Face-to-face', attendance requirement: 25 hours total per week:

- 4 hours of face-to-face learning per day [mandatory]
- 1-hour of self-study time per day [optional]

Minimum age requirement: Minimum 15 years old

Course price:

Important: Please note that the **exam fees are not included** in The Language Academy course tuition fee. Your exam fee is a separate payment made directly to the venue at which you will undertake your CAE exam.

The Language Academy's course costs are AUD \$285 per week in addition to a non-refundable AUD \$220 enrolment fee (All prices are in Australian Dollars and are subject to change without notice. Please check our Fee Schedule for other enrolment associated costs, also available on → <https://thelanguageacademy.com.au/fees-and-dates/>

Skills and Strategies

By the end of the course you will have acquired a number of skills, which are necessary for succeeding in the CAE exam. You will be able to:

- Participate readily in most formal and informal conversations with native speakers on a range of topics
- Get the gist of conversations between native speakers on familiar topics, spoken at normal speed
- You will have acquired a wide range of vocabulary in a variety of topics
- Read texts quite fluently with sophisticated vocabulary
- Read newspaper stories and articles with relative ease
- Write a discursive essay, an informal letter/email or a formal letter/email (such as a letter for application or a letter to a newspaper).

Morning Timetable

Certificate in Advanced English (CAE) Exam Preparation Course (**CRICOS Course Code: 0101154**)

Monday	Tuesday	Wednesday	Thursday	Friday
8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am	8:30am – 9:30am
9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am	9:30am – 10:30am
30 min break	30 min break	30 min break	30 min break	30 min break
11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm	11:00am – 12:00pm
12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm	12:00pm – 1:00pm

Afternoon Timetable

Certificate in Advanced English (CAE) Exam Preparation Course (**CRICOS Course Code: 0101154**)

Monday	Tuesday	Wednesday	Thursday	Friday
5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm	5:00pm – 6:00pm

6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm	6:00pm – 7:00pm
15 min break	15 min break	15 min break	15 min break	15 min break
7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm	7:15pm – 8:15pm
8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm	8:15pm – 9:15pm

Course information

High School Preparation (HSP) Course for Intermediate students *(CRICOS Course Code: 0101918)*

This course has been designed for students who are seeking to lift their English levels to meet entry requirements for Australian high schools. It will equip students with the necessary skills to progress to the next level of competency, and it will also prepare them for the International English Language Testing System (IELTS) Exam. We recommend our Intensive General English Course for High School Students, to students who are at a lower level than Intermediate (B1). Please contact us for more details.

Course Description:

Course length: 10 to 12 weeks (subject to visa). It is recommended that you undertake at least 10 weeks

Intake for 2021: Ask us about current start dates. Enrolment must be received minimum 6 weeks prior to start date.

CEFR Levels: B1

Class size: Classes can have a maximum of 10 students per class.

Description: Class structure: 30 hours total per week

- 4 hours of face-to-face learning per day [mandatory]
- 1 hour of IELTS exam preparation per day [mandatory]
- 1-hour of self-study time or extra exams practice per day [optional]

Course Requirements:

Course prerequisites: a minimum Pre-Intermediate (A2) English language level or higher.

Course entry requirement: Valid student visa, working holiday visa or tourist visa

Minimum age requirement: Minimum 14 to 16 years old

Course price:

Important: Please note that the **exam fees are not included** in The Language Academy course tuition fee. Your exam fee is a separate payment made directly to the venue at which you will undertake your IELTS exam.

The Language Academy's course costs are AUD \$500 per week in addition to a non-refundable AUD \$220 enrolment fee, \$20 for the academy polo shirt and \$80 for the IELTS Textbook (all other class material are included in the price) - All prices are in Australian Dollars and are subject to change without notice. Please check our Fee Schedule for other enrolment associated costs, also available on → <https://thelanguageacademy.com.au/fees-and-dates/>

Sample Timetable

English Programme for High School Students

	Monday	Tuesday	Wednesday	Thursday	Friday
Period 1 9:00 – 10:00am	GE Integrated skills	GE Integrated skills	GE Integrated skills	Core Vocabulary for science (CLIL)	Presentations (Research project)
10:00 – 11:00am	GE Integrated skills	GE Integrated skills	GE Integrated skills	GE Integrated skills	Presentations (Research project)
Morning Tea 11:00 – 11:15am					
Period 2 11:15am – 12:15pm	BTN Science	GE Grammar	Functional: e.g. How to prepare a Powerpoint/ Prezi/ research project)	Writing for sciences (Academic IELTS)	Assessment (IELTS)
12:15 – 1:15pm	BTN Science	BTN Australian culture	GE IELTS Grammar	Writing for sciences IELTS practice	Assessment (IELTS)
Lunch 1:15 – 2:15pm					
Period 3 2:15 – 3:15pm	GE IELTS Reading	GE IELTS Speaking & Listening	ICT research project	Speaking fluency and pronunciation	Health/ PE (CLIL)
3:15 – 4:15pm	IELTS exam Practice	IELTS exam Practice	IELTS exam Practice	IELTS exam Practice	IELTS exam Practice

Non-accredited)

IMPORTANT NOTE: These programmes are not Student Visa approved

You can combine your Intensive General English (CRICOS Course Code: 0100568) Full Time course with any of the following non-accredited programmes:

- PADI Scuba Diving
- Surfing lessons

These will be discussed with you during your orientation on-campus at The Language Academy.

However, please note important information regarding these programmes for Student Visa Students:

Student Visa Students: These programmes are non-accredited and **do not** satisfy the Student Visa requirements. Student Visa Students are not eligible to enrol **ONLY** in a programme. Student Visa Students who are enrolled in the Intensive General English (CRICOS Course Code: 0100568) course have the option to add a programme to their course, provided they understand and comply with the following information:

- **Fees:** All programmes incur an additional fee (please refer to our pricelist <https://thelanguageacademy.com.au/fees-and-dates/> for more information). They are not included in your Intensive General English course tuition fees.
- **Class time:** A programme must be completed **after** the mandatory class time, or 'face-to-face' attendance requirement of 20 hours per week (4 hours per day).
- **Self-study time:** A programme must be completed **after** the optional 1-hour self-study time per day.
- **Free time:** Students can complete a programme in their free time.

Course delivery mode and structure

Classes are conducted in a traditional face-to-face, teacher-led classroom environment. The only delivery method is in person, on campus. There are no options for online-based or distance learning.

The teacher will guide you through a wide range of materials, activities, exercises and provide you with the necessary hardcopy resources to complete them. You can be expected to conduct considerable study in your own time, outside of class.

Course Delivery

You will be provided with the best learning tools in a safe, academically focused and friendly environment to you to achieve your academic goals. This is achieved through engaging you in well-prepared and structured face-to-face lessons delivered by qualified, experienced teachers. And, also through immersing you in the language by providing interactive and cultural activities focusing on developing language proficiency and fluency. A practical and communicative format is encouraged in the classroom setting enabling you to share and develop the skills you need to achieve your individual learning goals.

The Language Academy operates a comparatively smaller size of class at the school, which will enable a more personalised approach to achieving learner outcomes. In smaller groups, you will be kept fully involved and motivated by participating actively throughout each lesson. You will have quality learning experiences with your achievement of outcomes in the classroom as the over-riding goal, but will also be offered a wide variety of extra-curricular activities where you can fully experience how to apply your language skills in a practical way.

Lesson structure

Classrooms are modern, bright learning spaces complete with whiteboard and Smart Boards, audio-visual equipment and iMacs. All courses are delivered based on a course workbook specific to the level and needs of each class. Each week will have a theme and specific grammar structures presented to you in the form of clear, well-structured lessons focusing on main grammar points.

You will also be equipped with topic-specific vocabulary via the thematic approach. Lessons will be based on the textbook “Face to Face” and a “PPP” approach, “Present, Practice, and Produce” will be taken.

Each lesson will focus on a specific “Learner Outcome”. You will be given varied exercises to utilise all four macro-skills so you have a chance to use each of the grammar points in a receptive way by engaging in listening and reading exercises, as well as a productive way by actively participating in speaking activities and writing tasks.

During the “practice” phase of each lesson, you will be encouraged to be active and productive in your practical use of the target grammar structures and vocabulary presented. You will be given ample opportunity to use the new grammar structures in a creative and individual way in real-life or simulated situations in which you can practice using your new knowledge in order to gain confidence.

As the lessons will follow a logical sequence progressing from the known to the unknown, from the simple to the complex, you will develop your skills and have a sense of building on your knowledge in a step-by-step process. Review lessons will be given at the end of every week so as to maximise your success and to help you to prepare for any progress tests or level-up tests.

The teacher will follow the curriculum as per the → [English Language Intensive Courses for Overseas Students \(ELICOS\)](#) standard.

The ELICOS standards are nationally consistent standards that governs the protection of international students and delivery of courses to those students by providers registered on the → [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#).

CRICOS providers must meet the requirements of the → [National Code 2018](#).

Only approved courses can be offered to international students studying in Australia on a Student Visa. Our ELICOS course have been approved by the → [National ELT Accreditation Scheme \(NEAS\)](#).

Laptops and computers

In order to complete your studies, you may need access to a computer or laptop. The Language Academy does not supply laptops, however whilst at The Language Academy you will have access to iMac computers in our computer lab and access to the academy's learning portal.

You will be able to access a wireless Internet connection whilst on campus for the purposes of studying and researching materials relevant to your course. The Internet is to be used only for the purposes of studying the course you are enrolled in and not for any other reason. Access is always monitored.

Student orientation

All students new to The Language Academy must attend a compulsory orientation session before commencing their study on campus. The orientation session will be conducted prior to your course start date. You will be given important information at this orientation session to help you succeed in your chosen course. During the orientation, we will:

- Give you a tour of the campus
- Explain policies and procedures
- Show you the medical facilities and first aid procedures
- Tell you more about life on the Gold Coast and living in Australia
- Give examples of the expected cost of living while in Australia
- Advise best modes of transportation to and from The Language Academy campus
- Explain accommodation options available and approximate cost
- Share part-time employment options
- Offer on-the-job work experience options
- Ensure you understand Australian government visa conditions
- Explain the student support and counseling services that are available to you
- Give you the opportunity to ask questions about things that may be unclear to you.

When possible and necessary the orientation will be conducted in your language.

You are required to sign an agreement stating that you have attended the orientation session and understood, and abide by, The Language Academy Terms and Conditions of Enrolment and Refund Conditions.

Entry Exam

After the student orientation session, you will take the Entrance Exam, which takes approximately one hour to complete. The Entrance Exam is compulsory to ensure that you are placed in the class that suits your level of English. You will commence your first class after the orientation session and entry exam is completed.

Student Services

Campus facilities

- Classrooms with training aids
- Computers with access to learning resources
- Access to student library and appropriate unit learning material
- Kitchenette with a microwave, fridge, kettle, tea and coffee making facility, and dishwasher
- Common room with lounges, tables and chairs
- Noticeboard with job vacancies, car sales and other important information
- Student help desk
- Free car-parking on the street (look for signs)
- Bicycle rack in front of the campus downstairs
- Cafes and restaurants nearby where students can go before and after classes

Administrative staff

Our friendly administrative staff members are very professional and experienced in student care. Many of our staff speak a number of languages and have lived and worked in other countries. They will be able to help you with the following student services:

- Accommodation including homestay information
- Transport and directions including airport transfer services
- Tips for English resume writing and job searching
- Study assistance
- Assistance with a Tax File Number (TFN) application and work permission application forms
- Travel advice service (bookings and travel arrangements)
- Help in setting up a bank account at our preferred local partner – the Commonwealth Bank at Pacific Fair Shopping Centre
- Booking assistance and discounts to all major theme Parks on the Gold Coast, and other recreational activities
- Booking an appointment with the Academic Manager.

Point of contact

Administration staff are the point of contact for all inquiries relating to your course, any matters of Administration, transfers, accommodation, and all other support services. The contact number is +61 7 5578 6838 when calling from overseas, or (07) 5578 6838 when calling locally in Australia.

Teaching staff

All of our teachers are qualified and experienced English language teachers as per ELICOS guidelines. Most of our teachers have also worked and lived in other countries and can speak a second language.

Student activities and social calendar

Student activities are organised for Friday afternoons and weekends. For example, these activities could include surfing, beach barbeques and volleyball or dinner at a local restaurant.

Please note that some activities on offer might have an additional cost and this is the responsibility of the student to pay.

Counsellors

Our Academic Manager is an experienced professional in assisting and counselling students in an educational setting. There is no cost involved in using the services of the Academic Manager. Their services include:

- Student attendance
- Study assistance and advice
- Academic progress
- Academic concerns
- General guidance, counselling and support.

If your needs require specialised services, we will arrange these for you. Please note that there may be costs involved in using an external support network. All costs will be explained to you if you elect to use an external service.

SECTION 3 – ENROLMENT

Applying

All prospective students are encouraged to view The Language Academy website to obtain information on courses available and any entry requirements.

All course fees are available on request to ensure the information you are given is the most current. The application process is as follows:

- Select a course

- Complete and submit an Application for Enrolment form (from the website) for the selected course of study (If using an agent: you are required to submit your application to the agent in your home country) with a copy of your passport
- Application is evaluated by The Language Academy against the entry requirements
- Applicants who do not meet entry requirements are notified of their unsuccessful application
- Applicants who are successful are sent a Letter of Offer
- If you wish to accept your offer, defer your offer, or have changed your mind, you are required to complete the Written Agreement and Acceptance of Offer form.

Please note: You are responsible for keeping a copy of the written agreement supplied by The Language Academy and receipts of any payments of tuition fees or non-tuition fees.

Confirmation of Enrolment

In order to apply for the student visa, students will need a Confirmation of Enrolment (CoE) from The Language Academy. The Language Academy will issue the Confirmation of Enrolment when students have paid the full amount of their course tuition and have provided all of the following documentation:

- Certified copy of passport photo
- Application form
- Proof of payment

Please attach all of the above documentation to the Acceptance of Offer if received.

Transfers on arrival

We are happy to help with transfers from either the Gold Coast or Brisbane airports if you need assistance. Please advise us if you wish to arrange a transfer and we will provide a quote for the service using a commercial transfer company.

Please note, unless organised with The Language Academy, you are responsible for arranging transport from the airport to your accommodation on the Gold Coast. For assistance with planning your journey from the airport to your accommodation using public transport, use the → [Translink Journey Planner](#).

Education Services for Overseas Students (ESOS) Act 2000

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a Student Visa. ESOS also provides tuition fee protection for international students.

To find out more about the ESOS Act, → [visit their website](#).

Overseas Student Health Cover (OSHC)

Keeping yourself safe and healthy while you are in Australia is imperative to the quality of your study and well-being.

Studying at The Language Academy as an international student will require you to take out mandatory Overseas Student Health Cover (OSHC), in accordance with Australian immigration laws and your visa requirements.

Organise your insurance before your visa

It is a legislative requirement that you must provide evidence that you have made arrangements for adequate health insurance before a decision on your Student Visa is made.

You have two options: You can request to have your OSHC arranged by The Language Academy on your behalf (see Fee Schedule for associated administration fee). Or, you also have the option to arrange to arrange your own OSHC. If you choose to organise your own OSHC, please note that you must obtain a valid and current OSHC certificate for your visa application.

Your OSHC must commence prior to your arrival into Australia, be valid during your entire stay in Australia and must include any holiday period granted before or after completion of your course.

It is important to note that you must not enter Australia before your health insurance has begun as you will be in breach of your visa.

Should you need to travel before the insurance has started, whoever organised the insurance (either you or The Language Academy) must contact the health insurance provider to request that the cover starts earlier. This may mean there are additional costs.

You are responsible for renewing your insurance cover and must provide a copy of a policy renewal to The Language Academy at least 7 days prior to the expiration date of any policy.

Should you fail to notify The Language Academy of your current policy details in accordance with the above, The Language Academy reserves the right to register and insure you and charge the relevant fee to you.

We can arrange the cover for you if you nominate this request on the Application for Enrolment. An Administration fee of AUD \$120 is charged when the OSHC is arranged. This must be paid at the time the insurance is arranged.

An important difference to note is that OSHC insurance does not substitute travel insurance. Travel insurance will need to be organised separately, in addition to your OSHC insurance.

Basic OSHC insurance covers you for general medical treatment in Australia, however, you may need to purchase extra cover from your OSHC provider, depending on your needs.

For more information on OSHC including costs, inclusions, requirements and providers, visit the → [Private Health Insurance Ombudsman](#) and the → [Department of Home Affairs Website](#).

For any enquiry or information about finding a doctor, what to do if you become sick or even making a claim, please contact our Administration staff.

Transferring providers

Transfer from another provider

If you wish to transfer your enrolment from another provider to The Language Academy, you are required to take the following steps:

- Provide a copy of the Letter of Release issued by the other provider to the Administration staff of The Language Academy
- Demonstrate a commitment to your studies with the other provider
- Demonstrate an attendance record that complies with all regulatory requirements.

Transfer to another provider

If you have been enrolled and have completed at least 6 months of your primary course of study at The Language Academy and you wish to transfer to a course provided by another provider, you must make a written request for a letter of release using the Transfer of Provider Request form.

The request must be accompanied by a Letter of Offer copy showing a valid enrolment offer has been made by another suitable provider. Applications are made to The Language Academy's Director. The Director will consider your application, but the decision will always be in your best interest, and it may be denied if the Director reasonably believes that the transfer may be detrimental to your studies.

A letter of release may be issued to the you and will contain the following information:

- A statement of commitment toward study demonstrated by you during your time at The Language Academy
- Your progress records.

If all or part course fees remain outstanding, letters of release will not be considered.

Important note on transferring

If a Letter of Release is granted, you should contact → [Department of Home Affairs](#) to check if you need a new Student Visa.

Deferring, suspending or cancelling your enrolment

For the purposes of this section, the following definitions apply:

Deferral: means to delay the commencement of a course.

Suspension: means to temporarily delay the enrolment once the course has commenced.

Cancellation: means the cessation of an enrolment on a course.

Misbehaviour: is defined as students who display unacceptable behaviour in accordance with the Student Handbook.

Compassionate or compelling circumstances: is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (Where possible a certificate from a medical practitioner should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- Inability to begin studying on the course commencement date due to delay in receiving a Student Visa.
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologists' reports)

The Language Academy Initiated

The Language Academy can defer or suspend a student's enrolment on the grounds of:

- Compassionate or compelling circumstances,
- Misbehaviour by the student

In addition to a deferment or temporary suspension, The Language Academy may cancel a student's enrolment on the grounds of:

- Serious misbehaviour by the student
- Failure to comply with the Course progress or Attendance requirements, and any formal warning issued by The Language Academy against these processes including not attending the intervention meetings and
- The non-payment of course fees in accordance with the Contract Agreement and Payment Schedule.

In any given situation that leads to a deferment, temporary suspension or cancellation of studies instigated by The Language Academy, formal written notification will be provided to the student. In turn, the student shall have 20 working days to access The Language Academy's internal complaints and appeals process.

The deferment, temporary suspension or cancellation of studies cannot take effect until the internal complaints and appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, The Language Academy will inform the relevant Government department.

Misbehaviour

To ensure all students receive equal opportunity to gain the maximum benefit from their course, any person(s) displaying the following disruptive behaviour may be asked to leave the session and/or the course following any and all fair process proceedings.

Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the teacher.
- Smoking in non-smoking areas.
- Being disrespectful to other students.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required in group activities.
- Continued absence or late arrival at required times.

Student Initiated

In accordance with the National Code, students may be given permission to defer commencement, temporarily suspend their studies during the course or be granted a leave of absence. This may only occur on the grounds of:

- Compassionate or compelling circumstances or
- Student VISA delay

Deferral

Applications for deferral of the commencement of the course must be made by completing on the Written Agreement and Acceptance of Offer form with any additional evidence and submitting it to The Language Academy Administration Staff prior to the course commencing.

Once The Language Academy has processed the deferral request, the student will receive a written correspondence of the outcome.

- An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new schedule.
- The Language Academy will inform the Secretary of DET via PRISMS as required under the ESOS Act.

Suspension

Applications for Suspension of enrolment must be made by completing a Request for Course Suspension or Cancellation form with any additional evidence and submitting it to The Language Academy Administration Staff.

An application for suspension may be considered if a student is not addressing the requirements of the intervention strategy invoked through failing to satisfactorily progress.

- Applications must be received at least 10 working days prior to the requested Suspension date.
- Applications received less than 10 working days prior to the requested Suspension date will not be processed.

In the event of an emergency situation requiring Suspension, the submission timeline of 10 working days may be waived by The Language Academy.

Once The Language Academy has processed the Suspension request, the student will receive a written correspondence of the outcome.

The Language Academy will inform the Secretary of DET via PRISMS as required under the ESOS Act.

Cancellation

Applications for Cancellation of enrolment must be made by completing a Request for Course Suspension or Cancellation form with any additional evidence and submitting it to The Language Academy Administration Staff.

The Request for Course Suspension or Cancellation Form can be submitted via Email, Mail or in person.

Once The Language Academy has processed the Cancellation request, the student will receive written correspondence of the outcome.

- If the request is granted, the student will receive a Letter of Release
 - Once the Cancellation has been processed, The Language Academy will inform the Secretary of DET via PRISMS as required under the ESOS Act.
- If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

SECTION 4 – FEES AND REFUND POLICY

Fees

A fees schedule will be included if your application is successful and attached with the Letter of Offer.

You are required to pay the following fees:

- Application fee
- Course tuition fees
- Overseas Student Health Cover (OSHC), if requested
- Accommodation, if requested
- Airport pickup, if requested
- Any other fees outlined in the Enrolment Agreement

Tuition payment terms

Tuition payment terms for course length ranging from 12 to 24 weeks:

- The Language Academy will charge you for the full course tuition fee
- The full course tuition fee must be paid in one instalment.

Tuition payment terms for course length ranging from 24 weeks or more:

- The Language Academy will charge students up to 24 weeks
- The remainder of the tuition fees will be charged 2 weeks prior to the scheduled course end date.

- If students enrol in two or more separate courses (for example, the first course is 24 weeks, and the second course is 12 weeks), The Language Academy will issue students with an invoice per each course enrolled.

Payment methods

All fee payments must be made in Australian Dollars (AUD) and can be paid by:

- Direct Deposit
- SWIFT Deposit, or
- Credit Card

Payment extension

Should you experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, you may request an extension of fees by submitting a Fee Extension Request form.

The Fee Extension Request form must be received prior to the fee due date. If the form is not received by the due date, you will be subject to late payment fees, regardless of whether an extension has been granted.

If an extension is approved, then a revised payment schedule will be determined.

Cancellation due to non-payment

The failure to pay any owed fee may result in the cancellation of your enrolment.

In the event an enrolment is cancelled, you will have 20 days to access the Complaints and Appeals process.

Other fees

Other fees you may have to consider, are:

- Photocopying on campus (market rate)
- Replacement certificates (AUD \$50 per certificate)
- External accommodation, rent and bond fees. These are not controlled by The Language Academy and are not included in any of The Language Academy fees. You must ensure you budget for these living costs
- All consumables required for you to complete your course such as pens, pencils, note paper, calculators must be provided by you.

Overseas Student Health Cover (OSHC) fees

As a condition of your Student Visa, the Australian Government requires international students to have Overseas Student Health Cover (OSHC), which will be in addition to any Academy course fees.

You are free to arrange OSHC yourself. You will not be able to obtain a valid Student Visa if you do not have proof of OSHC arrangements.

The Language Academy can arrange OSHC and will provide the associated fees and charges on the Letter of Offer.

Refunds

The Language Academy will ensure that all Fees and Refund Policies are made known to you prior to enrolment and prior to receiving any payment from you. These policies are kept current on → [The Language Academy website](#).

Refunds will only be given in accordance with the following conditions:

In the following circumstances, students are entitled to a refund without written application. These are circumstances in which The Language Academy defaults:

1. Should it be necessary that The Language Academy cancels a course, a full refund of all fees paid will be made.
2. If the case arises that The Language Academy is unable to complete a course once it has started but before it is complete, a refund of any fees paid in advance will be made within two weeks of the date the course stopped being provided.
3. If the case arises that The Language Academy is unable to complete the course because of a sanction imposed upon it, all fees which have been paid in advance will be refunded within two weeks of the date the sanction takes effect.

Tuition assurance

The Tuition Protection Service (TPS) is a placement and refund service to assist overseas students whose registered providers are unable to fully deliver their course of study. In accordance with the ESOS Act, the TPS ensures overseas students can either:

- Complete their studies in another course

- Complete their studies with another registered provider, or
- Receive a refund of their unspent tuition fees.

For more information this service, visit the → [Tuition Protection Services website](#).

Student Default

In the following circumstances, students are entitled to apply for a refund. Applications must be in writing using the Refund request form. Student default is defined as:

- The student withdraws from the course prior to the scheduled course start date. The amount of refund depends on the amount of notice given.
- The course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn) without an approved reason.
- The Language Academy refuses to provide the course to the student because the student has:
 - Not paid fees that they are liable for
 - Breached a condition of their visa
 - Is subject to disciplinary or administrative action by The Language Academy

If a student has paid any amount of tuition fees for their course, and at least seven calendar days' written notice of withdrawal is given, all fees minus an AUD \$200 administration cost will be refunded upon written application.

Where a student does not start a course on the agreed date (without notice) or withdraws, in writing, less than seven calendar days before the start of the course, no refund will be given unless compelling or compassionate grounds exist. An Application for Refund must be made in writing.

Students who have commenced their course and decide that they no longer wish to continue with their course will forfeit their balance of fees held for that term unless compelling or compassionate grounds are evident and are outlined in the Application for Refund.

Students who have their Visa refused by Department of Home Affairs will be refunded all tuition fees paid.

All refunds are made available directly to the person who paid the fees initially unless that person gives written direction to pay someone else.

Any request for refund must be made in writing and once approved, payment will be processed within 28 days of receipt of written advice.

The application for refund, subject to visa refusal, must be supported with a copy of the visa rejection letter issued by Department of Home Affairs.

Refunds will be remitted to country of origin in Australian Dollars. Refunds are not transferable to another student or institution.

The student must provide details of the bank account into which the funds will be returned:

- Account name – **must be in the name of the student**
- Account number
- Name and address of bank
- SWIFT code

Note: All fees to be refunded are paid in Australian Dollars.

The granting of refunds is at the sole discretion of the Director and each application is carefully considered. Non-approval of a refund application is subject to our Appeals Policy contained in the Student Handbook.

SECTION 5 – VISAS

Visa types

- Student Visa: Can study English up to 52 weeks and is eligible to work in Australia up to 20 hours per week
- Tourist Visa: Can study English up to 12 weeks and is not eligible to work in Australia
- Working holiday visa: Can study English up to 17 weeks and is eligible to work in Australia.

The Australian Department of Immigration has strict visa conditions for applying and also once issued. If you fail to abide by these conditions, your visa may be cancelled, and you will be required to leave Australia.

Some important general visa conditions include:

- Remaining enrolled in a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered course, as well as maintain satisfactory course progress and attendance.
- Notify any contact details change within 7 days, including home address, mobile number and email address (Please request the “Change of Student particulars” form from Administration)
- Maintain the OSHC insurance cover for the entirety of your stay in Australia.

Please note that The Language Academy cannot provide you with visa advice. All visa-related requirements and advice must be directed to the Department of Home Affairs.

For any questions, a detailed list of your visa conditions, for more information on other types of visas, or to change your current visa type please visit the → [Department of Home Affairs](#).

Immigration contact details

Department of Home Affairs (Formerly known as: Immigration and Border Protection)

Phone number: 131 881

Address: Ground Floor, 299 Adelaide Street, Brisbane QLD 4000

Website: <http://www.immi.gov.au/>

Opening Hours: Monday to Friday 9:00AM to 4:00PM

If you need to talk to an immigration officer or visit them in person, please call and make an appointment ahead of time.

Understanding the law

When living in Australia you are subjected to the same laws as the citizens, therefore, breaking the law may result in serious consequences such as fines, imprisonment or deportation.

When you signed to get your visa, you would have completed an Australian Values Statement Temporary which is an agreement that while in Australia you would observe all laws.

One of the reasons for the wonderful lifestyle in Australia is due to its representative democracy, the separation of powers, and our respect for the rule of law. There are many laws in Australia and as a result, society runs smoothly.

Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. You can find a comprehensive outline of Australian law and the legal system on the → [Australian Government website](#).

Compulsory Schooling for School Aged Dependants

If you would like to bring your child or children to Australia with you, you must be aware that school-aged dependants of international students studying on a Student Visa must undertake formal schooling while they are in Australia.

You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The

school will issue an electronic Confirmation of Enrolment form (eCoE) stating the course and its duration, so that you can obtain the appropriate visa for your child.

The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS) or hold a higher institution or approved non-government scholarship.

For more information contact the [Queensland Department of Education](#).

Course progress

Throughout your course of study, you will be required to undertake and submit assessments. Before the course commences, you will be provided with a schedule for each semester showing you when certain items of assessment are due. One term (12 weeks duration) is known as a study period.

The Language Academy will monitor your progress throughout each study period to ensure that you are coping with the study requirements. If you are having difficulties, we will provide you with every support and assistance we can to help you complete your chosen course. If you become at risk of not being able to meet a 50% progress at the end of each study period, your visa may be affected.

So, you must remember at all times that if you are having any difficulties (educational or personal) that may impact on your ability to progress, you must let us know by contacting our Administration staff or Academic Manager so that we can assist you.

Required satisfactory course progress

Whilst studying at The Language Academy you must demonstrate required satisfactory ongoing course progress.

If you are not achieving satisfactory course progress, the Academic Manager will meet with you, provide you with counselling and advise you of your obligations to maintain satisfactory course progress and possible consequences of non-compliance on a Student Visa.

Students on Student Visas MUST maintain ongoing and satisfactory course progress to comply with their Student Visa requirements; otherwise they may be in breach of their visa conditions and ultimately risk losing their visa.

How progress is assessed

At the commencement of study your teacher will give you a unit outline that provides information on which forms of assessment will be used. You must read the information and

let your teacher know if you have any concerns about the form of assessment and the timing of these assessments.

Students with special needs such as medical conditions, disabilities or learning difficulties should discuss the possibility of alternative assessment with their teacher.

The determination of assessment success is as follows:

- You will be provided with written feedback on your performance in each theory and practical assessment task
- If you do not achieve a satisfactory result in any assessment task, you may attempt the task a second time without having to pay extra fees
- If you do not achieve a positive outcome after the second attempt, you will be required to attend a counselling session with a teacher.

It is the student's responsibility to abide by the following:

- You should submit assessment items by the due date unless an extension has been granted by your teacher prior to the due date
- Extensions will be granted only in the following circumstances:
 - Personal illness - a medical certificate must be produced to verify illness
 - Extenuating personal circumstances
- An extension request is made to the teacher a minimum of 48 hours prior to the scheduled assessment event
- Length of the extension is at the discretion of the teacher
- Keep a copy of all submitted written assessment items
- Request feedback on your performance from your teacher
- Keep the returned assessment item for a minimum of 14 days after you receive your result
- Negotiate with your teacher any reassessment that may be required if you obtained an unsatisfactory result in any piece of assessment
- All decisions made by the Director regarding reasons for granting extensions are final and are subject to The Language Academy complaints and appeals procedures.

Attendance

IMPORTANT INFORMATION FOR STUDENT VISA STUDENTS

You are required by law to attend no less than 80% of the scheduled course contact hours.
Failure to do so may affect your Student Visa.

You must commence your course and finish your course according to the Confirmation of Enrolment (COE) dates.

You are also expected to attend all scheduled classes on time. The Language Academy closely monitors and records your attendance to ensure that you comply with the regulated visa requirements.

Attendance records will be monitored and recorded as follows:

- It is your responsibility to advise your teacher of any absence
- All non-attendance must be accompanied by a medical certificate
- Other absences, such as bereavement leave, must be discussed with the Director.

Failing to attend the required classes will result in a warning letter which requires an intervention strategy. The intervention strategy requires you to meet with the Director to discuss ways of making sure your lack of attendance does not affect your course progress and visa status.

- If you miss 1 day in any 12 week study period, you will receive the first warning letter.
- If you miss 2 days in any 12 week study period, you will receive a second warning letter.
- If you miss 3 days in any 12 week study period, you will receive the third warning letter

If you miss over 3 days in any 12 week study period, you will receive a warning letter which outlines the intention to report for unsatisfactory course attendance, and that you will be reported if you fail to attend one more day of class which may affect your visa conditions.

The Language Academy's complaints and appeals process is available to you at all stages if you feel the system is unfair or is being incorrectly calculated.

Punctuality

Classes commence at the time specified in the timetable and course outline. It is your responsibility to arrive on time. In the case where you are late for class, the following will apply:

- If you arrive more than 15 minutes late after the specified commencement time, you are required to remain but will be marked as absent for that scheduled period
- If you do not return from a break, you will also be marked as absent for that scheduled period.

Approved leave

You must notify The Language Academy if you are going to be absent for three (3) consecutive classes, prior to your planned absence. The following will apply:

- You are required to notify the Academic Manager in writing of the planned absence
- You are required to meet with the Academic Manager to discuss the circumstances of the planned absence

- Supporting documentation must be submitted for longer periods of absence.

Holiday Breaks

If you are enrolled in a course that is held during the last week of December or the first week of January, please note that The Language Academy will be closed at this time for the end of year holidays.

Please check the calendar at the back of the Student Handbook to see the exact 'End of year holiday break' dates. Please note that these dates must be included in your Confirmation of Enrolment. These two weeks are not included in your course tuition fee, and you will not be charged a fee for these two weeks.

If your course start date falls on a public holiday, please get in contact with Administration.

Replacement of a Certificate

If an award is damaged or lost, you may apply to The Language Academy for a replacement, for which the following will apply:

- For all awards that are lost, you are to provide a Statutory declaration to that effect
- For all awards that are damaged, you must submit the original award to The Language Academy for destruction
- Where you are applying for a replacement award due to a name change, a certified copy of the relevant supporting documentation must be provided
- A request for replacement must be made in writing
- An Administration fee of AUD \$50 will be charged for the replacement of an award.

Please note that certificates will not be issued if any fees are outstanding.

SECTION 6 – CODE OF CONDUCT

Studying at The Language Academy presents opportunities for interacting with other members of the education community and the broader community including local students. The Language Academy recognises and values the diversity of student experiences and expectations and is committed to treating students, both academically and personally, in a fair and transparent manner.

The staff at The Language Academy take pride in the high standard of teaching they provide and invite all students to work in partnership with them to share the responsibility of developing an effective learning environment.

The student Code of Conduct outlines the rights and responsibilities of all students. The purpose of the student Code of Conduct is to ensure an atmosphere of understanding, respect and professionalism in a supportive learning environment that celebrates diversity and embraces equal opportunity.

You should be aware that any breach of our disciplinary rules may be considered as misbehaviour which can be reported and can ultimately affect a Student Visa. This includes both general conduct and academic conduct.

Your general rights and responsibilities

The Language Academy has an important role in providing learning opportunities and takes seriously its responsibility to provide a duty of care to all students. All students are expected to abide by the Code of Conduct. When you are accepted into a course at The Language Academy you enter into an agreement with The Language Academy that you will abide by

all regulations, including the Code of Conduct which outlines your rights and responsibilities as a student.

You have a right to:

- Be treated fairly and with respect by teachers, other staff and students
- Learn in an environment free from discrimination and harassment
- Learn and work in an environment free of hazards
- Pursue your educational goals in a supportive, stimulating and clean environment
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- Get regular information about assessment procedures and your progress in the course
- Have complaints dealt with fairly, promptly, confidently and without fear of retribution.

As part of your responsibilities, you must:

- Make truthful statements about your identity, financial and personal status, education and employment history
- Ensure that any details we hold about you, including where you live, contact number, email address and who to contact in an emergency situation, are kept up to date at all times. Any changes to this information must be advised within seven days of the change using the “Change of Student particulars” form available from Administration
- Behave in a manner that will not bring yourself, The Language Academy or your country, into disrepute
- Treat people fairly and with respect
- Arrive on time to all classes
- Complete all assessment requirements by the due date
- Not disrupt other students in the course of their studies
- Turn off mobile phones in class
- Ask permission to leave class for toilet breaks
- Provide encouragement and support to other students
- Respect all Academy property and do not damage, remove or change any Academy property in any way
- Follow all reasonable instructions given to you by your teacher or any staff member of The Language Academy
- Speak English at all times during class and while on campus.

Access to personal records

Students of The Language Academy have the right to access their personal records. Acceptable reasons for a records request include checking to see if your records are incomplete, missing, out of date or misleading.

If you want to access your records you are required to submit a written request to the Academic Manager stating the reasons why access to your records is required. The form to use is the Access Information Request form available from Administration. The following will apply:

- You can only ask for documents that contain the information that you are looking for
- You cannot remove a document from the Administration file
- You cannot change, or in any way, alter a document
- You cannot ask for a document to be created specially to meet your request.

Your Privacy

The Language Academy is committed to complying with Australia's privacy laws which are summarised as:

Collection	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.
Data quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
Openness	We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
Access	The individual will be given access to the information held about them, at their request. This includes anything held on the student's file including assessment results and participation records.
Anonymity	Wherever possible, we will provide the opportunity for the individual to interact with them without having to identify themselves.
Sensitive Information	We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

As a regulated provider of education services for overseas students, we advise that we may be required to provide information about students, their visa status, academic progress and

attendance to certain Australian Government agencies. We may also be required to provide information to the Tuition Protection Scheme (TPS).

Computing and electronic resources

In order to complete a course at The Language Academy, you may need your own laptop computer or access to one. We do not supply personal computing resources, but we do provide on-campus computing resources and internet access. All internet access, email access and computer usage by students and staff is monitored every day.

You must not access web sites containing illegal content or materials that are pornographic, obscene, violent or discriminatory. If you do access inappropriate sites, you could lose your access or be subject to disciplinary action or legal proceedings.

Plagiarism and cheating

Plagiarism is defined as stealing and passing off the ideas and words of another as your own. This source may be written, oral or electronic, and includes copying and pasting from books, periodicals, journals, newspapers or the Internet.

Cheating is defined as submitting work, completed by someone else, and handing it in as your own.

Examples of plagiarism and cheating are as follows:

- You hand in someone else's work (parent, friend, tutor, another student) as your own
- You copy another student's work (with or without their knowledge) and hand it in as your own
- You complete an assignment with another person (e.g. student, tutor) which is supposed to be your own independent work
- You allow someone else to copy your work and hand it in
- You piece together different sections of the work of others into a new whole i.e. 'cutting and pasting', especially off the Internet
- You fail to indicate with quotation marks (" ") that you copied another person's exact written words or symbols, regardless of how few were used
- You fail to provide a bibliography for a project that requires acknowledgement of research you have cited.
- You buy or obtain a paper from an Internet research service or 'paper mill' and hand it in as your original work.

To avoid plagiarism and its penalties, you are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the work

Students who submit work that is plagiarised or is the work of another person (cheating) will face disciplinary procedures.

Personal conduct

Smoking, Drinking and Drugs

The Language Academy has a legal obligation under the → [Tobacco Laws in Queensland](#) to maintain a smoke-free environment. The Queensland government prohibits smoking in all pubs, clubs, restaurants and workplaces in Queensland, as well as in commercial outdoor eating and drinking areas and outdoor public places (e.g. patrolled beaches, children's playgrounds, major sport stadiums, and within 5 metres of non-residential building entrances). You must not smoke in buildings, lifts and stairwells, on balconies, at entrances, under awnings or within 5 metres of a building or structure. Anyone smoking in these marked areas will be subject to disciplinary action.

In areas where it is permitted (signed and designated smoking areas), do not dispose of cigarette butts on the ground - make sure you place them in garbage bins. Littering of rubbish or cigarette butts is taken seriously in Australia, and if you commit this offence, The Department of Environment and Science can issue fines called penalty infringement notices.

The legal age for drinking or smoking is 18 years of age. It is illegal to access alcohol or tobacco products by people under 18. It is also illegal for a person older than 18 to give alcohol or cigarettes to people under 18. If you are of legal age, alcohol can be consumed in bars, restaurants or at home; however, drinking in public places is illegal. You might be asked for proof of age ID when purchasing alcohol or cigarettes.

It is an offence to possess, use, produce or supply a drug which has been declared prohibited by Australian law. The possession, use and sale of illegal drugs or controlled substances (including stimulants, narcotics, hallucinogens, or marijuana) on the premises of The Language Academy is against the law and will be reported to the Police.

You are not allowed on the premises of The Language Academy while under the influence of alcohol or drugs, and consumption of alcohol on the premises of The Language Academy is prohibited. To familiarise yourself with Australian law and the legal system, visit → [The Australian Government Website](#).

Harassment

Harassment is any behaviour that is unwelcome, demeaning, unreciprocated, intimidating, humiliating or offensive. Harassment may take many forms, such as:

- Loud and abusive language

- Yelling and screaming
- Unexplained rages
- Unjustified criticism and insults

All students and staff are entitled to work in an environment that is free from all forms of harassment and have a responsibility to promote a harassment free environment by:

- Showing respect for others by not using offensive language or gestures and
- Not displaying any aggressive or threatening behaviour.

Sexual Harassment

Sexual discrimination and harassment are unlawful. If an individual feels offended, angry or humiliated by another individual's behaviour that is sexual in nature, this may be considered as sexual discrimination or harassment. This may include:

- Staring or leering
- Unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- Suggestive comments or jokes
- Insults or taunts of a sexual nature
- Intrusive questions or statements about your private life
- Displaying posters, magazines or screen savers of a sexual nature
- Sending sexually explicit emails or text messages
- Inappropriate advances on social networking sites
- Accessing sexually explicit internet sites
- Requests for sex or repeated unwanted requests to go out on dates
- Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Contact our staff at any time if you feel you have experienced sexual discrimination or harassment.

Discrimination

All staff and students have a responsibility to treat all people fairly and respectfully regardless of their background, gender, culture, ethnicity, physical or mental capabilities and any other differences, such as:

- **Racial:** based on ethnic origins, stereotypes, bias and prejudice
- **Sexual:** unwelcome sexual advances, requests for sexual favours, sexual comments and other verbal or physical conduct of a sexual nature. This also includes the unfair treatment of a person because of their gender identity, such as transgender persons

- **Religious:** treating a person or group differently because of what they do or do not believe
- **Political:** treating a person or group unfairly because of political beliefs
- **Age:** treating a person or group unfairly because of how old they are, including the young and the aged
- **Disability:** treating someone with a disability less favourably than someone without a disability
- **Disease:** treating a person or group differently because of a real or suspected infection with a disease such as HIV/AIDS.

The Language Academy is strongly committed to the → [Queensland Anti-Discrimination Act \(1991\)](#) which promotes fair treatment and equality of opportunity and makes unlawful discrimination, racial and religious vilification and all sexual harassment unacceptable.

When commencing your course at The Language Academy you will be informed about harassment and discrimination, and what you can or should do if you are subjected to, or witness harassment or discrimination.

Health and Safety

The Queensland Work Health and Safety Act (2011) applies to all staff and students of The Language Academy. You are required by law to take reasonable care of the health and safety of others in the workplace, on Academy premises and any premises that are used by The Language Academy. Your responsibilities include:

- Keeping food and drinks out of classrooms
- Not to be in possession of, use or wield any weapon. It is an offence under the Weapons Act (1990) to be in possession of a knife or other weapon in a public place or an educational facility, unless the weapon is to be used for educational purposes, for example, butchery or cookery training.
- Use any equipment in accordance with the safety instructions and manufacturers' directions
- Advise staff at The Language Academy if you are taking prescription medicine that may interfere with your safety or the safety of others.

Dress standards

The Language Academy is an adult learning environment. As such, you are expected to dress in a manner that is neat, clean and safe at all times. Within the learning environment you should wear appropriate clothes, and in particular:

- Wear sun smart clothing, including a hat and always when on field trips
- Do not wear clothing that is likely to offend others in terms of lack of decency, modesty or cleanliness or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others.

Mobile phones, sound and photographic equipment

The use of mobile phones is not permitted in classrooms.

Electronic devices such as MP3 players, cameras and other recording devices are only permitted for purposes relating to study being undertaken or as specified by the teacher.

Hygiene

Food and drink are to be consumed in designated eating areas and not in classrooms. Spitting is an unhygienic and offensive act which will not be tolerated. Repeat offenders may be subject to disciplinary action.

Toilets and kitchen areas are to be kept in a way you would expect in your own home.

Personal hygiene

All students are expected to maintain a standard of personal hygiene appropriate for learning in an education facility in Australia.

The Environment

Taking positive action to care for the earth can be really easy and doesn't require any hard work. Here are a couple of tips that you can follow while at The Language Academy, at home or out-and-about.

Electricity

To save money and help the environment, you should be mindful of how you use electricity. Here's some suggestions on what you can do:

- Switch off lights when you are the last to leave a room or if there is enough daylight for you to work
- Switch off equipment when not in use. This applies to items such as computers, televisions, fans and many more
- Share a work space or room to avoid the need to turn on all the lights or air conditioning
- Turn off the air conditioning or fans when it's not necessary
- Open the doors and windows to enjoy the fresh air.

Water

Water is our most precious resource; it is an essential part of our lives. Because water is everywhere it is easily taken for granted and we often use more than is needed. Here's some suggestions on what you can do:

- Don't leave the tap running or dripping and let someone know if it won't stop leaking
- Use the half-flush button on the toilet. Notify the appropriate person if you see a leaking toilet
- Take short showers (less than five minutes).

Waste

Most of the waste we produce isn't really a waste product – a large percentage of it is reusable, recyclable and unnecessary in the first place. The biggest impact you can have to reduce your waste while on campus is not to produce it in the first place. A few easy steps to help reduce waste include:

- Bring your own cup for hot drinks to avoid polystyrene and plastic cups
- Say 'no thanks' to disposable items such as plastic cutlery, plastic bags, and unnecessary brochures
- Use recycling facilities which are available at The Language Academy
- Place personal litter, such as food scraps, wrappings, drink containers, cigarette butts and other litter in the bins provided.

Paper

Paper is one of the biggest consumable and waste products. There are many ways you can keep your paper consumption down to a minimum:

- When photocopying and printing, ensure you copy only the necessary pages and set to double-sided printing where practical
- Use scrap paper for drafts and note taking
- Ask teachers to double-side lecture notes and use online notes if available
- Buy recycled: close the paper loop by buying paper products made with a recycled content.

Academy facilities and equipment

The Language Academy provides facilities and equipment to enhance the learning experience for all its students. You are expected to maintain these facilities by:

- Reporting breakages or faults with equipment to teachers or Administration staff
- Leaving classrooms, kitchens or common areas neat and tidy after classes, ensuring that resources and equipment are cleaned and correctly stored
- Only using equipment supplied by The Language Academy or teacher
- Not damaging or stealing property, course equipment or other resources belonging to The Language Academy, partner providers or other people.

SECTION 7 - PROCEDURES

Academy Emergency Procedures

Our Academy has an evacuation plan to deal with emergency situations such as a fire. This information is displayed on campus and the procedures to follow will be covered with you during your student orientation session.

If you hear the fire alarm bell, the following applies:

- Remain calm
- If in class, follow your teacher's instructions
- When told to do so, move with your class or group to your designated assembly area and stay there for a roll-call
- Do not wander off to collect personal belongings from lockers or classrooms
- If you are not in class, go to the nearest safe assembly area
- Remain in the area where you have assembled until you are told by staff that you may leave.

First aid

If you are injured and require assistance, report to your teacher immediately. Students are not permitted to use first aid facilities or self-administer pain medication without prior permission.

Critical Incidents

If you encounter a critical incident during your time as a student with The Language Academy, we will implement procedures we have in place. We will provide you with the information to seek assistance and report an incident that significantly impacts on your wellbeing.

A critical Incident is defined as: A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Examples of events which may be deemed critical incidents include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, physical, sexual or other abuse
- Other non-life-threatening events.

We have procedures in place to manage critical incidents to make sure that you remain safe, that support is offered to you and that the matter is properly dealt with by the appropriate authorities.

If you encounter a critical incident at any time as a student with us please call The Language Academy number which is (07) 5578 6838 during office hours or +61 421 930 976 for after hours.

Disciplinary procedures

If you constantly fail to meet your obligations or have displayed unacceptable performance or conduct, you may be subject to disciplinary procedures.

Disciplinary action will occur in response to the following:

- Misconduct, including:
 - Breaches of policies, code of conduct and other reasonable instructions
 - Unauthorised absence from your course
 - Inappropriate use of Academy property and facilities
 - Arriving unfit for study
- Serious misconduct, including:
 - Threatened or actual assault against another person
 - Breaking or allegedly breaking the law
 - Bringing illicit drugs onto the Academy premises
 - Serious or repeated bullying, abuse or harassment of another student, staff member or member of the public
 - Serious failure to observe Work Health and Safety policies and procedures, instructions or requirements
 - Refusal to carry out a lawful or reasonable instruction that is consistent with your course contract

All breaches of discipline are recorded, and facts established by identifying the date of the breach and the non-conforming behaviour. These are then referred to the Director after which the following will apply:

- You are expected to attend an initial counselling session to discuss the breach/es where you will be advised of the ongoing concerns (counselling meeting form, breach of code of conduct)
- You will be monitored for any further examples of breaches
- All matters concerning the breach/es and counselling will be recorded and placed on your individual file
- A formal warning will be issued if the breach/es continue
- Disciplinary action will be taken if the breach/es continue after the formal warning

- Disciplinary action may include suspension from a course, withholding results, exclusion from lectures or cancellation of enrolment and/or Visa
- All students have the right to appeal against any pending disciplinary action

Please note: If you are excluded from the class this will impact your ability to meet course progress and attendance requirements.

SECTION 8 – COMPLAINTS

It is common to experience misunderstandings when there are different languages, accents and cultures involved. Sometimes these misunderstandings can be resolved informally through clear communication, or with the help of a staff member.

However, if you have a complaint or if we have in any way failed to meet your expectations, you are welcome to lodge a complaint. The Language Academy is committed to a fair and reasonable process for dealing with student complaints and strives to resolve issues as swiftly as possible through a quality feedback complaints management process.

Complaints process

Follow these steps if you have a complaint:

1. Read the appropriate policy that relates to the matter
2. Talk to the teacher or relevant staff member to attempt to resolve the matter informally
3. If the matter remains unresolved, put your complaint in writing and lodge it with the Administration staff within 5 days of the matter occurring
4. You may be required to have a meeting with the Director to discuss your complaint
5. You will receive a written response to your complaint within 10 working days of the initial notification
6. If you are dissatisfied with the outcome of the complaint, you have the opportunity to have the complaint heard by an industry representative external to The Language Academy, such as the Overseas Students Commonwealth Ombudsman.

The Language Academy has documented arrangements in place to ensure that all external resolution options are completely independent of The Language Academy and its staff and there is no fee for you to access those services. For full details of the policy and its procedure, contact Administration staff.

Important notes:

- Please note that ALL complaints that cannot be immediately resolved informally MUST BE SUBMITTED IN WRITING using the Complaints and Appeals form.

- You have the right to be accompanied by a nominated support person of your choice at any stage during the complaints and appeals process
- If your complaint is in any way related to a criminal offence such as assault or stealing, we will advise the appropriate authority at your request
- All complaints that cannot be immediately resolved informally must be submitted in writing using the Complaints and Appeals form available from Administration
- Government Departments such as the Department of Home Affairs and the Department of Education and Training who have a regulatory role overseeing International Student Education services do not have a direct complaints management role.
- The Australian Overseas Students Commonwealth Ombudsman's role includes managing disputes and investigating complaints about problems that intending, current or former overseas students have with private schools, colleges and universities. Their service is free, and they do not charge for making a complaint → [visit their website here.](#)

Appeals

You may lodge an appeal against any decision made by The Language Academy that you feel was unfair. This might be the outcome of an assessment you did not successfully pass or a more general matter like applying for a refund and not being approved for the refund.

Like complaints, all appeals must be submitted in writing to Administration staff and you will receive confirmation of your written appeal. Appeals will be generally dealt with within 10 days.

For full details of the Complaints and Appeals policy and its procedure, or to obtain the Complaints and Appeals form, contact Administration.

SECTION 9 – SUPPORT SERVICES

Welfare and guidance services

The Language Academy can provide support for you to assist you in achieving your educational and personal goals.

All students are provided with a detailed induction on first arrival to ensure that the terms and conditions of the study course are fully understood. You are encouraged to express any difficulties you are experiencing in your academic or personal lives and contact the Administration staff to arrange for a confidential interview where your issues can be discussed.

Where required, you will be referred to external professional services. Whilst The Language Academy does not charge you to arrange the service, the professional service may incur a cost to you directly. You are encouraged to check any costs before signing an agreement with any service provider. Difficulties may include such things as:

Educational problems

- Study skills
- Exam nerves
- Learning difficulties.

Personal problems

- Relationships
- Stress
- Depression
- Conflict
- Self-esteem
- Legal matters
- Personal safety
- Culture shock
- Living away from home.

Other

- Complaints
- Harassment
- Discrimination
- Consumer protection
- Pathways to further education and courses.

Our teaching and support staff are here to help but if you would like to contact a service, the numbers listed at the end of this handbook may be of some assistance to you. This list is not exhaustive (there are many other support services) so please see our staff if you would like more suggestions. There is no charge associated with The Language Academy making a referral for you.

See also our *“Study tips”* and *“Common problems and solutions”* guides at the end of this booklet to help you succeed with your studies at The Language Academy.

Access and Equity

The Language Academy provides assistance in minimising any barriers to study caused by language and literacy needs, or a disability or medical condition, and is able to:

- Coordinate services to meet your individual needs
- Work to eliminate certain situations which may disadvantage you
- Assist you to achieve your education and career goals
- Encourage you to be independent and to take responsibility for your study.

The Language Academy aims to achieve access and equity by providing learning opportunities, an inclusive environment and set of materials that cater for differences between people and cultures.

Study assistance program

The Language Academy recognises that students come to The Language Academy from a range of different backgrounds and may experience problems with their learning.

Professional services external to The Language Academy are available to assist students with specific learning difficulties. Contact the Administration staff to make the necessary arrangements for these services. There is no cost to the student for the referral service but there may be costs associated with the external professional service. Students are strongly advised to check this with any service provider before signing any documents.

For more information on the type of support available, please visit the → [Studies in Australia website](#).

National Emergency Services

The national telephone number for all emergency services in Australia including AMBULANCE, FIRE, and POLICE is "000". Triple Zero (000) calls are answered by an operator who will ask which service you require - Police, Fire or Ambulance.

If you are not sure about the emergency service you need to call, you can always tell the operator what the emergency is. Do not worry about your English, the operators are very experienced with all cultures and accents. Remain calm and work with them to explain the details about the emergency.

There is also a free application available which has been developed by Australia's emergency services, the Government and industry partners. The app uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services. → [Click here to find out more about the Emergency App](#).

Poison Information Centre

Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom. Contact them on 131 126, or → [visit the Queensland Government's website for further information](#).

Employment rights

Your employment rights, obligations and how to resolve workplace issues can be found in the → [Fair Work Ombudsman website](#).

SECTION 10 – GENERAL CONTACT INFORMATION

The Language Academy contact information

Address

Level 2 – The Oasis Shopping Centre
Broadbeach, Gold Coast
Queensland 4218 Australia

Phone +61 7 5578 6838

Email study@thelanguageacademy.com.au

Name	Phone Number	What can they help with?
Emergency	0421930976	24 hour access for after hour emergencies only
Administration	(07) 5578 6838	<ul style="list-style-type: none">- General enquiries- Collecting your textbook or Student Card- Book an appointment with the Academic Manager, Counsellor, or Director- Applications for holidays- Certificate of enrolment- Change of contact details- Attendance check- Course enquiry such as an extension, transfer, change or finishing early- Leisure activities
Director	(07) 5578 6838	By appointment only: <ul style="list-style-type: none">- Complaints and appeals- Deferral, suspension or cancellation of enrolment- Transfers and Letters of Release- Disciplinary matters
Academic Manager	(07) 5578 6838	<ul style="list-style-type: none">- Assessment and testing- Screening complaints and appeals- Problems in class- Level change- Concerns about current study

		<ul style="list-style-type: none"> - Advice about exams and further study - Academy activities - Welfare and Counselling
Name	Phone Number	What can they help with?
Police (urgent) Fire (urgent) Ambulance (urgent)	000 000 000	<ul style="list-style-type: none"> - If a crime is happening now - When a life is threatened - When someone needs medical help
Policelink (non-urgent)	131 444	<ul style="list-style-type: none"> - To report non-urgent incidents including wilful property damage, stealing offences, break and enters, stolen vehicles and lost property or to make general police non-urgent enquiries.
Local Police (Broadbeach)	(07) 5581 2800	<ul style="list-style-type: none"> - To speak to someone in person - To report non-urgent incidents including wilful property damage, stealing offences, break and enters, stolen vehicles and lost property or to make general police non-urgent enquiries.
Local Ambulance	(07) 5547 3500	<ul style="list-style-type: none"> - To request a local ambulance service

(Mermaid Waters)		
Energex	13 1962	- To report fallen power lines
The Queensland Emergencies Services	132 500	- For help with a damaged roof, rising flood water, trees fallen on buildings, or storm damage

Police, Fire, Ambulance and assistance

Health

Name	Phone Number	Address
Gold Coast Hospital (24 hours and emergency)	(07) 5519 8211	108 Nerang Street, Southport QLD 4215
Robina Hospital (24 hours and emergency)	(07) 5668 6000	2 Bayberry Lane Robina Qld 4226
Doctor (Mermaid Beach Medical Centre)	(07) 5572 1668 (07) 5572 1668 (after hours)	Shops 23 - 24 Pacific Square, 2532 Gold Coast Highway, Mermaid Beach QLD 4218 Australia
Dentist (Maven Dental Mermaid Beach)	(07) 5526 6662	10/2431 Gold Coast Hwy, Mermaid Beach, QLD, 4218
Pharmacy (Mermaid Beach Pharmacy)	(07) 5575 2081	2431 Gold Coast Hwy, Mermaid Beach QLD 4218

Transport

Name	Phone Number	Address
Translink	13 12 30	https://translink.com.au/contact-us
Taxi	13 10 08	https://www.gccabs.com.au/
Department of Transport and Main Roads	13 23 80	https://www.tmr.qld.gov.au/ 1 Santa Maria Ct, Burleigh Waters QLD 4220

Finance

Name	Phone Number	Address
NAB	(07) 5564 4600	Chevron Renaissance Shopping Centre 3240 Surfers Paradise Blvd Surfers Paradise QLD 4217

Westpac	(07) 5595 6222	Pacific Fair Shopping Centre Shop 61, Hooker Blvd, Broadbeach QLD 4218
Commonwealth Bank	(07) 5592 1533	The Oasis Shopping Centre Shop G077 Oasis Shopping Centre, 75 Surf Parade, Broadbeach QLD 4218
ANZ	13 13 14	The Oracle Broadbeach 4 Charles Ave, Broadbeach QLD 4218
Suncorp	(07) 5584 4288	Pacific Fair Shopping Centre 59B, Hooker Blvd, Broadbeach QLD 4218
BOQ	(07) 5526 6411	Q Super Centre Shop C34B, 14 Allandale Entrance, Mermaid Waters QLD 4218
Crown Currency Exchange	(07) 5570 4933	Pacific Fair Shopping Centre K4A, Hooker Blvd, Broadbeach Waters QLD 4218
Travelex	(07) 5561 0946	Pacific Fair Shopping Centre Kiosk 28, Hooker Blvd, Broadbeach QLD 4218
Mastercard	1800 120 113	www.mastercard.com.au
VISA	1800 450 346	www.visa.com.au
American Express	1300 132 639	www.americanexpress.com

Insurance

Name	Phone Number	Address
BUPA	134 135	Pacific Fair Shopping Centre 2-30 Hooker Blvd, Broadbeach QLD 4218
Medibank Private	132 331	Pacific Fair Shopping Centre 2-30 Hooker Blvd, Broadbeach QLD 4218
Allianz Global Assistance Australia	(07) 3305 7000	Oasis Shopping Centre Level 2, 75 Surf Parade, Broadbeach QLD 4218

General Services

Name	Phone Number	Address
Justice of the Peace	(07) 5581 5100	Pacific Fair Shopping Centre 2-30 Hooker Blvd, Broadbeach QLD 4218
Translating and Interpreting service	131 450	https://www.tisnational.gov.au
Department of Home Affairs (Immigration)	131 881	www.homeaffairs.gov.au
Overseas Student Health Cover	1300 362 072	http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1
Gold Coast Tourism Visitor Information Centers	1300 309 440	www.destinationgoldcoast.com
Beachsafe	(02) 9215 8000	https://beachsafe.org.au/beach/qld/gold-coast/mermaid-beach/mermaid-beach

Community services

Name	Phone Number	Address
Alcohol and Drug Information Service	1800 177 833	https://www.health.qld.gov.au/public-health/topics/atod/services
Lifeline	13 11 44	https://www.lifeline.org.au/get-help/topics/lifeline-services
Poisons Information Centre	13 11 26	https://www.qld.gov.au/emergency/safety/home/poisons
Domestic Violence Helpline	1800 811 811	https://www.dvconnect.org/
Family Drug Support	1300 368 186	https://www.fds.org.au/
Men's Line Australia	1300 789 978	https://mensline.org.au/
Pregnancy Counselling Australia	1300 737 732	http://www.pregnancycounselling.com.au/
Pregnancy, Birth and Baby Hotline	1800 882 436	https://www.pregnancybirthbaby.org.au/freecall-numbers
Abortion Grief Counselling	1300 363 550	https://www.abortiongrief.asn.au/
Quitline (stop smoking)	13 78 48	https://quithq.initiatives.qld.gov.au/quit-support/quitline/get-help-from-quitline/

Salvation Army	13 72 58	https://salvos.org.au/need-help/
State-wide Sexual Assault Helpline	1800 010 120	http://www.dvconnect.org/sexual-assault-helpline/
Legal Aid	1300 65 11 88	http://www.legalaid.qld.gov.au/About-us/Contact-us
Headspace	(07) 5509 5900	https://headspace.org.au/headspace-centres/southport/

Mobile phone services

Name	Phone Number	Address
Telstra	(07) 5656 4620	Pacific Fair Shopping Centre 2-30 Hooker Blvd, Broadbeach QLD 4218
Yes Optus	(07) 5531 6607	Pacific Fair Shopping Centre 2-30 Hooker Blvd, Broadbeach QLD 4218

Useful websites

Name	Address
Gold Coast Community Legal Centre	http://www.advicebureau.org.au/
Tuition Protection Service (TPS)	https://tps.gov.au/Home/
Australian Immigration and Citizenship	https://immi.homeaffairs.gov.au/
Overseas Student Health Care	https://oshcaustralia.com.au/en
Information about Australia	https://dfat.gov.au/about-australia/Pages/about-australia.aspx
Information about Queensland	http://www.qld.gov.au/about-queensland/
Information about the Gold Coast	https://www.destinationgoldcoast.com/
Study Gold Coast	http://www.studygoldcoast.org.au/
Student Hub	https://www.goldcoaststudenthub.com/
Safety in Queensland	https://www.studyqueensland.qld.gov.au/Live/Safety

National Alternative Dispute Resolution Advisory Service (NADRAC)	https://www.ag.gov.au/LegalSystem/AlternateDisputeResolution/Pages/default.aspx
Residential Tenancies Authority (RTA)	http://www.rta.qld.gov.au/
Translink Transport in Queensland	http://www.translink.com.au/

SECTION 11 – Study Tips

A quick guide on how to succeed in your studies

Every student can succeed at The Language Academy, it just takes a little effort and a commitment to your studies.

In the classroom your teacher is there to help you master the work you are doing, so make sure you are prepared for class by:

- having your homework done and
- making sure you have with you all the things you need

Then, in the class, you need to:

- pay careful attention to what is happening in the lesson and
- remember to ask questions if you don't understand something!

At home you will have work to do. To do well in class, you need to put in effort on this homework and home study.

To be able to work well at home you need:

- a special study area that is well-organised, quiet and comfortable, and
- a regular time to do your work.

Make sure you take home all the books and information that you might need.

On assignments and Projects:

- Your teacher will help you to make sure you know what you have to do. Make sure you ask if you're unsure.
- Start your projects and assignments early so you can make them the best they can be. If you leave tasks until the last minute, you'll have to rush them.
- Make sure you use any library or class time well in preparing your work.
- Check with your teacher as you complete your task to make sure you're on the right track.

To prepare for tests:

- Make sure you do some revision each night, to help you remember things.
- Ask your teacher if you find that there is something you don't understand.
- Make sure you listen carefully to the teacher before the test.
- Take lots of notes
- Get a good night's sleep before the test.

SECTION 12 – Common problems and solutions

What to do **if you need some help with your study?**

All students need help from time to time with study problems, so there are many people who can help.

- talk first to your teacher
- you could also seek advice from a support staff member. They will be able to help you work through these issues, so you can get back on track.

What to do **if you miss some work through illness?**

You can't help getting sick, but you can make sure that missing class does not affect your success too much. First, speak with your teacher and find out what you have missed. Work out a plan with your teacher to catch up.

What to do **if you have trouble understanding something?**

Ask questions!

What to do **if you're not sure you understand what you have to do in a project or an assignment?**

- Firstly, have another good look at the Criteria / Task Sheet.
- Then, talk with your teacher about it. Ask questions!

What to do if you are away ill when a project or assignment task is given out?

Once you are back in class, ask your teacher for a copy of the task sheet and talk with them as to the due date for you.

What to do if you are ill on a day a project or assignment is due?

Sometimes you will be sick on the day a project or assignment is due. Please call the Academy and inform them that you have done the project or assignment, but are too ill to bring it in. Arrange an extension.

What to do if you miss a test or an oral presentation through illness?

If you're away on any day, you need to call the Academy to confirm your absence by 9.30am that same morning. If a test or other assessment is due that day, also inform the administration staff.

If things go wrong and you find yourself getting distracted in class.

Try to get yourself back on focus. Sometimes it helps just to take a few deep breaths and to remind yourself of why you are in class.

If you end up disrupting the class, or distracting others from their work, your teacher may exclude you from class.

If things go wrong and you forgot to do some of your homework, or you forget to bring the right books etc.

Politely and quietly let your teacher know at the start of the lesson that you have forgotten something. It lets them know that you understand that you have done the wrong thing – and that you intend to fix the problem.

If you find that you forget things a lot, you may need to make better use of your diary to help you to remember things.

If things go wrong and you think you may not have a project or assignment finished by the due date.

It is very important that you keep up to date with your work, so that projects and assignments are ready when they are due. Apply for an extension if you cannot meet the deadline. If you are having trouble getting a task done, speak with your teacher about it. Ask for help.

At The Language Academy, the teachers and other staff are all keen to help you do your very best, but you need to make sure you do your bit, and that you seek help and advice whenever you might need to.

Academy Calendar

IMPORTANT DATES

Having a great study experience starts with good preparation and planning. Check our Academy Calendar to find out when we are closed over the Christmas and New Year break, and when classes won't operate due to the Queensland public holidays.

2021

1 Jan New Year's Day	20 Dec Academy Holiday
2 Jan Academy Holiday	21 Dec Academy Holiday
3 Jan Academy Holiday	22 Dec Academy Holiday
26 Jan Australia Day	23 Dec Academy Holiday
02 Apr Good Friday	24 Dec Academy Holiday
03 Apr Easter Saturday	25 Dec Christmas Day
04 Apr Easter Sunday	26 Dec Boxing Day
05 Apr Easter Monday	27 Dec Christmas Day Holiday
25 Apr Anzac Day	28 Dec Boxing Day Holiday
03 May Labour Day	29 Dec Academy Holiday
04 Oct Queen's Birthday	30 Dec Academy Holiday
	31 Dec Academy Holiday
	01 Jan 2022 New Year's Day holiday

**The Language Academy is closed on public holidays,
Christmas/New Year holiday period and weekends**



THE LANGUAGE ACADEMY

Good luck and remember, if you need help, just ask! :)