



**FUTURE
ENGLISH**

CRICOS 04014F



Student Handbook

CONTACT DETAILS

Melbourne Campus

Address: Level 5, 259 Collins Street, Melbourne VIC 3000

Postal Address: As above

Tel: (03) 7068 0005

Email: info@future.edu.au

Registered Provider Details

CRICOS Provider Code: 04014F

Office Hours

Monday to Friday 8 am – 9.30 pm

Disclaimer: The International Student Handbook is revised annually. Every effort has been made to ensure that details and information contained in this Handbook are current at the time of printing (June 2022). Future English reserves the right to amend or change details in this Handbook as necessary. Consumers of this Handbook are advised to check updated details with the Institute. Future English disclaims all liability to loss or damage incurred as a result of incomplete or inaccurate information.

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UPON ARRIVAL TO AUSTRALIA

<input type="checkbox"/>	Call home
<input type="checkbox"/>	Settle into accommodation
<input type="checkbox"/>	Contact FUTURE ENGLISH
<input type="checkbox"/>	Buy household items and food
<input type="checkbox"/>	Enroll children in school (if applicable)
<input type="checkbox"/>	Attend international student orientation
<input type="checkbox"/>	Receive Student ID card
<input type="checkbox"/>	Receive health insurance card
<input type="checkbox"/>	Open a bank account
<input type="checkbox"/>	Attend orientation sessions (course specific)
<input type="checkbox"/>	Receive textbooks /timetable
<input type="checkbox"/>	Receive your log-in ID
<input type="checkbox"/>	Start classes
<input type="checkbox"/>	Apply for tax file number if seeking work
<input type="checkbox"/>	Get involved in student life and associations (i.e.: music, sporting and cultural clubs)

EMERGENCY CONTACTS AND USEFUL INFORMATION

Institute Contacts

<p><u>Future English</u></p>	<p>Address: Level 5, 259 Collins Street, Melbourne VIC 3000</p> <p>Tel: (03) 7068 0005</p> <p>Email: info@future.edu.au</p> <p>Web: www.future.edu.au</p> <p>CRICOS No: 04014F</p>		
<p><u>Teachers</u></p>	<p>You will get contact details when you arrive at Future English. Please see your Teachers about:</p> <ul style="list-style-type: none"> • Content of Course • Teaching procedures • Assessments 		
<p><u>DOS</u></p>	<p>You will get contact details when you arrive at Future English. Please see the DOS about:</p> <ul style="list-style-type: none"> • The program as a whole • Academic regulations • Difficulties with study • Decisions to defer from study • Help with reading, writing, notetaking and preparation for tests and assignments 		
<p><u>International Student Advisors</u></p>	<p>You will get contact details when you arrive at Future English.</p> <p>Telephone: 0410 277 748</p> <p><u>For matters relating to:</u></p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ▪ Visa ▪ Enrolment ▪ Insurance (Medical) ▪ Academic Progression ▪ Attendance warning letters </td> <td style="vertical-align: top; padding-left: 20px;"> <ul style="list-style-type: none"> ▪ Financial ▪ Accommodation ▪ Health Care ▪ General information regarding the Institute's policies and procedures </td> </tr> </table>	<ul style="list-style-type: none"> ▪ Visa ▪ Enrolment ▪ Insurance (Medical) ▪ Academic Progression ▪ Attendance warning letters 	<ul style="list-style-type: none"> ▪ Financial ▪ Accommodation ▪ Health Care ▪ General information regarding the Institute's policies and procedures
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<p><u>International Student 24 Hour Emergency Contact</u></p>	<p><u>Contact Name:</u> Anh Khoa Pham</p> <p><u>Telephone:</u> 0410 277 748</p>		

<u>Student Administration Office</u>	<p>Email: admin@enjoyenglish.com.au</p> <p>For matters relating to</p> <ul style="list-style-type: none"> ▪ Timetable ▪ Course Enrolment ▪ Forms ▪ Change of Address ▪ Fee Payments ▪ Student IDs
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Services Contacts

<u>Counsellor</u>	<p>Angela Rivera</p> <p><i>Book an appointment with the Student Support via email at info@future.edu.au</i></p>
<u>Consumer Protection</u>	<p>Consumer protection provides advice and support regarding consumer issues such as tenancy. Tel: 1300 55 81 81 or visit https://www.consumer.vic.gov.au/</p>
<u>Crime Stoppers</u>	<p>Freecall 1800 333 000 if you witness a crime, or visit https://www.crimestoppersvic.com.au/</p>
<u>Crisis Counselling</u>	<p>Lifeline: Tel: 131 114 for confidential counselling by trained professionals, 24 hours a day. Tel: 1300 131 114 This is a Lifeline counselling service as well which operates Monday-Friday 9:00am-5:00pm</p>
<u>Department of Home Affairs (DHA)</u>	<p>Tel: 131 881 Street address: 1010 La Trobe St, Melbourne VIC 3000 Counter hours: 09:00-16:00 Monday - Friday</p>
<u>Department Foreign Affairs and Trade (DFAT)</u>	<p>https://www.dfat.gov.au/</p>
<u>Emergency – Police, Fire, Ambulance</u>	<p>Tel: 000</p> <p>This is a 24 hour free service. Say what you need ('police', 'fire' or 'ambulance') and remember to give your address.</p>
<u>Essential Services – Electricity, Gas and Water</u>	<p>Electricity and Gas Suppliers:</p> <p>AGL Tel: 131 245 www.agl.com.au Origin Energy: Tel: 132 463 www.originenergy.com.au TruEnergy: Tel: 133 466 www.truenergy.com.au http://www.urbanutilities.com.au/</p>
<u>Health and Medical Services</u>	<p>FUTURE ENGLISH's preferred <u>health care provider</u> is OSHC Allianz. https://www.oshcallianzassistance.com.au/app/</p> <p>Tel: 13OSHC (13 67 42). For 24 hour emergency helpline contact: 1800 814 781</p>

	<p>Medical Practitioners (Doctors): Look in the Yellow Pages Directory under <i>Medical Practitioners</i> for a doctor near you, or you can make an appointment to see these doctors closest to the Institute.</p>
<u>Public Hospitals</u>	<p>https://www2.health.vic.gov.au/hospitals-and-health-services/public-hospitals-victoria</p>
<u>Housing</u>	<p>The following websites are a good source of information to begin with, when searching for accommodation:</p> <ul style="list-style-type: none"> • www.domain.com.au; • www.realestate.com.au
<u>Interpreting and Translation</u>	<p>DHA Telephone Interpreting Service (TIS): Tel: 1300 575 847 or visit https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/language-services</p>
<u>Information about employee rights, entitlements and pay</u>	<p>Fair Work Ombudsman: http://www.fairwork.gov.au/</p>
<u>Justices of the Peace</u>	<p>Find a Justice of the Peace (JP) here http://www.justice.qld.gov.au/justice-services/justices-of-the-peace/jps-search or just visit your local police station</p>

<u>Taxation</u>	<p>Tax File Numbers, tax information and superannuation: www.ato.gov.au or Tel: 132 861</p>
<u>Transport</u>	<p>For Victoria public transport, please refer to https://www.ptv.vic.gov.au/</p> <p>Taxis:</p> <ul style="list-style-type: none"> • http://www.13cabs.com.au/ 132 227 • http://www.silvertop.com.au/ 131 008 • https://www.uber.com/en-AU/cities/melbourne/ <p>Vic Roads: For information on drivers licence or other road related matters, visit https://www.vicroads.vic.gov.au/</p>
<u>Tourism Information</u>	<p>For tourism related information visit:</p> <p>https://www.visitvictoria.com/</p> <p>https://www.travelvictoria.com.au/</p> <p>https://www.studymelbourne.vic.gov.au/</p>

SECTION 1

COURSE INFORMATION

1.1 General English	1.2 Cambridge Exam Preparation
1.3 Learning Pathways	1.4 Placement Assessment
1.5 Teaching Methods	1.6 Excursions
1.7 Assessments	1.8 Plagiarism
1.9 Qualifications of Teachers	1.10 Number of Students in the class
1.11 English Only Policy	1.12 Course Information
1.13 Course Completion	1.14 Homework and Self study
1.15 Orientation Program	

1.1 GENERAL ENGLISH (CRICOS CODE: 04014F)

Future English currently offers Intensive English at four (4) Levels:

- Elementary
- Pre Intermediate
- Intermediate
- Upper-Intermediate

Students come to Future English with different proficiencies across the four macro skills and, as a result, all students need to take a placement test prior to the commencement of classes. All students take a speaking and writing test which is marked by the Director of Studies or the Assistant Director of Studies according to a criterion-referenced scale. These tests and scales form the basis of the **Placement Tests**. Because the courses can accommodate students with only a very low grasp of English, Future English is able to accept students into the Elementary course even if they are at a very low level.

Course Duration

ELICOS Standard C1.1 d)

The standard course length is 40 weeks of General English. Each week there are 20 face-to-face contact hours, with additional homework given for each day of class. Students can enter on Monday or the first day of the week in any week of the year, with the exception of the two weeks over Christmas/New Year. The minimum enrolment period is two weeks. The 40-week period is made up of four levels that each correspond to 10 weeks of coursework. The week of the course has a corresponding chapter of the textbook with syllabus and assessments. The expectation is that after the student has completed 10 weeks of a level, they would be able to advance to the next level of the course.

Students who have long enrolments with the College are eligible to apply for study breaks. It is not reasonable to expect students to attend full time classes for 40 weeks in a row. For every 10 weeks that a student is enrolled in the course, they are able to apply for 2 weeks of study break. There is a maximum of 8 weeks of study break over the duration of the full 40-week course.

Entry prerequisites

ELICOS Standard C1.1 j)

Students come to Future English with different proficiencies across the four macro skills and, as a result, all students need to take a placement test prior to the commencement of classes. All students take a speaking and writing test which is marked by the Director of Studies or the Assistant Director of Studies according to a criterion-referenced scale. These tests and scales form the basis of the **Placement Tests**. Because the courses can accommodate students with only a very low grasp of English, Future English is able to accept students into the Elementary course even if they are at a very low level.

4e. Weekly timetable

ELICOS Standard C1.1 o)

Students can choose either a morning or evening timetable. Morning classes run for a total of five hours each day from Monday to Thursday. Evening classes run for a total of four hours each day from Monday to Friday. Students are required to attend 20 hours of face-to-face classes each week.

Sample Timetables

Morning Session Timetable: 8:30am - 2:15pm

TIME/DAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
From 8.30am to 10.30am	Weekly revision Grammar Skills	Vocabulary Skills Pronunciation	Homework Check Grammar Skills	Listening Skills Writing Skills	
From 10.30am to 10.45am	Class Break (15 min)				
From 10.45am to 12.15pm	Oral Communication Skills	Listening Skills	Reading	Weekly Review	
From 12.15pm to 12.45pm	Lunch Break (30 min)				
From 12:45pm to 2.15pm	Vocabulary Skills Multimedia	Reading Skills Functional Language	Writing Skills Oral Presentation	Leisure Activity	
From 2.30pm to 3.30pm	Extra Optional Classes**				

Evening Session Timetable

5:00pm - 9:15pm

TIME/DAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
From 5.00pm to 7.00pm	Weekly revision Grammar Skills	Vocabulary Skills Pronunciation	Homework Check Grammar Skills	Listening Skills Writing Skills	Multimedia Functional Language
From 7.00pm to 7.15pm	Class Break (15 min)				

From 7.15pm to 9.15pm	Oral Communication Skills	Reading Listening Skills	Reading	Writing Oral Communication Skills	Presentation Leisure Activity
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1.2 Learning Pathway

CEFR Level	General English Level	Description of proficiency
A1+	Elementary	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.
A2	Pre-Intermediate	Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.
B1	Intermediate	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.
B2	Upper Intermediate	Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.

Entry prerequisites

ELICOS Standard C1.1 j)

Students entering the Cambridge Exam Preparation course are expected to have completed the Upper Intermediate level of General English with scores of 50% or more in all Summative Assessments. Students need to have an average attendance level throughout their enrolment in Upper Intermediate of 80% or more.

Students that have completed Upper Intermediate at another institution can be accepted, however they will require a certificate of completion and entry is subject to the discretion of the Director of Studies of Future English.

Term Break:

There are no term breaks in this course since this is a short 10 weeks course.

1b. Relationship with Other Courses and Articulation

ELICOS Standard C1.1 f)

Students need to have completed General English Upper Intermediate to enter into the Cambridge Exam Preparation course. See table below.

CEFR Equivalent Exit	General English	Cambridge Preparation
B2	Upper Intermediate	B2 First
B1	Intermediate	-
A2	Pre Intermediate	-
A1+	Elementary	-

1.4 Placement Assessment

Students come to Future English with different proficiencies across the four macro skills and, as a result, all students need to take a placement test prior to the commencement of classes. All students take a speaking and writing test which is marked by the Director of Studies according to a criterion-referenced scale. These tests and scales form the basis of the **Placement Tests**. Because the courses can accommodate students with only a very low grasp of English, Future English is able to accept students into the Elementary course even if they are at a very low level.

1.5 Teaching Methods

In Australia, teaching and learning methods may be different to your country. Learning is very interactive and we will encourage you to take responsibility for your own learning. Teachers use a wide range of techniques and authentic material to encourage and to assist you to enjoy learning. In particular:

- You often work in pairs and groups
 - o This helps you develop speaking and listening skills, as well as grammar and oral communication.
 - o This helps you be more active in your learning.

- You will also do individual work.
- We use student-centred methods.
- We give you verbal feedback regularly. The feedback is descriptive and helps you to improve.
- You will use printed textbooks and worksheets. However, we also use a wide range of other resources: brochures, magazine, maps, directories, e-learning materials, audio visual materials, audio tapes and excursions.
- Do you have a question? Do you need extra help to understand something? Please ask the teacher and express your opinions in class.
- Teachers encourage you to take responsibility for your learning. You can self-evaluate your work and sometimes give providing feedback to your classmates. We encourage you to use the Future English library, read newspapers, watch television, go to the cinema and practice speaking in English.
- We have an *English Only* speaking policy. You must speak only in English - this will build up your confidence and help you develop valuable skills.
- We use various forms of educational technology to support your language learning. For example, you can prepare projects and booklets using photos and other visuals.

1.7 Excursions

Excursion are very useful, enjoyable learning experiences. Activities associated with excursions help to reinforce what you learn in class. Sometimes you will pay an entry fee to participate in excursions. However, we always try to keep this to a minimum. Excursions will involve activities to help you develop your language knowledge and skills. Some places you might visit on excursion are: Queens Victoria Market, Immigration museum etc.

1.8 Assessments

You will do a number of different assessments at Future English.

- The placement test and interview before you start your classes
- Regular progress tests in class of your reading, writing, speaking and listening skills
- Comprehensive tests every five weeks.

On a daily basis, your class teacher will observe your learning needs and give you support. If you do not progress (e.g. Elementary → Pre-Intermediate → Intermediate), the DOS will work with you to develop a plan and help you.

You can ask your teacher about your progress at any time.

Before you move to the next level (e.g. Elementary → Pre-Intermediate):

- Generally, you will need **at least** ten (10) weeks in the level.
- You must demonstrate through your speaking, listening, reading and writing skills that you are ready for the next level.
- Your teachers will also consider your attendance.

1. Certificate of Completion – this shows your qualification and level achieved as well as the length of the course.
2. Certificate of Attendance – this shows your attendance percentage.

1.15 Homework and Self Study

Your teachers will give you homework tasks to help practice basic skills learnt in class. Homework varies and may include written work, reading a text or watching a TV program.

You will also be expected to do some self-study in addition to your attendance in your course. Resources are available in the library for you to access. Please ask us if you need help or want to request a resource (e.g. book, app, game, magazine, etc.)

1.16 Orientation Program

Orientation is **compulsory** for all students. At orientation, we welcome to the Future English community and give you essential information about your timetables, classroom expectations, policies, visa information, attendance, course progress and assessments.

For Orientation, **please bring:**

- Your passport
- Letter of Offer
- Your contact details
- Emergency contact details (e.g. your parents)

You will also do the placement test and receive an Orientation of the facilities and campus. In addition, you will receive a student ID card, a student Log-in and an orientation pack.

1.17 Extra classes

To support your learning, and to get the most out of your English program, we seasonally provide a range of extra classes, all of which are free of charge:

- Pronunciation & dialogue
- Newspaper Reading
- Resume Writing / Cover Letter workshops
- Conversation classes

- IELTS Support

SECTION 2

STUDENT SUPPORT SERVICES

2.1 Student Induction and Orientation	2.2 International Student Support Services
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2.1 Student Induction and Orientation

You can talk to any member of staff to discuss questions or address any queries about your studies or welfare.

Student Induction Checklist

In the first two weeks of your course, use this induction checklist to help you organize information. You can tick the checklist as you go. Your teacher will also sign a similar Induction Checklist – this will go into your Student File as part of our Quality Assurance processes. If you are not sure of any aspect of your course orientation, please ask at reception.

I have received induction on the following:

Role of Student Support Team	<input type="checkbox"/>
How to access staff	<input type="checkbox"/>
Student Welfare Services	<input type="checkbox"/>
Explanation on how to access teachers	<input type="checkbox"/>
Course outline and qualifications on completion	<input type="checkbox"/>
Explanation of books and learning materials required and cost	<input type="checkbox"/>
Timetable for the term	<input type="checkbox"/>
Dates when assessments occur	<input type="checkbox"/>
Dates of relevant excursions	<input type="checkbox"/>
Explanation of policies and procedures	<input type="checkbox"/>
Student Visa obligations	<input type="checkbox"/>
ESOS Rights and Responsibilities	<input type="checkbox"/>

2.2 International Student Support Services

Our International Student Support Team can assist you in your transition to a new study environment at FUTURE ENGLISH and help you to make the necessary cultural adjustments. Our friendly team is trained to give you all the assistance you need. The first few weeks can be the most difficult time for students in a new and unfamiliar country. We recognize this and offer you a range of student support services. Please contact the team for a confidential discussion. The International Student Support Team members can be emailed or contacted at the campus. info@enjoyenglish.com.au.

Assistance with everyday practical difficulties

- Accommodation
- Overseas Student Health Cover
- Visa requirements
- Orientation and enrolment
- Student ID cards
- Application for Tax File Numbers
- Resume Writing and Job skills

Advice on Course related matters

- Policies and procedures
- Assessments
- Learning support
- Computer usage
- Extracurricular activities
- Attendance

Referrals to other agencies

- Immigration matters
- Legal matters
- Specialist counselling
- Health and wellbeing

Cultural Adjustments

- Understanding the stages of adjustment
- Strategies to ease transition to a new culture
- Dealing with homesickness

Problem Solving and Decision Making

- Housing
- Finances
- Work
- Study
- Legal issues

Personal adjustments and relationships

- Counselling
- Self-help resources

SECTION 3

STUDENT VISA CONDITIONS, RIGHTS AND RESPONSIBILITIES

3.1 International student's rights and responsibilities	3.2 Visa information
3.3 Attendance Policy	3.4 Courses Progress Policy
3.5 Reporting Requirements	3.6 Student Behavior: Code of Conduct

3.1 International Student's Rights and Responsibilities

The Australian government laws promote quality education and consumer protection for overseas students. The ESOS Act 2000 and the National Code 2018 are laws to protect international students. Future English's CRICOS Number is xxxxxx. CRICOS Registration guarantees that the course and the education provider meet high standards.

Your Rights

The ESOS laws protect you as a consumer. These include the right to:

Receive from FUTURE ENGLISH, before enrolling, current and accurate information about courses, fees, mode of study and other information. If you are under 18 years, you can only get a visa only if your accommodation, support and welfare are organized. This is to ensure safety.

Sign a written agreement with FUTURE ENGLISH, before you pay fees, listing the services to be provided, fees payable and information about refunds. You should keep a copy of the Refunds Policy.

1. Get the education you paid for. You can ask for a refund or be placed in another course if your provider is unable to teach your course.

There is a range of information you have the right to know about and services that must be offered. These include:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer/s are for overseas students
- If you can apply for course credit
- Circumstances as to when your enrolment can be deferred, suspended or cancelled
- What your providers requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your courses
- A complaints and appeals process

One of the laws says that an education provider (e.g. Future English) cannot enroll a student who wants to transfer to another course, until certain conditions are met. If you have not completed six months of study with your principal provider, you will need permission to transfer from that provider.

Your Responsibilities

As an overseas student on a student visa, you have a number of responsibilities. You must:

- Satisfy your student visa conditions
- Maintain an Overseas Student Health Cover for the entire period of your stay

- Meet the terms of your written agreement with FUTURE ENGLISH
- Inform FUTURE ENGLISH if you change your address
- Maintain satisfactory course progress
- Follow the requirements for attendance.

For further information on the ESOS Act and the National Code 2018, please contact the International Student Support Team at FUTURE ENGLISH: info@future.edu.au or refer to www.dese.gov.au

3.2 Visa Information

Arranging Visas

Your visa situation is unique and requires individual attention by professional staff. You can obtain more information about visas and conditions by contacting:

Department of Home Affairs (DHA)

The Australian Department of Home Affairs gives you comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit <https://www.homeaffairs.gov.au/> for the latest information.

Department of Foreign Affairs and Trade (DFAT)

The Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world. Your consulate can help you with legal advice on your rights and advice on health concerns and travel warnings.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend or ask around your local community to find an agent near you.

Please Note: Education Agents are NOT licensed to provide migration advice.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the CoE
- Maintain satisfactory attendance
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution and a letter of offer from the new institution.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of **mandatory** and **discretionary** student visa conditions please visit

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

1. Keep your visa current

- The expiry date is printed on the visa label in your passport
- Changes in your enrolment may affect your visa
- You must renew your visa before your current visa expires

2. Change of contact details

- Inform FUTURE ENGLISH of your residential address within seven days of arriving in Australia
- Any further change of address must be lodged with FUTURE ENGLISH within seven days

3. Enrol full time and be expected to finish your course within the date specified on your visa

4. **Complete six months of study** before considering a change of provider. You will need a Letter of Release from your provider and a letter of offer from your new provider if you are seeking release before this six month period

5. Understand your Work Rights

- You must have a valid student visa with Permission to Work issued by DHA
- You can work a maximum of 40 hours per fortnight during study periods and unlimited hours between semesters.

6. Overseas Student Health Cover

You are expected to maintain adequate Overseas Student Health Cover for the duration of your studies.

It is your responsibility to ensure your cover does not lapse. The International Student Support Team can assist to organize a renewal.

7. Attendance You must attend classes as detailed in FUTURE ENGLISH's Attendance Policy (English) and Course Progress Policy for all courses.

8. Satisfactory Course Progress

You are required to achieve satisfactory academic results in each semester of your study, or you will be required to fully participate in an Intervention Plan, so that you can complete your studies within the expected duration of your course.

3.3 Attendance Policy

Future English expects you to attend all classes. Your attendance is recorded for every class at 30 minute intervals. Your attendance must be over 80% in your course. This is one of your visa conditions. FUTURE ENGLISH is legally obliged to report students with unsatisfactory attendance to the DHA. This may result in an automatic cancellation of your student visa.

You will receive **attendance warning letters** and if you do, you must take them seriously and **respond immediately**.

You must tell us immediately if your address or phone number changes.

We record and monitor attendance daily.

If you are **absent for more than five (5) consecutive days** without approval, we will send you a warning letter.

After any scheduled holiday period, if you do not return back to classes on time we may cancel your enrolment and send you a letter saying have 20 working days to appeal the cancellation.

If you cannot achieve 80% attendance for your course, we will send you an *Intent to Report to the DHA Notification*. You will have 20 working days to access the Internal Complaints and Appeals Process.

If your appeal is unsuccessful, we will notify DHA and they may cancel your student visa.

Absences related to illnesses

If you cannot come to class because you are sick:

- We will mark you absent if you are sick.
- See a doctor and **get a medical certificate**.
- Bring us the medical certificate as soon as possible – we will make a copy and add it to your file.

We **do not** change your attendance percentage if you give us a medical certificate. The medical certificate may change the **action** we take if your attendance falls below 80%. If your attendance falls below 80% and you may be reported to the DHA for not satisfying attendance requirements. This may result in visa cancellation.

3.4 Course Progress Policy

Future English is legally obliged to record, monitor and report your Course Progress. Your teachers will assess your course progress at regular intervals in your English Language course to ensure you are progressing well. We assess your language skills at regular intervals so that your learning goals can be monitored and revised.

At each level there are several assessment tasks which you will be informed about at the beginning of the course. You must pass all these assessments in order to progress to the next level or to achieve satisfactory course progress.

You must pass the level specified in order to meet the English Language entrance requirements for your next study. At the end of each course, you are expected to progress to the next level. If your grades are not sufficient to progress, the DOS will discuss the reasons for unsatisfactory course progress and any academic or welfare issues affecting study. You may be placed on an *Intervention Plan*. This is a support strategy to help you progress. We will write a plan with learning goals and timelines to support areas of learning weaknesses as well as possible Referral to the Student Counselor. There are many strategies to support learning.

3.5 Reporting Requirements

FUTURE ENGLISH is required under Australian Government law to enter the enrolment of all international students into PRISMS, a database reporting system linked to DHA. The reporting required by PRISMS is exception reporting. This occurs when a student:

- Does not commence or recommence on time after holidays. In other words, the student may not turn up or has not arranged for a later start because of compelling and compassionate reasons; or
- Ends their study before they complete their course; or
- Changes their program or duration; or
- Fails to comply with their visa conditions regarding attendance or academic performance

Future English has an obligation to report these situations through the PRISMS system. If a student is considered to be non-compliant, the PRISMS system will generate a non-compliance notice which is sent to the student. This may result in a cancellation of the visa.

3.6 Student Behavior: Code of Conduct

Expectations

This Code of Conduct clearly defines student and staff rights and responsibilities related to appropriate conduct. The purpose of the Code is to create a caring and supportive learning environment in which all members of the learning community can participate safely and effectively. We take this Code of Conduct very seriously.

Aims

The aims of this Code of Conduct are to:

Provide a learning culture that prepares students to learn effectively and to gain the necessary skills for employment or further studies.

Provide superior education in which students are encouraged to strive for excellence.

Requirements

Educators and students will help to contribute to this aim.

Students will practice the qualities that employers seek and at all times act in a respectful and courteous manner.

An environment free of harassment, discrimination and threatening behavior will operate at all times.

Values

Diversity and differences

Co-operation

Respect

Tolerance

Freedom of expression grounded in social responsibility.

Whilst on campus, we expect all students to behave in a considerate and respectful manner towards other students, staff and visitors. Unacceptable behavior restricts academic progress and hinders the work performance of others.

Speak in English whilst on campus

Be respectful and courteous to everyone

Be punctual and attend all classes

Arrive and leave class at scheduled times, otherwise seek permission from your teacher

In class, allow everyone an opportunity to learn. Listen and avoid interrupting others

Submit all work on time

If you miss class it is your responsibility to catch up

Turn off your mobile phones

Adhere to the required dress and safety standards in your relevant course

Alcohol, drugs and smoking are strictly prohibited

Place all rubbish in the bins provided in the classroom

Consequences of unacceptable behaviour

A breach of the Code of Conduct occurs when your behaviour affects the learning and good order of the Institute. Disciplinary action will be taken for behaviour which is disruptive and unacceptable. We may ask the student to leave the classroom or we may refuse them entry. Your teacher will discuss the behavior with you and you will enter into an agreement about what is expected to rectify the situation. If a student's behaviour threatens the safety of others and interferes with the teaching and learning process or causes damage to property, the student may be suspended or excluded.

We will not accept intimidation, bullying, threatening or violence of any sort.

Suspension

In relation to disciplinary matters, we can suspend students, according to the Student Discipline Policy and Procedures. Suspension occurs when a student stops studying for a week or more. We must tell DHA if we suspend a student. If the period of suspension exceeds 28 days, DHA may cancel the student's visa.

Examples of Misconduct

Examples of behavior that is not acceptable include, but are not limited to the following:

- Disrupting learning of others
- Disrupting the teacher from teaching
- Not following directions of staff member
- Endangering the health and safety of staff or students
- Harassment (gender, age, race, sexual preference or religious beliefs)
- Willfully damage property of FUTURE ENGLISH or any other person studying or working at the Institute.

- Bullying behavior (physical and verbal)
- Breach of rules relating to conduct of assessments
- Possession of prohibited substances (drugs, alcohol, weapons)
- Being under the influence of drugs or alcohol
- Dishonest conduct

SECTION 4

STUDENT WELFARE INFORMATION

4.1 Health and Medical	4.2 Adjusting to a New Culture
4.3 Counseling	4.4 Housing and Accommodation
4.5 Bringing your Family	4.6 Working in Australia
4.7 Communication	4.8 Financial Information
4.9 Transport	4.10 Driving in Melbourne
4.11 Leisure Activities	4.12 Legal Matters

4.1 Health and Medical

Emergencies – Dial 000 (Police, Ambulance, Fire Brigade)

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. You should use it to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. You should not call emergency 000 lines for general medical assistance. Carry a mobile phone with you, with your ICE (In Case of Emergency) contact entered in the phone contacts.

Police

In Australia, police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation**, you can contact your local police station directly. Please refer to the White Pages or Yellow Pages Telephone Directories or online (www.whitepages.com.au; www.yellowpages.com.au) for details of the station in your area, or alternatively, phone Telstra Directory Information Assistance on 1223.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. Call **000** as soon as a fire starts no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and **emergency transportation to the hospital**. Dial **000**

State Emergency Service

The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

Lifeline

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a

doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Emergency Translation

For translation service in an emergency situation dial **1300 655 010**

Overseas Student Health Cover (OSHC)

Overseas Student Health Cover is a requirement of entry into Australia for all international students and their dependents. It is your responsibility to ensure that you have adequate cover for the entire duration of your student visa.

All students are free to choose their own health care provider, but FUTURE ENGLISH's preferred health care provider is Allianz.

Please check at reception to receive updated information and brochures on what is covered by your health cover insurance or you can visit <https://www.oshcallianzassistance.com.au/>. In general, OSHC covers treatment by a doctor, either in a public hospital or in a doctor's surgery. It also covers pathology and x rays, ambulance transport and a limited amount of prescription medication.

Please refer to the Overseas Student Health Care Cover brochure and information services located at Student Administration for details of services covered. These include:

- Out of hospital medical services
- In hospital medical services
- Prescription medicines
- Ambulance services
-

You can also download helpful information on doctors and fact sheets by visiting the OSHC website. To make a claim the telephone number is 1800 651 349. The 24 hour emergency helpline is 1800 814 781.

Health Care Card

You paid your OSHC fee with your initial tuition fees before arrival in Australia. We will give you your health care card at enrolment. It usually takes two weeks from the receipt of your application.

What if you get sick before receiving your card?

All international students are covered from the date of their arrival in Australia. However, if you need to see a doctor, you will have to pay the required amount and keep the receipt. Once you receive your ahm card you will be reimbursed for the appropriate amount.

Why do you need health cover?

Medical treatment in Australia is expensive and if you have an accident or get sick, OSHC will cover many of your expenses

It is a requirement of your student visa condition set out by DHA

If you don't have OSHC and you let your cover lapse, your visa could be cancelled

Ensures peace of mind

Medical

Help

If you are sick and it is not an emergency, you can visit a GP (General Practitioner). GP's take care of non-emergencies and can refer you to specialists if needed. To find a GP closest to you, check in the Yellow Pages Directory under Medical Practitioners. If you need an interpreter during your medical visit your doctor may be able to provide you one from the Translating and Interpreting Service (TIS): TEL 131 450. At times, there may be a cost involved.

Medicines

If you are sick, your doctor may prescribe medicines such as antibiotics. Prescription medication is available at the chemist or pharmacist. Your OSHC will only pay for limited prescriptions. Make sure you show your health card when paying for your prescriptions. If you have any questions about medicines, speak to the chemist or phone the Medicine Line on 1300 888 763, during business hours.

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dentists/

Optometrists/Physiotherapists

Your Overseas Student Health Cover does not generally cover for these services. You should consult the Yellow pages directory under the particular headings to select a service near to you.

General

Health

Studying and working can be stressful at times. Make sure you eat and drink plenty of water. A balanced diet of fruit and vegetables does not have to be expensive. Find a sport or recreation activity that will help you to relax. Your health is important for your happiness, your social life and your studies. Take time to look after yourself and ensure you don't miss classes.

If you are ill, you should visit the doctor and always ask for a medical certificate.

For further information on health matters, please visit the following websites:

Nutrition Australia www.nutritionaustralia.org

Heart Foundation www.theheartfoundation.net

Alternative

Therapies

A range of alternative therapies, such as massage, acupuncture, homeopathy etc. are available in Melbourne's CBD

and suburbs. Please refer to the Yellow Pages Telephone Directory or www.yellowpages.com.au for services in your area.

Mental

Living in a new culture can be challenging. If you feel lonely or stressed, talk to friends or FUTURE ENGLISH staff. FUTURE ENGLISH has a qualified support services team who can provide brief confidential counselling. For more serious issues, your GP or medical health centre are able to refer you to professionals who can help.

Wellbeing

Sexual

In the first instance, you may wish to speak with your General Practitioner/ Doctor, who can assist you or refer you to another specialist for any sexual related matters. There are a number of other agencies that can help as well.

Health

Please refer to the Yellow Pages Telephone Directory, under the particular headings, to select a service near to you.

4.2 Adjusting to a New Culture

Strategies for adjusting to the new culture

The following strategies can help students to adjust to their new culture and decrease the impact of culture shock:

Keep in touch with family or friends by writing emails, letters or talking on the phone. However, try not to phone home too frequently as, for some, this may inhibit efforts to make adjustments.

Exercise and learn to relax

Look for similarities in cultures

Do familiar activities, especially those that use skills that you already have. This will help you to feel comfortable

Get involved in activities that help you meet people and make new friends: join clubs and societies

Look for information and explore your new environment, preferably with other people - this will help you feel more in control

Keep in touch with people from the Institute

Get to know a few people well by spending some significant experiences with them e.g. going to movies or outings together rather than meeting lots of people only once at parties

Remember you may feel negative about new surroundings but you will start to feel better as soon as you become more settled in routines

Get plenty of sleep. Coping with new situations uses up your energy and is exhausting

Use English as much as possible – this will help you improve and feel more confident. Use the Future English library, read the local newspaper and watch television

Find out about support services at the Institute

Set small goals that you can achieve every day (e.g. 'Today I will talk to another student about the weather.')

Observe what others do in the same situation and think about why they do it that way. Talk to them so as to can improve understanding

- Ask questions if you don't understand.

4.3 Counselling

Counseling is a form of communication and problem solving. Counseling can help you succeed in living and studying in Australia. FUTURE ENGLISH has a full time support services staff who can provide brief confidential counseling. They may help resolve your issue quickly **or refer you for more specialized** help to external qualified counsellors if required. Online resources and other self-help resources can also be very useful. Counseling can help you to:

- Understand what is expected of you
- Understand the education system in Australia
- Communicate effectively
- Recognize and cope with pressures
- Manage stress and anxiety
- Help develop confidence and a sense of direction
- Deal with relationship and family issues
- Manage personal crises
- Manage homesickness and adjustment
- Manage family expectations
- Cope with stress and anxiety
- Manage financial matters
- Deal with depression
- Deal with grief and loss

4.4 Housing and Accommodation

Although most students want to live within walking distance of the campus, this is not always possible and depends on availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

FUTURE ENGLISH can provide you with useful information and tips on how to find suitable accommodation in Melbourne. We have a range of brochures on different types of accommodation, what you need to be careful about and information on your rights and responsibilities. We provide you access to external providers with whom you can discuss accommodation options, guidelines for finding suitable accommodation, dealing with complaints, how to sort out disagreements and how to share accommodation.

Tenancy

In Australia there are many laws which protect the rights of tenants. Sometimes students share a house with flatmates on a verbal agreement only, without signing a lease. This does not protect them against eviction, rent increases or disputes. The Tenants Victoria (<https://tenantsvic.org.au/>) is also useful. The Tenants Victoria have various information, which can assist you as well, dealing with:

- Repairs
- Bonds
- Rent Increases
- Utility charges
- Keeping the mates in housemates
- Assignment and subletting
- Breach of duty notices
- When you want to leave
- Notices to vacate
- Breaking a lease
- Ending a tenancy
- Eviction

Dealing with agents and landlords

You should know your rights as a tenant. Try to always have communication in writing with a date and signature. Keep receipts and know what the procedures are for urgent and non-urgent repairs.

Receipts and rent increase

Always keep a copy of your receipts. If your lease and your agreement is fixed term, your agent or landlord cannot increase your rent.

Bond and condition report

The bond is a security deposit paid at the beginning of a tenancy. Your agent will give you a Condition Report - you must thoroughly check this before you sign and return it. Keep copies of the bond deposit and condition report. You will get your bond back at the end of the tenancy, depending on the condition of the premises.

Types of Accommodation

Temporary accommodation

International students usually stay in temporary accommodation until they can find more suitable arrangements. Temporary accommodation may be any of the following:

- Shared accommodation with other student/s
- Staying with friends or family

- Staying in a hotel/motel type apartment
- Boarding with a family in a house
- Homestay

Renting a Whole House or Unit

Renting a house or unit provides personal freedom and independence. If you are sharing, it can reduce costs. This is the most common type of accommodation chosen by international students. A weekly rent is charged for a furnished/unfurnished flat or house. Other costs include electricity, gas, and telephone. You may also need to consider purchasing utensils, appliances and furniture, taking out insurance on household items as well as the increased tasks you will face such as shopping, cooking and cleaning.

When renting, you will have to sign a Tenancy Agreement, usually for a minimum of six months. A Tenancy Agreement is a legal document which sets out rental conditions, together with the minimum period of time for which the property is rented. You will generally pay rent 2-4 weeks in advance.

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. They do this with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy.

During the inspection:

- Look carefully for anything that is **not** on the list
- Add it to the list
- Sign the document
- Get the landlord to sign it
- Keep a copy.

When you are the tenant, the condition of these things will be your responsibility. This will happen again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If the landlord does not suggest this inspection, you might suggest it yourself to make sure everyone (including you) gets fair treatment.

Ensure that **smoke alarms** are installed in the property - this is a legal requirement. Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up.

Handy Hints:

- ✓ Check the smoke alarm battery once a month by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button
- ✓ Keep the smoke alarm clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly
- ✓ Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
- ✓ When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This alerts you the battery is low and needs replacing.
- ✓ Smoke alarms must never have paint on them
- ✓ If cooking and smoke sets off the alarm, do not remove it or take the battery out. Turn on the range fan, open a window or wave a towel near the alarm
- ✓ Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

(Source: Metropolitan Fire Brigade, Melbourne)

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, gas and water. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. Generally, you can choose one provider for both gas and electricity. If someone has vacated the property before you, contact these utility companies for connection of services to ensure all previous accounts have been finalised and paid for by the previous tenant.

Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before you sign the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Shared accommodation

A single person or couples – maybe local residents or other international students - often offer shared accommodation. Responsibilities involved in shared accommodation include shopping, cooking and cleaning for oneself. Also, the share mates can share the bond equally.

Shared accommodation can reduce ongoing costs and help you to form extended friendships. However, sharing also can create conflicts if you do not discuss and agree on arrangements. Spend some time thinking about these questions - it may save conflict with your housemates:

Rent:	Who is responsible for paying rent? How much does each person contribute? When do you give your share of the rent?
Costs:	How will you pay for telephone, electricity, gas food, water?
Food:	Who is responsible for shopping? How will you share the cost of food?
Household Chores:	Who will do the basic cooking and cleaning? Do you have an established roster?

Home stay

Homestay families charge a set weekly fee to cover all expenses associated with food and shelter, including two meals per day, provision of facilities (e.g. towels, blankets, sheets, eating utensils), fuel costs (gas and electricity) and cleaning services (e.g. sweeping and dusting of rooms). Unless otherwise requested, students have their own bedroom with study facilities (e.g. bookcase, desk, study lights) together with the use of other living areas, (e.g. lounge, dining, bathroom and toilet) within the flat/house. The home stay provider may be either a single person or a family.

Home stay can offer a secure family atmosphere and the family looks after your everyday needs. It is also an opportunity to improve your English. Lack of privacy and cultural differences can be issues sometimes.

4.5 Bringing Your Family

If you are bringing your child/children to Australia to live with you, the following details are provided regarding Childcare and Schooling.

Childcare

Many day care centres have long waiting periods before the children can start attending.

Schooling

You will need to locate a school for any school aged dependants accompanying you to Australia. For information please visit the Victoria Department of Education and Training website: <https://www.education.vic.gov.au/>

This website provides easy access to a wealth of information about Victoria government schools. Explore the site and access information that includes school curriculum and programs, special features and virtual tours of schools that match your interest, and if you find a school that suits your preferences you can make an enquiry to the school using our easy to use online enquiry form. You can send your questions to schools directly or simply request an information package from the school.

There are two types of schools in Australia: State Schools (Government) and Private Schools (Independent or Non-Government). You will be required to pay school fees and may also need to purchase a school uniform, textbooks and other sundry items as necessary for study.

The school year usually runs from late January to mid-December. It is divided into two semesters with two terms in each and vacation breaks for Easter, winter, spring and summer.

Please include school reports with your important documents to bring to Australia.

4.6 Working in Australia

Permission to Work

From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australia until the first official day of classes when FUTURE ENGLISH will confirm your study commencement.

Working while studying

You cannot start work until you have commenced your course of study.

You can work a maximum of 40 hours per fortnight during study periods and unlimited hours when your course is **not in session**. Please visit the website for more information

www.immi.gov.au/students/students/working_while_studying/conditions.htm

The Department of Home Affairs (DHA) considers your course to be **'in session'**:

for the duration of the advertised semesters (including periods when exams are being held)

if you have completed your studies and your Confirmation of Enrolment is still in effect

if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Home Affairs)

For a full list of **mandatory** and **discretionary** student visa conditions please visit

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

Tax File Number (TFN)

When you get a student visa with work rights, you can work up to 40 hours per fortnight during study periods and unlimited hours during vacation periods.

Your tax file number is a unique number which helps you with starting a job or lodging a tax return. It is also an important form of identification in Australia. You need a TFN so that you don't pay more tax than you need to. You must keep your TFN secure and not provide it on the internet or share it with friends. It is your responsibility to guard your TFN against identity theft. In Australia, using other people's identity or misusing your Tax File Number can lead to hefty fines or even a jail sentence.

No one can ask you for your TFN **except** for employers, banks, or other financial institutions, the Australian Tax Office (ATO), some federal government agencies, tax agents and superannuation fund companies.

Your Tax File Number will assist you to:

- Lodge a tax return
- Start or change jobs
- Limit the amount of tax you pay

If you do not have a student visa with Permission to Work, you can apply for a TFN as soon as you have confirmed your enrolment and have a Student ID card. For more information, please visit the ATO website: <https://www.ato.gov.au/Forms/TFN-application-or-enquiry-for-individuals---instructions/>

Looking for work?

For international students, working to earn a living can be a fact of life. However, you must remember the restriction on hours imposed by your student visa condition. The laws and regulations that govern employment in Australia vary widely according to the job you do. You should carefully check out details or call for information if you are not sure. From time to time international students can be vulnerable.

Visit the Victoria Government's 'Employment and jobs' website – it gives information for job seekers, employees and employers about finding a job, starting work and workplace issues, including pay and conditions. Visit <https://jobs.careers.vic.gov.au/>

Community

Notice boards in local shopping centers or public meeting places such as Community Centers and Clubs often list jobs.

Networking

This is one of the main ways that students get jobs. Talk to your friends, class colleagues, graduating students leaving their casual jobs, friends, families, local shopkeepers. Anyone & everyone is a potential lead to a job.

Employment agencies

There are a number of employment agencies which may be able to assist you as well. There is often a charge for this. You can search for these online or in the Yellow Pages Directory.

Volunteering

Consider volunteering - it will help you develop valuable work skills, improve your communication skills, make new friends and contacts and most importantly expand your network. You can explore new career options. Visit <https://www.vacro.org.au/Pages/Category/about>

Door knocking or “cold canvassing”

Contact employers you want to work for. Approach staff in shops, restaurants or offices and ask to speak to the Manager. Send a letter expressing interest in working at a particular place or make a phone call. Most fast-food restaurant hire staff this way. Have a letter or short resume to leave with the Manager. Make sure that you choose a quiet time to approach prospective employers.

Other avenues to explore are:

- Hospitality
- Newspaper or leaflet delivery
- Pizza delivery
- Factory or seasonal work
- Tutoring
- Farm work

Look for signs in shop windows advertising for staff.

Talk to your friends and look online for information about possible employers. Some farms, for example, do not pay international students correctly or provide suitable conditions – do some research.

4.7 Communication

Postal services

Australia Post manages postal services in Australia. The cost of a letter to another Australian address is usually \$0.60.

Australia Post has branches in every suburb. Sometimes these in shopping centers and news agencies. Australia Post offers a Bill Pay service where you can pay telephone, electricity, tax, gas and credit card bills. It is a convenient place to get many things done. It is also a Commonwealth Bank agent.

The closest Post Office to the Institute is 42-60 Albert Street. There are also red and yellow post boxes around the city where you can lodge your stamped letters. For further information, check the website www.auspost.com.au

Telephones

Telstra Australia and Optus Communications are Australia’s major telecommunication providers. However, there are many other providers offering interstate and international services at a competitive rate, as well as fax, mobile and network services. The area code for Victoria is 03. The country code for Australia is +61 International calls can be made directly from all phones. Sundays are an excellent day to make interstate or international calls due to all-day discount rates.

Dial the international access code 0011 first.

Dial your home country code. If you are not sure what your home country code is you can find out by ringing 132 200

Dial the area code for your city. Remember not to dial the zero.

Finally, dial your family's number.

Phone cards

Some shops sell international phone cards – they can also be a cheaper way to call home. Shops usually display signs to show they sell these international phone cards.

Telephone Directories

Yellow Pages: useful for searching business numbers www.yellowpages.com.au

White pages: useful for searching residential phone numbers and addresses/business names
www.whitepages.com.au

Directory Assistance

Local and National: 1223 (home phone)

International: 1225 (home page)

You can dial these numbers when you are not sure of a phone number. The numbers to dial may be different for mobile numbers depending on your provider.

Computers and Internet

These services are available at the Institute. You may need to book in during peak hour usage. There are also many internet cafés. Cost start from \$2 per 15 minutes. There are a number of Internet Service Providers (ISP) who offer dial up and broadband services for home use. If you have a mobile or a private phone, sometimes it is cheaper to have these as a package. Your friends can probably tell you what is cheap.

Email

Students receive an official email address at enrolment. Your email address will be student@future.edu.au, where user is your ID number. **Check your email regularly** as the Institute sends important messages to this address. You should also use your Institute email address for all correspondence with the Institute.

Mobile Phones

Sometimes maybe you want to phone home frequently, especially if you are feeling lonely or sad. International calls can be quite expensive and result in additional, unnecessary, financial pressure. If you plan to bring your phone from home, check if the SIM card system is compatible and accessible for international calls. Often other students in Australia will tell you.

You have two options with mobile phones:

Purchase a mobile phone through a plan with a phone company. Phone companies offer competitive packages and you need to carefully check these out. Phone companies require very strict identification documents. They will require proof such as an eCoE as evidence that you will stay in Australia longer than the period of the plan.

Purchase a pre-paid mobile phone service. These are readily available in a range of stores such as newsagents and supermarkets.

Translating and Interpreting

Visit: <https://www.tisnational.gov.au/>

This telephone interpreting service is available 24 hours. Refer to the website for a list of services and costs.

4.8 Financial Information

The major banks in Victoria are: ANZ, Commonwealth, Westpac, National Bank etc. A number of building societies, credit unions also provide banking and financial services. Most banks have automatic teller machines (ATMs) and offer internet banking facilities. For internet banking, you will need to register with your bank to gain access and be given a confidential password that allows you to use your accounts online.

For locations of ATMs please refer to the telephone directories, or the following bank websites:

National Australia Bank	www.nab.com.au
ANZ	www.anz.com.au
Commonwealth Bank	www.commbank.com.au
Westpac	www.westpac.com.au

Opening an account

To open a bank account, you will need a passport and proof of enrolment or identity. Banks vary with their services and costs. Opening hours are usually Monday-Friday between 9.00am and 4:30pm and some banks open on weekends. Please check details on the websites or ask at the bank information services.

Money exchange

You can exchange money at a bank. You should always check the rates as these vary from bank to bank.

Currency

Australia has the following currency notes and coins:

Currency notes: \$5.00; \$10.00; \$20.00; \$50.00; \$100.00

Coins: 5c; 10; 20; 50c; \$1.00; \$2.00

Telegraphic transfers

It can take three working days for money to be deposited into your account through Telegraphic Transfer. The bank may charge a fee of approximately \$10.00 and also a currency conversion fee. Check details with your bank.

Bank draft/cheque

It can take 30 days for an overseas bank cheque to clear. You may also have to pay a bank currency conversion fee. In order to avoid delays, ensure that the person sending money has your complete bank account details. Also make sure your bank has your current contact details.

Financial advice

Whenever you make a purchase, make sure the products you buy are from a registered company, shop or business. This helps to ensure customer protection. FUTURE ENGLISH conducts workshops and has a number of resources about budgeting and finances.

Insurance

You have a range of insurance options in Australia to protect you from possible financial losses. You can insure your valuable possessions against theft or damage: cameras, watches, jewelry, electric goods and computers.

Lending Money

It is not a good idea to lend money to friends, especially large amounts. It can cause conflict especially if it is not repaid.

Budgeting

It is important to budget – otherwise, you can quickly spend too much money. Plan your expenses carefully. Initial expenses can be quite high. These include accommodation, furniture, connections for gas, electricity or telephones. Regular expenses also include:

- Bills
- Rent
- Food
- Transportation
- Study-related expenses
- Unexpected costs such as medical expenses

Tips for saving money

- Use a weekly or monthly *go* card for public transport – it will be cheaper than a daily ticket
- Move to cheaper accommodation or share with others
- Buy only groceries you really need
- Have a meal before you go shopping. If you are hungry, you are likely to spend more.
- Scan the newspapers and leaflets for discounts
- Compare prices of fruit and vegetables
- Buy only fruit and vegetables in season
- Be aware of impulse buying
- Learn to compare prices per unit to determine the best value for money
- Watch the supermarket shelves. Items at eye level are often more expensive than those on lower shelves.

You can choose to open an account in any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal.

4.9 Transport

Melbourne's train and tram services run between 5am and midnight, Monday to Thursday, with extended hours to around 1am on Friday and Saturday nights. On Sunday, trains and trams run from 7am to 11pm. Many of Melbourne's bus routes run from 6am – 9pm Mon – Fri, 8am – 9pm Saturday and 9am – 9pm Sunday.

Visit public transport Victoria at <http://ptv.vic.gov.au> Here you will find a Free iPhone app that lets you view service times, use the journey planner and set your favourite stops. The app gives you real-time departures and arrivals for all tram stops. It stores timetables locally on your phone, so it doesn't use your data pack / cap when using offline departures.

Local taxi companies

<http://www.13cabs.com.au/> 132 227

<http://www.silvertop.com.au/> 131 008

<https://www.uber.com/en-AU/cities/melbourne/>

You can access taxis from taxi ranks or book them in advance. Taxis are relatively expensive, especially if you have to travel long distances. You can incur additional charges as well:

Late night surcharge from midnight to 6:00 am

Travelling on toll roads

Airport rank charges

4.10 Driving in Victoria

If you plan to drive, you must drive carefully and learn all the road rules in Victoria. The Department of Transport and Main Roads is responsible for vehicle registrations and licenses. You should take some lessons to familiarize yourself with the local driving conditions.

You can contact the Vic Roads if you wish to apply for a driver's licence. For more information:

<https://www.vicroads.vic.gov.au/>

Student visa holders can drive a current and valid overseas driver's license (in English or with an English translation) if

You remain a temporary overseas visitor

Your overseas licence remains current

You have not been disqualified from driving in that State or elsewhere and

You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

You must also carry a photo ID.

In Australia:

Drive on the left side of the road

Wear a seat belt for both driver and passengers

Keep to the speed limits. Speed limits must be observed at all times. These vary from 40km/h in school zones, to 50km/h in the city to 100km/h on the freeways

Driving under the influence of alcohol or drugs is a criminal offence and heavy penalties apply. Random breath testing and speed cameras operate throughout Victoria. Drivers must not exceed the legal alcohol limit of 0.05.

It is illegal to drive and talk on a mobile phone. You will get fines will be incurred.

Buying a Car

Buying a car is expensive as you also have to pay running costs. Think carefully before you buy a car. Always buy from a licensed dealer. Check for important things to consider.

Some of the costs involved are listed below:

Annual registration, which includes compulsory third party insurance: \$350-\$450 per year

Annual insurance. Check with RACV Insurance – [RACV | Roadside Assist, Car Loans, Insurance & Travel](#) or the Yellow Pages phone directory for other insurance companies.

Repairs

Petrol

Parking

Registration and Insurance

Registration and third party insurance is compulsory in Australia. If a person is injured and your car is unregistered or not insured, you may be personally liable for medical expenses and compensations awarded for injuries.

4.11 Leisure Activities

FUTURE ENGLISH Club

FUTURE ENGLISH Club organizes a range of fun activities. Check the events on the notice board. You can take an active role in the club and experience fun along the way. FUTURE ENGLISH Club promotes a sense of belonging and enjoyment to celebrate cultural and social activities.

Visitor Information Centres

For details of visitor information centres, please refer to <https://www.visitvictoria.com/>

Religion

In Australia, people can practice any religion they choose, as long as it does not break any laws (such as violence against another person).

Melbourne has a range of places for worship and religion. Listed below are websites for some of the major religions.

Buddhist: www.buddhanet.net

Christian: <https://cityonahill.com.au/melbourne>

Hindu: www.hinducouncil.com.au

Islamic: www.islam_australia.com.au

Catholic: <http://bne.catholic.net.au>

Presbyterian: www.pcq.org.au

Jewish: <http://www.jewishaustralia.com/prayer.htm>

Shopping

Melbourne has a wide range of shopping facilities from major retail outlets to bargain shops, markets, factory outlets and boutique shops. Bargaining is not a common practice in Australia. Most department stores and supermarkets have fixed prices, although they do have discount from time to time.

Supermarkets

These are generally easy to find and are great for basic necessities. Supermarkets are generally located in large suburban shopping centers. Goods are displayed in long parallel aisles. The price is fixed and displayed near the item. Supermarket prices vary, but are usually cheaper than specialty stores and there are genuine discounts available

Some of the major supermarkets are: Coles, Woolworths, Aldi, 7Eleven and IGA. Most are open from 6am to midnight.

Markets

To check a market place nearest you, visit <https://www.visitvictoria.com/regions/melbourne/things-to-do/shopping/markets> . Markets are a great place for fresh good quality produce at prices lower than supermarkets. Many markets also sell souvenirs, clothing, arts and craft, Asian and gourmet foods as well as secondhand goods.

Department Stores

Department stores stock a range of household goods and appliances, as well as clothing. The major department stores are: Kmart, Big W and Target. Myer and David Jones stores stock designer labels and more exclusive brands.

4.12 Legal Matters

Your Safety

Carry a mobile phone with you, with your ICE (In Case of Emergency) contact entered in the phone contacts.

If you are ever in immediate **danger** or **fear** for your safety, **call 000** and **ask for the police** immediately.

Obeying the Law

When you got a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. It is important to comply with the laws (including State and Territory laws - if you break the law, you can get a fine or the cancellation of your visa and possible deportation back home (or imprisonment if convicted of a serious crime).

You can find a comprehensive outline of Australian law and the legal system at: www.australia.gov.au.

Police

In Australia, there are State and Federal police. Police have a duty to prevent and detect crime and to protect life and property. In some situations, police have the right to arrest people and take them to the police station. You must always co-operate with the police. However, you have rights if the police need to question you.

Your legal rights

You are considered innocent until proven guilty in a court of law.

If questioned by the police remain calm. You must give your correct name and address. However, you do not have to say anything that may incriminate you. You do not have to go with the police unless formally arrested.

If police arrest you, the police will tell you that you are under arrest. In this event, the police will charge you, take you into custody and lodge a formal legal complaint against you. You have the right to get details of the charge. You only need to give your name and address. You are allowed to make a phone call or ask for an interpreter. You can ask for a lawyer or a friend to assist you.

Bribery

Do not attempt to bribe a police officer or any official. It is considered a serious matter.

Violence and discrimination

It is against the law to discriminate or harass someone on the basis of age, gender, physical features, religious beliefs, race, marital status, political beliefs or disability. Violence, including domestic violence is also a serious matter and people engaged in these acts can be charged.

Smoking, drinking and drugs

Smoking is banned in many public places in Australia – including airports, government offices, medical centres and workplaces.

You cannot smoke:

- anywhere inside pubs, clubs, restaurants and workplaces
- in commercial outdoor eating or drinking areas
- in outdoor public places such as patrolled beaches, children’s playground equipment, major sport stadiums
- within 4 metres of non-residential building entrances.

Non-smoking areas are often (but not always) shown by a sign. If you are not sure whether smoking is permitted, ask. Smokers must also dispose of their cigarette butts properly – NOT on the ground. You must be 18 years or older to buy cigarettes and tobacco products.

You must be 18 years or older to drink alcohol legally in Australia. Drinking alcohol in a public place, such as footpaths, parks and beaches, is illegal. Some public places may allow **a small amount of responsible alcohol consumption with food**. Always check the park rules if you are not sure. In these places, if you or your friends are drunk, noisy, rude or aggressive, people will probably call the police.

All drugs, other than those prescribed by a doctor or general practitioner, are illegal in Australia.

Noise and Pollution

Laws protect Australians from too much noise. Your neighbours will generally tolerate occasional noise, but if it is frequent, very loud or occurs at night, they might complain to police, your real estate agent or landlord.

The environment

Native plants and animals are protected by Australian law. Do not collect or capture native plants and animals – this is illegal and can result in large fines or imprisonment. You should also avoid lighting fires outdoors as in extreme dry conditions, one small spark from an outdoor fire can turn into a raging bushfire! For information fire restrictions please visit the Country Fire Authority website: <https://www.cfa.vic.gov.au/>

Pets and animals

It is illegal to keep native Australian animals as pets. Owners of dogs and cats must have these pets registered with their local council. You cannot bring any animal or pet into Australia without quarantine. Mistreatment of pets is illegal and the RSPCA have the power to confiscate animals and prosecute the owners with heavy fines or imprisonment.

SECTION 5

POLICIES

5.1 Refund Policy	5.2 Complaints and Appeals Policy
5.3 Attendance policy	5.4 Course Progress Policy
5.5 Deferment, Suspension and Cancellation Policy	5.6 Transfer Policy
5.7 Compassionate and Compelling Circumstances Policy	5.8 Critical Incident Policy
5.9 Occupational Health and Safety Policy	

5.1 Refund Policy

The **Refund Policy** is available to you on the website www.enjoyenglish.com.au All requests for refunds must be submitted in writing with all supporting documentation using the *Application for Refund* For also available on the website. The refund will be made to the same person or body from whom the payment was received, unless the student gives written directions to pay someone else

REFUND POLICY	AMOUNT REFUNDED
<p>Provider Default In the event that</p> <p>a) The course does not start on the agreed starting date day; b) The course stops being provided after commencement and before it is completed; c) The course is not provided fully to the student</p>	<p><i>Provider default is considered when:</i></p> <ol style="list-style-type: none"> 1) The course does not start on the agreed starting date, which is notified in the Letter of Offer 2) The course stops being provided after commencement and before it is completed 3) The course is not provided fully to the student because the institute has a sanction imposed by a government regulator; or 4) An Offer of a place is withdrawn by the institute and no incorrect or incomplete information has been provided to the student. <p>In the unlikely event that the institute is unable to deliver a course in full, the student will in the first instance be offered an alternative course in which the entry requirements are met and which is acceptable to the student. If a suitable course is not offered, then a refund of an amount of unexpended pre-paid tuition fees will be made by the Tuition Protection Services Director (TPS Director)</p> <p>The student has the right to choose whether he/she would prefer a refund equivalent to the unexpended pre-paid tuition fees, or to accept a place in another course.</p> <p>If the student chooses placement in another course, the Institute will ask the student to sign a document to indicate acceptance of the placement. Where the student agrees to this arrangement, the institute will not be liable to refund the money owed for the original enrolment.</p> <p>If the institute is unable to provide a refund or place a student in an alternative course then the TPS Director will place the student or provide a refund in accordance with the TPS.</p>
<p>Visa Rejection</p>	<p>A full refund of all tuition fees except any administration fees charged</p> <ul style="list-style-type: none"> • 5% of the total amount paid; or • \$500 <p>Whichever is lesser</p> <p>Documentary evidence of visa rejection must be provided. Fees will be refunded within 28 days.</p>
<p>Student Withdrawal</p>	<p>a) Withdrawal from a course more than 10 weeks before commencement: all tuition fees are paid, less any administration fees b) Withdrawal from a course, more than 4 weeks and up to 10 weeks: 70% of tuition fees, less any application and administration fees c) Withdrawal after the course starts: no refund d) Withdrawal of course 28 days before commencement: no refund</p>
<p>Student Default In the event that</p>	<p>No refund</p>

<p>a) a student breaches a condition of their student visa; or b) the student misbehaves and whose enrolment is cancelled due to misbehavior; or c) does not commence on time, without permission. d) does not pay due fees</p>	
Overseas Health Cover	All applications for refunds must be made directly to the medical insurance company with which the student is a member
Permanent Residency	In the event a student gains permanent residency, there is no refund in the study period in which the permanent residency was granted

The Student Agreement and the availability of complaints and appeals processes do not remove the rights of the student to take further action under Australia’s consumer protection laws.

5.2 Complaints and Appeals Policy

Future English endeavors to foster positive relationships within its supportive learning community. Complaints will be dealt with in a timely, equitable, fair and consistent manner following the principles of natural justice. Parties to complaints and appeals will not be victimized or discriminated against. **Confidentiality** will be respected unless the use of information is authorized by law. All parties have a right to be represented by a **support person** at any stage of the complaints and appeals procedure. There will be **no reprisals or disadvantage** arising as a result of a student making a complaint in good faith. There is **no cost** involved for the internal or external complaints and appeals process.

A student’s enrolment will be maintained during the complaints and appeals procedure. A **written statement of outcomes** will be provided to students. Records will be maintained of all complaints and associated outcomes.

Issues identified in the complaints and appeals procedures will be followed through for improvement and action.

Nothing in the Institute’s Complaints and Appeals Policy negates the right of any overseas student to pursue other legal remedies in accordance with the ESOS Act 2000.

This Policy applies to any aspect of a student’s experience at FUTURE ENGLISH. The procedure covers but is not limited to academic and administrative complaints and appeals which relate to decisions and actions associated with **administrative** or **academic** services.

Description of Complaints

This procedure covers, but is not limited to, complaints that may arise as a result of:

Academic Complaints and Appeals including:

- assessment and examinations;
- student discipline decisions;
- class timetabling decisions;
- course progress decisions;

- issues relating to authorship and intellectual property;
- qualification and awards in a course of study

1.2 Administrative Complaints and Appeals which relate to decisions and actions associated with administrative or academic services, including:

- payment of fees
- student charges
- selection, enrolment, suspension and cancellation of enrolment
- transfer to other providers
- graduation
- time limits for completing courses
- interaction with Future English staff
- personal information
- Stages of Complaints and Appeals Resolution

Informal Complaint Resolution

Where a student has a complaint in respect of any matter outlined in 1.1 and 1.2 above he or she should first discuss the matter with the person concerned to resolve it. The student is strongly encouraged in the first instance to resolve the matter directly with the staff member/or person involved in the circumstances surrounding the complaint being made.

Where a student is unable to make contact with or is reluctant to or uncomfortable about making a complaint to the relevant staff member/or person, the student may take the complaint to the Student Support Officer. Concerns about a decision of a department should ordinarily be raised with the manager of the department.

Where it appears that the complaint should be directly dealt with under one of the policies relating to the matter, the staff member, Student Support Officer will refer the student to the relevant policy.

Students have up to ten (10) working days to initiate the informal complaint process from whichever is later of: the date of the occurrence which gives rise to the complaint; or the date the student becomes aware of the circumstances giving rise to the complaint.

The student will be advised in writing within two (2) working days of the conclusion of the informal complaint resolution process by post notice to the student's current address of:

the outcome of the informal resolution process;

the availability of support services at Future English; and

the formal resolution process and appeals and external review mechanisms.

Where the student is dissatisfied with the resolution achieved through the informal complaint resolution process, he or she may:

seek further advice and information from the Student Support Officer; and/or

- make a formal complaint or
- take no further action.

Following the complaint, Future English will act to rectify any substantiated complaints.

Should the complaint remain unresolved after informal complaint resolution is attempted, the student should lodge a formal complaint.

Formal Complaint Resolution (Internal)

If a student is not satisfied with the outcome of the informal complaint resolution process, he or she may submit a formal complaint in writing to the DOS/DOS. This request must be submitted within five (5) working days of the date of notification of the outcome of the informal complaint resolution process. The formal complaint shall:

- be made on the Student Complaints and Appeals Form;
- be signed by the student;
- state the reason/s for the complaint;
- detail the outcome of the informal resolution process;
- include any specific issues which the student wishes to present to the DOS; and
- where relevant, attach copies of documentary evidence.

The student lodges a formal complaint and later decides to withdraw that formal complaint, this must be made in writing to the DOS.

The DOS will acknowledge receipt of the formal complaint in writing within 5 working days from its receipt and indicate when a resolution of the matter can be expected, together with an outline of processes involved.

The DOS will consider the formal complaint within ten (10) working days of the formal lodgement by:

- reviewing the Student Complaints and Appeals Form and any accompanying submission and the outcomes of the informal resolution process;
- verifying that all appropriate procedures have been correctly carried out;
- seeking additional information from appropriate staff concerning the subject of the formal complaint;
- conducting an investigation or appointing a trained person to do so on their behalf;
- seeking advice from other persons as deemed appropriate
- allowing the student and the respondent to respond to all information gathered;
- discussing the matter directly with the student by providing a formal hearing to present their case; and
- undertaking such other action as appropriate
- After consideration of all of the available evidence, the DOS may decide to:
 - dismiss the formal complaint; or
 - uphold the formal complaint; and/or
 - take such other action as may be appropriate.

The DOS must keep a formal record of the action/s taken and notify the student in writing of the outcome of the formal complaint process, including the reasons that resolution was or was not achieved, as the case may be, by post sent to the student's study period address within fifteen (15) working days from the receipt of the formal complaint.

If the DOS has already been involved in the Stage 1 Informal Complaint Resolution or has some other conflict of interest, the Principal Administrator will appoint another person to investigate the formal complaint. In that event, the person appointed by the Principal Administrator will perform the functions of the DOS.

The decision of the DOS is final and is not subject to further review within Future English. This does not preclude a student from seeking review of the decision of the DOS by an appropriate external body.

The DOS will notify the student in writing of the appeal outcome.

The student must maintain his/her enrolment throughout the complaints and appeals process.

The internal complaints and appeals services incur no cost.

External Appeals

If, after Stage 2 of the process, the student does not believe that the formal complaint has been adequately resolved, he or she may appeal for an external review

International students are advised to contact the Overseas Student Ombudsman to instigate an external appeal. This service is free of charge. The details for the Overseas Student Ombudsman are <https://www.ombudsman.gov.au/> The telephone contact between 9:00am to 5:00 pm Monday to Friday, Australian Eastern Standard time is 1300 362 072. The telephone number if calling from outside Australia is +61 2 6276 0111.

Details of how to lodge the appeal are stated on the Overseas Student Ombudsman's website. Students are able to access an interpreter to help make a complaint in their native language. There is usually a cost for this service. One such agency is the Translating and Interpreting Service (TIS) on 131 450.

Upon notification of the decision of the external review, the DOS will:

immediately implement any decision and/or corrective action required where the decision supports the student;

record any decision of the external appeal on the student's file; and

notify the student in writing of external appeals decision to the student's current address, within five (5) working days from the receipt of this decision.

Follow up

The decision notified by Overseas Students Ombudsman is final and any further action the student wishes to take is outside the Institute's policies and procedures

Where a decision or outcome is in favour of the student Future English will immediately follow the required action to satisfy the student's complaint as soon as practicable.

Where a decision or outcome is in favour of Future English, the student may exercise his/her rights to appeal under Australia's Consumer Protection Laws.

The student has the right to contact the relevant government agencies such as DESE on contact CENTRE@dese.gov.au

Records

At all stages of the process, reasons and a full written record of decisions, reasons and actions taken as part of this policy and procedure will be given if requested by a party to the complaint or appeal.

A register is kept of all formal Complaints and Appeals.

Records of all complaints and appeals will be strictly confidential and filed in a separate file and stored in the office of the Principal Administrator for a period of 5 years. Parties to the complaint and/or appeal will be allowed supervised access to these records.

5.3 Attendance Policy

This is outlined in Section 3 of the Student Handbook

5.4 Course Progress Policy

This is outlined in Section 3 of the Student Handbook

5.5 Deferment, Suspension and Cancellation Policy

Deferment

Future English will only allow a **deferment** of the **commencement** of studies on the grounds of compassionate and compelling circumstances.

Suspension

Once a student has commenced studies, **suspension of study** will only be allowed under compassionate and compelling circumstances. If suspension is granted by the Principal Executive Officer, it will be recorded on PRISMS. Request for suspension must be made in writing on the ***Application for Deferment of Commencement or Suspension of Studies Form***, and will be considered within 10 working days.

In the event FUTURE ENGLISH **suspends** a student (**1-28 days**), in accordance with the Institute's Behaviour Policy/Code of Conduct, excluded students must abide by all conditions of study set out in relation to studies. Students will receive a ***Letter of Intention to Suspend or Cancel Enrolment***.

For a breach of the Institute's Behaviour Policy/Code of Conduct, where **suspension** is for **more than 28 days**, students are required to return to their home country by DHA unless compassionate and compelling circumstances exist. Students are required to abide by all conditions set out by the terms of suspension.

Exclusion

The Institute will cancel the enrolment of a student under the following circumstances:

Failure to pay course fees within 30 days

Any behavior identified as resulting in cancellation in the Institute's Behaviour Policy/Code of Conduct

Future English is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DHA which will result in the cancellation of the student's visa.

Complaints and Appeals

Student's requesting deferment or suspension and are dissatisfied with the Institute's decision, may access the Institute's Complaints and Appeals process.

Student Advice

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students are informed in such circumstances to seek relevant expert advice and to contact DHA.

5.6 Compassionate and Compelling Circumstances

Students are required to produce evidence of any compassionate and compelling circumstances. Evidence presented will be reviewed by FUTURE ENGLISH in terms of making appropriate decisions.

Compassionate or compelling circumstances are generally deemed to be those beyond the control of an individual. These circumstances would be considered as having an impact on the student's course progress and well-being. These circumstances could include, but are not limited to:

- A serious medical condition or injury
- A bereavement of close family members such as parents or grandparents
- A major political upheaval or natural disaster in the home country requiring immediate travel
- A traumatic event, which could include but is not limited to involvement in or witnessing of an accident: a crime committed against the student or the student has witnessed a crime and this has impacted on the student.

Supporting documentation

The range of supporting documentation could include:

Medical Certificates

Medical certificates must be issued by a registered medical practitioner. The certificate must state that:

- the student has a medical condition and is unfit to attend classes
- the length of time the student will be unfit for class
- the doctor's contact details

Death Certificates

These certificates must be certified and translated into English.

Evidence of a Major Political Upheaval or Natural Disaster

This must be within reasonable proximity to the student's family and must be able to be verified.

Evidence of a Traumatic Experience

Evidence may include a police report or a report from a registered psychologist, or other suitably qualified professional. All contact details must be included for verification purposes. The psychologist's registration number must be included in the report.

5.7 Critical Incident Policy

FUTURE ENGLISH has a duty of care to students and has a policy for the management of a critical incident. Critical incidents include but are not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or threat
- Natural disaster
- Issues such as domestic violence, sexual assault, drugs or alcohol abuse
- Non-life threatening events that could qualify as a critical incident

In the event of a critical incident, the Institute will:

1. Assess risks and delineate a response action
2. Devise critical management plan to manage the various aspects of the incident
3. Liaise with emergency and other services
4. Contact student's relative or other appropriate contacts
5. Liaise with other bodies such as home care, foreign embassies or consulates
6. Counsel and manage students and staff not directly involved in the incident
7. Maintain records on the Student's file.

5.8 Occupational Health and Safety Policy (OH&S)

The aim of Future English's OH&S policy is to achieve a healthy, low risk and quality working environment, with the commitment and co-operation of all Future English employees, students and visitors. The key principles of this policy are:

- Future English recognises the importance to comply with or exceed the spirit and intent of relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.
- Future English acknowledges the need to promote health, safety, environmental and quality awareness in the development of standard work practices.

Injuries

Report any injury or accident no matter how small to your lecturer immediately

For injuries such as cuts, minor burns or any injury requiring assistance from the first aid cabinet, the incident must be recorded in the Incident Register Log, which is located near the first aid cabinet

Any injury requiring medical, ambulance or a hospital visit, an Incident report is completed by the teacher

Please ensure you understand instructions before using unfamiliar equipment

When lifting, crouch down, bend knees and keep your back as straight as possible. Always lift gradually

Report any unsafe conditions or practices to your teacher

Never leave a hazardous area unattended.

Hazard report

If you notice something on campus which could cause injury to someone, please advise Reception as soon as possible without delay. A hazard report form will be completed and the situation will be fully investigated.

Critical incidents

In the event of a serious incident, the Institute has a documented critical incident plan which is there to ensure that any person in the Institute is fully supported

Fire, emergencies and evacuation procedures

From time to time students will participate in fire drills. Fire exit systems are located throughout the building

Familiarize yourself with locations of fire exits and fire extinguishers.

In the event of a fire, no matter how small:

Remain calm

Do not use the lift. Use only the stairwell

Be aware of the danger of smoke. Always report the smell of smoke.

Follow Teacher directions

Keep clear of the building to allow emergency access

Do not re-enter until authorized by the fire department

In the event of an evacuation, your teacher will instruct you to move out of the building through the nearest safe exit doors. Please obey and follow your lecturer's instructions. Your lecturer will record your attendance.

Bomb threat/substance threat

These threats usually come by phone, but they can also be written. If there is a suspicious letter or parcel make sure it is handled by a minimum number of people so as not to destroy the evidence. If you receive an email, save this on your computer. Here are some general things to keep in mind:

- Remain calm
- Record the number of the caller if possible
- Keep the receiver off the hook to allow retracing if the caller hangs up.
- Keep the caller on the line as long as possible in an effort to gain the maximum amount of information
- Listen for any background noise such as music, voices, machinery.