WELCOME

We are delighted to welcome you to English Unlimited. Thank you for choosing us to help you to develop your English skills. While you are studying here you will meet a lot of people from many different cultures who, like you, are studying English. Make the most of the opportunities to use English to learn about their cultures in addition to learning English and learning about Australian culture. Use English as much as you can outside of the college so that you get lots of practice. This will help you to improve your English skills faster.

We hope that you find your time here exciting and that your experiences in the classroom are valuable. The teachers are all highly qualified and experienced and are happy to help you as you learn. If you have any problems or questions, please speak to one of our staff.

We look forward to seeing you around the college.

Please note that our General Conditions of Enrolment and the following policies are available on our website at www.englishunlimited.qld.edu.au:

- Complaints and Appeals Policy
- Course Progress Policy and Procedure
- Attendance Policy and Procedure
- Student Code of Conduct
- Student Transfer Policy
- Deferment, Suspension and Cancellation Policy

YOUR FIRST DAY AT ENGLISH UNLIMITED

- On the first day you will be given a placement test and interviewed to determine the level of your English and you will be given a tour of the College and its surroundings and have orientation.
- You will have your photograph taken for your student card. Your Student Card will be given to your teacher the next day to give to you.
- You will then join your classmates at 13:30pm. Don’t worry if you cannot understand everything your teacher says during the first week of classes - we do not expect you to understand everything! It takes a little time to adjust to new accents and teaching methods.

INTRODUCTION

This Orientation Manual covers many of the areas you should be aware of as a student at EU. Please make sure you are familiar with all the items it contains.

The following entries have been arranged in alphabetical order for easy reference.

ACADEMIC PERFORMANCE – VERY IMPORTANT – English Unlimited expects that all students maintain a minimum level of academic performance at all times. English Unlimited expects that students pass at least 50% of the weekly tests. All homework must be completed. A student reaching the minimum level of academic performance should be progressing in English proficiency by the equivalent of 0.5 IELTS for every 12 weeks.
All students will be assessed and monitored each week.

If your teacher considers that you are not making satisfactory course progress, he or she will meet with you to talk about it, or refer you to the Academic Manager. You may be given the opportunity to move to an easier class or to do extra activities to help you. Some of these may be:

- Developing a learning contract with your teacher or the Academic Manager.
- Having some individual sessions with a teacher (there may be an extra cost for this).
- Having extra tasks set by your class teacher to work on a particular area of weakness, e.g. computer assisted language learning, reading tasks, grammar exercises, trial tests etc.

You will be given a letter outlining the consequences if you fail to achieve satisfactory course progress.

The college will do everything it can to help you with your studies. However, if you fail to achieve satisfactory progress after being assisted by the college and you are a student visa holder, we must report this to the Australian Government (See: Course Progress Policy). You will receive a notice of intention to report which includes information on accessing an appeals process.

If you believe that you have been treated unfairly, you may make an appeal through the college's complaints and appeals process.

Until you are advised by DIAC that you are no longer on a current visa, you will still be allowed to attend classes as long as your fees are up-to-date.

**ACCOMMODATION - Accommodation options**

Today students have a variety of options for accommodation, such as homestay, backpackers and shared accommodation. Our Student Care Staff are always ready to help you with finding the right accommodation for you.

- **Homestay**

  Living with an Australian family is called homestay. Homestay is an excellent introduction to the Australian way of life and provides a great opportunity to practise speaking English. Students will be treated as part of the family by their hosts.

  The fee for homestay covers: 7 breakfasts, 7 dinners and 7 lunches.

  Single rate: student’s own room, with bed, desk for study and wardrobe

  Shared rate: 2 students sharing one room with bed, desk and wardrobe

  The minimum length of stay in a home is 4 weeks. If students wish to leave their homestay they must inform their host 2 weeks before they leave. This is called 2 weeks notice. For information about homestay and shared accommodation please talk to Student Care.

- **Backpackers**
Brisbane has a large number of backpacker accommodation of good and low quality. Before you stay at a backpacker, you should ask to see the facilities and the bedrooms. Prices for backpackers vary greatly and depend on how many people you are prepared to share a room with. Staying in backpacker accommodation is a good way to meet other travellers and make new friends.

- **Shared accommodation**

  Shared accommodation is where you live with other people in a house or apartment. You may share a bedroom or have a bedroom to yourself and the cost of utilities like electricity and gas are shared between the people in the household. A notice board is available at the campus for people to put up notices for rooms available – have a look, you may find something interesting.

- **Accommodation websites**

  Here are some useful websites for accommodation:
  
  - http://www.sunbrisbane.com

  If you have a problem or question about accommodation please talk to Student Care for more information.

**ATTENDANCE – VERY IMPORTANT** – English Unlimited expects all students to maintain an attendance level of 100%. All overseas students on a Student Visa must attend classes for 20 hours per week and maintain an attendance rate of at least 80% at EU. This is a requirement of the Department of Immigration and Citizenship (DIAC) and a condition of your Student Visa. Students should note the following:

a) English Unlimited is only able to calculate attendance based on a student’s actual time studying in class. Unless a student is excluded from class or has his/her enrolment suspended, if a student is away from class for any reason including medical reasons, then the time away will be deducted from the student’s attendance.

b) Students on other visas – working holiday & travel, dependant – you must also attend a minimum of 80% of your classes and study 4 weeks or more if you want to receive a EXIT REPORT from your teacher at the end of your course.

c) If you arrive at the college after the start of class you must go to Reception and write your name, class, teacher’s name, the date and time you arrived at College, in the LATE BOOK.

d) If you are late for class or leave class early you will be marked absent for that hour unless you have a good reason (see “Classes” below for information on classes).

e) Remember - if you are on a student visa and you want to continue your studies at EU, go to high school, university, or another college, or if you want to change your visa to another visa - you must have an attendance of 80% or more. It is your responsibility to come to class every day and to maintain your attendance.

f) If your current attendance falls to 90% or if you are absent for more than 5 consecutive days without approval, the college will contact you by email or SMS to remind you that your attendance is falling and to see Student Care if you require support.
If your current attendance falls to 85% the college will contact you by email or SMS warning you that you are in danger of being reported to DEEWR and to see Student Care immediately for advice on how to improve their attendance. If you receive this warning you should see Student Care immediately for advice on how to improve your attendance.

If your attendance drops below 80% the college will issue you with a letter of intention to report you to DEEWR. If you receive this letter you must see Student Care immediately. You will have 20 working days to appeal to the college against being reported to DEEWR. If we reject your appeal you can then choose to lodge an external appeal against our decision. You can lodge your external appeal with Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. Their details are as follows:

**Overseas Students Ombudsman**
GPO Box 442
Canberra ACT 2601
Phone: 1300 362 072 (local call fee only - higher rate from mobile phones)
Fax: 02 6276 0123
Email: ombudsman@ombudsman.gov.au
Web: www.oso.gov.au

The Overseas Students Ombudsman will look at the reasons for your absence and the College’s processes in relation to your case. If they accept your appeal you will not be reported to DEEWR, but if they do not accept your reasons for appeal the college will report you to DEEWR for unsatisfactory attendance.

You will not be reported for failing to meet satisfactory course attendance where:

i) you produce documentary evidence demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and

ii) your attendance has not fallen below 70%.

Where paragraph i) above applies and your attendance is 75% or less, the Academic Manager will assess whether a suspension of studies is your interests as per the College’s Deferment, Suspension and Cancellation Policy.

If you do not obtain a suspension of studies under the College’s Deferment, Suspension and Cancellation Policy, and your attendance falls below the 70% threshold, the process for reporting you for unsatisfactory attendance will occur as outlined in paragraph h) above.

For further information please refer to the College’s Attendance Policy and Procedure available at our website www.englishunlimited.qld.edu.au

**BABIES** – see CHILDREN & BABIES

**BANKING** - Many banks now allow you to apply for bank accounts online. You can also apply at any branch. Make sure you take your passport as proof of identification. You may need to also provide proof of your address. Ask at reception for a letter of enrolment with your address.

**Keycards and Personal Identification Numbers (PIN):** When you open a bank account you will probably be given a keycard, which looks like a credit card. You use this card to deposit and withdraw money from your bank account.
You will also be given a secret number - a PIN - to access your account. You must memorise this number and you must not keep it together with your keycard because if your card gets lost or stolen, someone can withdraw all your money. Never tell anyone your PIN! Also, remember to CLOSE your bank account, before you return to your country.

CAREERS & EDUCATION ADVICE – Information on what to study later at APC, TAFE, university or elsewhere, for educational choice of subjects to prepare for later studies/choice of fields of work-please see the Academic Manager.

CHANGE OF ADDRESS - Any student visa student who moves to a new address must notify DIBP and the college immediately. It is a requirement of your visa that you inform both.

CHILDREN AND BABIES – The College does not have childminding facilities. If you have children younger than school age you will need to make arrangements with a day care or pre-school facility. Any school age children attached to your visa should be enrolled in a local primary or high school.

CLASSES – If you have a problem or question about your class (for example, homework, your studies, a question about grammar, pronunciation or vocabulary) first talk to your class teacher. If your teacher cannot help you then talk to the Academic Manager.

### CLASS TIMES - (MONDAY TO FRIDAY)

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 1</td>
<td>8:30 – 10:30</td>
<td>Compulsory class</td>
<td></td>
<td></td>
<td>8:45 – 13:15</td>
</tr>
<tr>
<td></td>
<td>10:30 – 10:45</td>
<td>Break</td>
<td></td>
<td></td>
<td>Communicative</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>English Class (optional)</td>
</tr>
<tr>
<td>Class 2</td>
<td>10:45 – 12:45</td>
<td>Compulsory class</td>
<td></td>
<td></td>
<td>Lunch</td>
</tr>
<tr>
<td>Class 3</td>
<td>13:30 – 14:30</td>
<td>Compulsory class</td>
<td></td>
<td></td>
<td>After Class English (ACE) optional</td>
</tr>
<tr>
<td>14:45 – 15:45</td>
<td>After Class English (ACE) optional</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* If you wish to join the complimentary classes you must sign up by Wednesday at reception. If you do not sign up you may not be able to join the option class activities.

CLEANLINESS AND HYGIENE- Australia is a hot country and cleanliness is very important.

- Showering or bathing is expected each morning before coming to class.
- In Australia, both girls and boys usually apply a deodorant (anti-perspirant) under their arms.
- Brush your teeth morning and evening after meals.
- Wash your hands before meals and after using the toilet.
- Wash your clothes regularly and wear clean fresh clothes to College.
CLEAN UP AFTER YOURSELF! - Make sure you don’t leave your notes, learning resources, homework, assignments, notebooks or lecture pads behind in the classroom after a class has finished. Do not eat in the classrooms, or leave litter in the classrooms, lifts or around the entrance to the building.

Place ALL RUBBISH in the rubbish bin provided in each classroom or other area.

COLLECT CALLS - You can make collect calls to the following countries by dialling the numbers below. When you dial these numbers you will be connected to an operator in that country. This service is called Country Direct.

<table>
<thead>
<tr>
<th>Country</th>
<th>Collect Call Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brazil</td>
<td>1800 881 550</td>
</tr>
<tr>
<td></td>
<td>1800 881 820</td>
</tr>
<tr>
<td></td>
<td>1800 881 002</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>1800 881 852</td>
</tr>
<tr>
<td>Indonesia</td>
<td>1800 881 620</td>
</tr>
<tr>
<td>Japan</td>
<td>1800 881 610</td>
</tr>
<tr>
<td></td>
<td>1800 881 611</td>
</tr>
<tr>
<td>Korea</td>
<td>1800 881 600</td>
</tr>
<tr>
<td>Malaysia</td>
<td>1800 881 868</td>
</tr>
<tr>
<td>Taiwan</td>
<td>1800 881 660</td>
</tr>
</tbody>
</table>

Please see Student Care for information on dialling codes for other countries.

COMPLAINTS – Although we strive to provide you with the best teachers and best service within our means, we understand that you may not always be happy with your circumstances at the College. If you do have a complaint we urge you to see student care or the Principal Administrator. For further information on student complaints please refer to the Student Complaints and Appeals Policy on the college website www.englishunlimited.qld.edu.au

COMPUTER USE- The computer labs are open to students for use during class and after class. Students should:

- not download any files to EU computers;
- work in ways that will not disturb other users;
- not make unauthorised copies of software on college computers;
- not use the computer rooms to play online games;
- not breach Australian copyright regulations;
- not attempt to gain unauthorised access to system programs or computer equipment;
- not remove any computer equipment from the computer rooms;
- not send unwanted emails (Spam) from college computers;
- not communicate in a manner that is inappropriate to a public forum or knowingly search for offensive material;
- not eat or drink in the computer room;
- not enter a lab when a class is in progress.

Students who breach the acceptable use guidelines outlined above may be excluded from computer use.

COUNSELLING- see Personal Problems

DICTIONARIES – We strongly suggest you buy an English - English dictionary. Please ask your teacher to recommend a good dictionary.
**DISCIPLINE** - Good behaviour is important to us. The College expects students to behave in an acceptable way at all times and to abide by the following principles in relation to behaviour:

- respect for other individuals and their property
- courtesy to all other students, to all teachers and to all community members
- due respect for teachers
- no violence, discrimination, harassment, bullying or intimidation
- no weapons
- no illegal drugs or alcohol on College property
- peaceful resolution of conflict

**Suspension and expulsion**

The College reserves the right to exclude either temporarily or permanently any student who is a serious offender against good order and discipline. If a student is permanently excluded due to violence, discrimination, harassment, bullying or intimidation the College is required to report such action to the Department of Education, Employment and Workplace Relations which may result in the cancellation of the student’s eCoE.

**EMERGENCY PROCEDURES** - Study the exit map on the wall of your classroom. If there is a fire:

- An alarm will ring.
- Follow your teacher to the allocated EXIT. You have to leave the building quickly, so please leave your books and bags behind.
- Walk calmly out of the building and refrain from excessive talking.
- Your teacher or a fire warden will take you to the assembly point. You must go to the assembly point and have your name marked off the Class Roll.

Every six months the college conducts a fire drill. Do not be alarmed when this happens.

**Emergency Telephone Number:** Police/Fire Department/Ambulance 000

**ENGLISH TESTS** - For information on international English tests (IELTS, TOEIC, TOEFL etc) please see the Academic Manager.

**EXCURSIONS** - teachers often organise excursions for their classes. These provide important opportunities to experience aspects of Brisbane directly relevant to your course of studies. Excursions form a normal part of the learning experiences provided by the college. They should, therefore, be attended by all students in the class. Excursions are often free of charge; but there may sometimes be a bus or train fare, or entrance fee to be paid. Wherever possible, the college tries to keep these fees and charges to a minimum.

**EXITS** - MAKE SURE YOU ARE FAMILIAR WITH THE LOCATION OF EXITS.
In **EMERGENCIES**, please observe the following:

- Do not use the elevator in any emergency. Please use the emergency exits, marked with a green EXIT light.
- In case of fire, follow procedure outlined in Fire Procedures in this manual. There is also an emergency procedures guide on the back of the door of each classroom.

**FEES** - If you have a problem or question about your course fees talk to Student Care.

**FIRST AID** - Any personal injury sustained at college must be reported immediately to your teacher. A basic first aid kit is available for emergencies. Ask at Reception to see one of our qualified First Aiders.

**FINES FOR LITTERING (THROWING RUBBISH ON THE GROUND)**

In Australia you will be fined if you are caught throwing rubbish on the ground. Council rangers can impose on the spot fines if they catch you littering. Council fines for littering are:

- $200 for general littering including throwing a cigarette butt into the gutter or food wrappers, bus tickets or food items onto the ground;
- $300 for littering any item from a vehicle and for general littering; and
- $400 for dangerous littering that can cause harm to humans, wildlife or property for example littering of a lit cigarette, a syringe or broken glass bottle.

For more information see:  

**GRADUATION** - a classroom graduation ceremony is held every Thursday. Every graduating student will receive a certificate. If you have completed 4 weeks or more study and have an attendance of 80% or more you will also be eligible to receive a class report.

**GRIEVANCES** – A grievance is a problem you might experience with the school about something that has happened which you believe is unfair. Generally, the first person to see about this problem is your class teacher or Student Care for an informal resolution of the complaint.

Please do not be afraid or shy to speak to one of the staff at the College. It is not impolite to ask questions or to tell the staff about your feelings. We want you to enjoy your studies and your stay at EU - there is always someone here to help you. Remember! We cannot help you if you do not ask us for help.

If the problem cannot be resolved informally put your concerns in writing using the College’s grievance form. Grievance forms are available from Student Services or the College website [www.englishunlimited.qld.edu.au](http://www.englishunlimited.qld.edu.au).
All internal appeals processes will be at no cost to the student or staff member and will commence within 10 days of lodging the complaint.

If grievances are not resolved after discussion with the College, students will have the right to lodge an external appeal through the Overseas Students Ombudsman. There is no fee to lodge an appeal to the ombudsman.

**Overseas Students Ombudsman**

Website: www.oso.gov.au
Email: overseas.students@ombudsman.gov.au
Telephone: 1300 362 072 within Australia) between 9am to 5pm Monday to Friday
+61 2 6276 0111 outside Australia) Australian Eastern (AEST)
Fax: 02 6276 0123 within Australia
+61 2 6276 0123 outside Australia.
Postal address: GPO Box 442 Canberra ACT 2601

**HEALTH**

a) Medibank Private has retail outlets in most major shopping centres as well as in the Brisbane CBD at 215 Adelaide St, Brisbane. Medibank Private is open Monday - Friday, 9:00 am - 5:00 pm.
For those students who have just arrived in Australia on a Student Visa, your Overseas Student Health Cover has already been paid on your behalf by EU. Medibank Private will send your membership card to EU approximately 4 weeks after your first day at EU.

b) You can still see a doctor while you are waiting for your membership card to arrive. You do not have to wait for your card to arrive before you see a doctor. Please remember to keep your receipts.

c) Australia’s Hospital System will be explained to you during orientation. If you need any assistance whatsoever please see Student Care who will help you to organise to see a counsellor.

d) In terms of sexual activity, AIDS and other sexually transmitted diseases are a reality and precautions must always be taken. If you have sex, you should always use a condom. Condoms can be bought from supermarkets, chemists and vending machines.

e) Ask student care for the list of doctor and dentist nearest to campus.

f) If you are currently pregnant or are planning on getting pregnant soon please speak to the Student Care about your study plans after the birth of the baby.

**HOLIDAYS**

a) *Student Visa Holders* are only allowed to take holidays if they are scheduled in your course. Please note that there are no holidays for courses of 12 weeks or less. For courses that are more than 12 weeks, a 1 week holiday will be scheduled for every 12 weeks of study. So, for example, if you are enrolled to study for 24 weeks, a 1 week holiday will be scheduled to take place after you complete 12 weeks of study. The total course length will therefore be 25 weeks. Please note that no holidays will be scheduled at the end of your studies.

b) *Non-student Visa holders* are only allowed to take holidays where they are approved by the college and may only be taken with at least 1 week’s notice. Working holiday visa holders can take a maximum of 24 weeks holiday provided their visa end date allows for this. You will only be allowed to
recommence your course if the class is not full, otherwise you must wait until such a time where there is a place for you in the class. Priority will be given to new students and Student Visa students. Students taking long holidays may be asked to complete a test on their return, in order to determine the best level for them to enter. If you have any questions about holidays, please talk to the Principal Administrator.

Can I take a holiday during my studies?

<table>
<thead>
<tr>
<th>Student Visa Holders</th>
<th>Non-Student Visa Holders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only if your course is more than 12 weeks.</td>
<td>Yes you can. You must get a request for Student Leave Form from Reception, fill in this form and give it to Reception one week before your holiday.</td>
</tr>
<tr>
<td>For courses that are more than 12 weeks, a 1 week holiday will be scheduled for every 12 weeks of study.</td>
<td></td>
</tr>
<tr>
<td>For example, if you are enrolled to study for 36 weeks, a 1 week holiday will be scheduled after you complete 12 weeks of study and another 1 week holiday after you complete 24 weeks of study. The total course length will therefore be 38 weeks.</td>
<td></td>
</tr>
<tr>
<td>Please note that no holidays will be scheduled at the end of your studies.</td>
<td></td>
</tr>
</tbody>
</table>

What will happen to my course end date?

<table>
<thead>
<tr>
<th>Student Visa Holders</th>
<th>Non-Student Visa Holders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nothing. They are scheduled as part of the course and are included in the visa length.</td>
<td>Your course end date will be extended by the length of your holiday if your holiday is in whole weeks.</td>
</tr>
</tbody>
</table>

What will happen to my attendance?

<table>
<thead>
<tr>
<th>Student Visa Holders</th>
<th>Non-Student Visa Holders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nothing. Scheduled holidays are non-study periods and therefore do not affect your attendance.</td>
<td>If the College has given you permission to take your holiday, then your attendance will not go down.</td>
</tr>
</tbody>
</table>

INTERPRETER SERVICE - The Student Care Officer will help you with any Interpreter assistance. We have access to interpreters 24 hours per day. You should also be aware of the 24 hour Translating and Interpreting Service. Call 131450 any time if you are having difficulty communicating in English.
LEGAL SERVICES - For legal advice you can contact this free service Australian Community Legal service [http://www.acls.org.au](http://www.acls.org.au), 1800 228 891 (free call) or consult a paid professional by looking up a solicitor in the yellow pages [www.yellowpages.com.au](http://www.yellowpages.com.au).

LIBRARIES

Brisbane Square, 266 George Street, Brisbane Qld 4000

Opening Hours

Saturday and Sunday, 10:00am to 3:00pm.
Monday to Thursday, 9:00am to 6:00pm.
Fridays, 9:00am to 7:00pm.
This library is closed on public holidays.

The State Library of Queensland

Cultural Centre
Stanley Place
South Bank

Opening Hours

Open daily 10am - 5pm (until 8pm Mon-Thu)
Heritage Collections open daily 10am - 5pm

LIVING IN AUSTRALIA

AUSTRALIAN PEOPLE

- Australians are friendly people and quite informal.
- Don’t forget different countries have different customs. We say ‘please’ and ‘thank you’ a lot, and always say ‘excuse me’ when we talk to a stranger or to someone who is busy.
- It is okay to shake hands when you meet someone - or just smile and say ‘How are you?’
- Australians use first names a lot, but with older people wait until they ask you. Call them ‘Mr Smith’ or ‘Mrs Smith’ or by their first name if they ask you.

CLIMATE

- The weather in Brisbane may change many times during the day. During the spring and summer months temperatures can range from 15 degrees Celsius to 40 degrees, in the middle of the day. You should dress lightly but always carry a light sweater or cardigan for the evenings. During autumn and winter, the temperature ranges from 5 degrees to 15 degrees Celsius. You should wear a jacket or coat, especially in the city, where the wind is strong and cold. Although it does not snow in Brisbane, winter is very cold because most homes do not have central heating.

WATER USE

- Australia is a dry country and has water restrictions in place to limit the amount of water that is wasted. Please remember to turn off taps, limit the length of time you leave water running when you clean your teeth, take a shower or wash your hands. If you own a car use a bucket to clean your car
instead of a hose. The Queensland Water Commission imposes heavy fines for water wastage.

**MEDICAL CERTIFICATES** - only certificates from registered medical practitioners are accepted by the College. See: Attendance for further information.

**MOBILE PHONES** - all mobile phones must be switched off while you are attending classes. It is very rude to your fellow students and your teacher to accept calls in class.

If you need to be contacted urgently while you are attending class, you can inform potential callers, prior to class, to leave a message with Student Care.

**NOISE** - it is courteous and considerate not to make excessive noise at the College. Please be especially careful about being quiet when exams are taking place in nearby rooms. Please remember to be quiet when entering and exiting the building.

**PERSONAL PROBLEMS** - Hopefully, your time in Australia will be a happy one. However, inevitably, sometimes problems occur in your life that can't be controlled. EU understands that these problems often feel worse when you are a long way from home and family. Therefore, EU can help you to make an appointment with a counsellor to talk through any problems you have, and to lend a sympathetic ear. If you would like to speak to a counsellor, please feel free to make an appointment through Student Care. Counsellors can help you with the following, or any other, problem.

- crises in your life (your own or your family's);
- difficulty in making an important decision;
- feeling depressed;
- feeling highly stressed;
- alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting your health or social functioning, including your study;
- eating disorders;
- suicidal thoughts

**PHOTOCOPYING** - If you want to do any photocopying, please talk to the Receptionist before or after class. Photocopying costs 10 cents per page.

**POLICIES** - All College policies are available on the College website [www.englishunlimited.qld.edu.au](http://www.englishunlimited.qld.edu.au)

**POLITENESS PAYS** - Please be polite to your teachers and classmates. Your teachers at EU are male and female. Your classmates come from many different parts of the world. We ask that you show respect for all your teachers and classmates, regardless of their age, gender, nationality, religion or the way they look. This helps others to respect you and brings an important dividend – a good reputation for your country!

**POST OFFICE** - Australia Post outlets are open Monday to Friday between 8:30am and 5:00pm. In major shopping centres they may also be open on Saturday mornings.
PUBLIC HOLIDAYS - Please refer to the EU Holidays sheet attached for dates of public holidays. The college will be closed on these dates. You must get approval from the college for all other holidays.

PUNCTUALITY - Punctuality is very important. Coming late to class not only disrupts others in your class and distracts your teacher but will also affect your attendance. If you come back to class late after a break, this too will affect your attendance.

RESPONSIBILITY FOR EQUIPMENT USED - students are responsible for any equipment they use at the college. Any deliberate damage to equipment or property by students may mean they have to pay for the damage. Please notify your teacher if any breakage occurs or if any equipment you are using is not in good working order.

SAFETY - Australia is considered to be one of the safest countries in the world. However, like in all countries/major cities, undue risks should not be taken in Brisbane. For example, avoid poorly-lit areas at night time, do not provoke undue attention to yourself with loud behaviour, dress etc. and take care of your valuables and belongings at all times. If you are not familiar with Brisbane, or if you must travel at night, please travel with a friend. Also do not accept a ride in a car from someone you do not know, even if they seem friendly or helpful.

Emergency telephone number:

Police/fire department/ambulance 000 (from a landline)

112 (from a mobile)

SELF-ACCESS - Self-access is the time where you can use the multimedia software on CD-ROM, the Internet and email in the computer lab, from Monday to Friday.

SHOPPING - The College campus are located close to a number of department stores and specialty shops. If you want to buy food for home, it is recommended that you buy from supermarkets, such as Coles or Woolworths, close to your home.

Most shops are open from 9:00am - 5:30pm between Monday and Wednesday and on Friday, and from 9:00am - 9:00pm on Thursday. Most stores are open on Saturday and Sunday from 9:00am and 4:00pm.

SMOKING - Smoking in the building is not allowed. You can only smoke outside the college in nominated areas. Please note that smoking in Queen Street Mall is strictly prohibited and a $200 fine may apply. Please dispose of your cigarette butts in the bins provided. **DO NOT DROP THEM ON THE GROUND AS LITTERING FINES APPLY.**

**Warning:** Smoking is addictive and causes injury to your health.

SPEAKING ENGLISH - at the college speak English as much as possible because you are here to learn and improve your English. Also, please do not speak your own
language in class; it is rude to students from other countries. You will get much more English practice if you make friends with students from other countries.

**STAFF** - Please refer to the Staff at EU sheet.

**STUDENT CARDS** - for security reasons you must carry your ID card at all times while you are at the college. You should see student care to have your photograph taken so that your card can be made. If you lose your card a $5 replacement fee applies.

**STUDENT KITCHEN** - there is a kitchen with microwaves and boiling and chilled water taps for you to use. You can eat your lunch/dinner and snacks in the kitchen. There are rubbish bins provided, so please use them and help to keep our College clean.

**STUDENT RECORDS** - all student records are kept in a secure location and are accessible only to EU personnel. Any student wishing to view their file can do so by asking the Principal Administrator.

**STUDENT CARE** - A number of confidential services are available to provide support to students, for example: certain visa requirements, employment, finances, harassment, health, welfare, safety, student rights and responsibilities and other service providers. These services are available on an appointment or drop-in basis.

**STUDENT SOCIAL CLUB** - Social activities for the weekend are organised by an external company. Trips are organised to places such as the Gold Coast, the Sunshine Coast and so on. Please see the social activities notice board and the Student Care Officers for more information.

**STUDYING IN AUSTRALIA** - This section will explain some of the differences you can expect while studying in Australia. Studying in Australia is very different from some other overseas countries, particularly countries that do not have a Western Academic tradition.

In some courses you will not write as much as you may be used to because the emphasis will be on speaking English and on listening to and understanding English when it is being spoken. This is the case in General English where all skills are covered but there is more speaking and listening. Teachers may ask you to work together with one or more other students, talking together, solving problems and working in groups. This is part of the **Communicative teaching method** where you actually have to use English to communicate with your classmates. In academic courses like EAP or Business English there will be a strong emphasis on skills needed for University, TAFE, or Vocational courses while exam preparation programs will focus on the skills you need to successfully complete these exams.

You will find that there is less memorising required of you and more thinking and judging. Teachers will ask you to speak in class and they will expect you to “approach your studies with a critical and questioning mind.” You will be asked to discuss topics, think about issues surrounding topics, then form your own opinions and defend those opinions both in the spoken and written form. Your teacher will want to know what YOU think and feel. You will also learn about very practical issues that will help you to adjust to Australian culture. (For example, you will learn how to ‘catch a train’, which name is
appropriate to offer in conversation, how to fill out forms and other practical matters). These topics are teaching you English.

You and your teacher will go out of the classroom together and this will benefit you in practising English as well as learning more about Australian culture. You will use these short trips and excursions to practise the skills required, to complete tasks set. Enjoy this new challenge in your life and try to adjust to thinking for yourself, expressing your opinions, asking questions and speaking a lot of English.

So the challenge you face is not just ‘learning English’. You must learn to adjust to the new style of teaching and learning too.

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1 B Ballard & J Clanchy “Studying in Australia” Longman Chesire, Australia 1988, p 6

TIPS FOR SUCCESSFUL STUDYING

a) Speak English outside the College as much as you can! Try to mix with students of other nationalities on the weekend and in the evening.
b) Try to find some activity or interest that will give you a chance to practise - e.g. learn a sport, go to an art class, join a church etc.
c) Read a newspaper as often as you can. Listen to the radio, watch TV (watch the news), read advertisements and posters and signs. English is all around you!!
d) Speak English in class at all times. Your English will not improve if you’re relying on your own language to communicate.

TESTS - Every week you will do a test to cover the content of your week’s study. If you are getting consistently good marks on the test your teacher will recommend that you do the test to change to a higher level. You may also request to take the class movement test. These tests are conducted on Wednesday afternoons.

TEXTBOOKS AND STUDY MATERIALS - If you have pre-paid your textbook fee you will need to collect your textbook from Student Care on the first day before you go to your class. If you have not pre-paid the textbook fee you can pay the textbook fee at Student Care and receive your textbook. If you have enrolled at EU for less than 3 weeks you will get photocopies of the textbook. If you move classes you need to buy a new book. All textbooks cost $50.

TOILETS - separate male and female toilets can be found at all campuses. If there is no toilet paper in the toilets, please inform Reception. Please dispose of all sanitary products in the container provided in the female toilet. Put all paper towels in the bins provided.

TRANSFER BETWEEN EDUCATION PROVIDERS - If you wish to transfer to another provider within the first 6 months of your principal course then you will need to make an application to the College and attend an interview with Student Care staff, the Principal Administrator or Academic Manager.
The College will grant a transfer and give you a letter of release unless you are trying to avoid being reported to DEEWR for failing to meet the College’s course progress requirements (see: Course Progress Policy). However, before a transfer to another registered provider is granted the following must be provided:

a) evidence of a valid enrolment offer from another registered provider (a copy of an enrolment offer or letter of offer is sufficient evidence); AND
b) payment of all course fees that are due and payable.

The letter of release will state whether or not you have:

a) demonstrated a commitment to the student’s studies during the course; and
b) had a good attendance record for the course; and

c) paid all fees.

The college shall process the transfer within 10 working days from the date that the transfer request is made and a letter of release will be issued at no cost.

Where a letter of release is not granted you will be provided with written reasons. You will be able to appeal such a decision in accordance with our complaints and appeals policy.

For further information on transferring to another education provider please see Student Care or the Student Transfer Policy on the college website www.englishunlimited.qld.edu.au.

TRANSPORT - Public transport is very easy to use in and around Brisbane. We recommend you to buy a Gocard as it is most cost effective way of using public transport.

VISA - If you have a problem or question about your visa talk to the Department of Immigration and Border Protection (DIBP) about your visa or other immigration matters.

Overseas student on a student visas have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider’s attendance policy, and


WORKING - Be careful to follow the rules of your visa. If you have a student visa, remember:

- Before starting a job, you must get ‘permission to work’ from DIAC (only applies if your visa was granted before 28th April 2008, visas granted after this date have automatic permission to work on commencement of your course).

You can apply

  Go to the DIAC website two days after you start your course. Apply and pay online using a credit card. Processing time is 24 hours.

- In person

  Fill in form 157P and send your form and payment to DIAC. Processing time is 30 days.

- You can’t work more than 40 hours per fortnight (except during holidays).

The information here is a reminder only – please check with DIAC for the exact rules that apply to you. You will also need to get a tax file number – if you don’t, you will pay too much tax. Most people who have visas with work permission can apply online: go to [www.ato.gov.au](http://www.ato.gov.au), click on ‘For individuals’, go to the link that says ‘Apply for a tax file number’ and follow the instructions.

**WORKPLACE RIGHTS**

All people working in Australia, including workers from overseas, are entitled to basic rights and protections in the workplace. This includes backpackers, seasonal workers, international students, temporary visa holders, long-term visa holders, permanent migrants and others.

Commonwealth workplace relations laws apply equally to both overseas workers and locally employed workers.

For information about fair pay and work conditions see:


If you believe you are not being treated fairly by your employer you can contact the workplace ombudsman for help.

**Over the internet** – visit the Workplace Ombudsman website [www.wo.gov.au](http://www.wo.gov.au)

**Over the telephone** – call the Workplace Ombudsman Help Line on 1300 724 200 for the cost of a local call to lodge a complaint or seek information.

(Contact the [Translating and Interpreting Service (TIS)](http://www.ato.gov.au) on 131 450 for the cost of a local call 24 hours a day seven days a week if you need help communicating in English).

**WH&S**

EU has a number of policies to facilitate a safe and harmonious working environment and to meet various statutory compliance requirements.

In brief, under our WHS policy students:

- are required to take reasonable care of themselves and others in the college;
- have a responsibility to co-operate with all health & safety provisions
• have a responsibility to comply with relevant EU WHS management system policies, procedures and programs, as appropriate;
• must not bypass or misuse systems or equipment provided for WHS purposes;
• are required to carry a student identification card at all times while on EU premises

Please refer to policies published on our website www.englishunlimited.qld.edu.au for more details.

PUBLIC HOLIDAYS 2015

The College is closed on Public Holidays. The public holidays in Brisbane in 2015 are:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>New Year’s Day</td>
<td>Friday 1st January</td>
</tr>
<tr>
<td>Australia Day</td>
<td>Tuesday 26th January</td>
</tr>
<tr>
<td>Good Friday</td>
<td>Friday 25th March</td>
</tr>
<tr>
<td>Easter Saturday</td>
<td>Saturday 26th March</td>
</tr>
<tr>
<td>Easter Monday</td>
<td>Monday 28th March</td>
</tr>
<tr>
<td>Anzac Day</td>
<td>Monday 25th April</td>
</tr>
<tr>
<td>Labour Day</td>
<td>Monday 2nd May</td>
</tr>
<tr>
<td>Royal Queensland Show (Brisbane Area Only)</td>
<td>Wednesday 10th August</td>
</tr>
<tr>
<td>Queen’s Birthday</td>
<td>Monday 3rd October</td>
</tr>
<tr>
<td>Christmas Day (additional holiday)</td>
<td>Sunday 25th December</td>
</tr>
<tr>
<td>Boxing Day</td>
<td>Monday 26th December</td>
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</tbody>
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STAFF AT ENGLISH UNLIMITED

There are people who can help you while you are studying at English Unlimited. These people are:

<table>
<thead>
<tr>
<th>TITLE</th>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal Executive Officer</td>
<td>Alexander Lee</td>
</tr>
<tr>
<td>Principal Administrator</td>
<td>Youngeun Song</td>
</tr>
<tr>
<td>Academic Manager</td>
<td>Rufus James</td>
</tr>
<tr>
<td>Assistant Academic Manager</td>
<td>Cathrine Baker</td>
</tr>
<tr>
<td>Student Care Officers</td>
<td>Sandra Robayo</td>
</tr>
<tr>
<td></td>
<td>Ikuko Borg</td>
</tr>
<tr>
<td></td>
<td>Soraya Torres</td>
</tr>
<tr>
<td></td>
<td>Irene Castielli</td>
</tr>
<tr>
<td></td>
<td>Samuele Antonini</td>
</tr>
<tr>
<td></td>
<td>Livia Cruz</td>
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FOR MORE INFORMATION ABOUT AUSTRALIAN LAW
(QLD) and (Cth) indicates if the legislation is State (Queensland) or Federal (Commonwealth)

FOR INFORMATION REGARDING AUSTRALIAN LAW (STATE & COMMONWEALTH LAWS) SEE:
- http://www.austlii.edu.au
- http://www.scaleplus.law.gov.au

FOR INFORMATION ABOUT STATE LEGISLATION REFER TO “LEGISLATION IN FORCE” AT

FOR INFORMATION ABOUT PRIVACY OF INFORMATION SEE:
- http://www.privacy.gov.au
- http://www.legalaid.qld.gov.au

LEGISLATION SPECIFICALLY REFERRING TO DISCRIMINATION ISSUES
- See the Human Rights & Equal Opportunity Commission website for Legislation and/or regulations
- Anti-Discrimination Act 1991
- Criminal and Misconduct Act 2001
- Disability Discrimination Act 1992 (Cwth)
- Human Rights and Equal Opportunity Commission Act 1986 (Cwth)
- Industrial Relations Act 1999
- Public Service Act 2008
- Racial Discrimination Act 1975 (Cwth)
- Racial Hatred Act 1995 (Cwth)
- Sex Discrimination Act 1984(Cwth)

LEGISLATION SPECIFICALLY REFERRING TO WORKPLACE HEALTH & SAFETY
- Workplace Health and Safety Act 1995 (QLD)
- Workplace Health and Safety Regulation 2008 (QLD)
See also http://www.nohsc.gov.au

LEGISLATION AND GUIDELINES REGARDING PRIVACY OF INFORMATION

- Information Privacy Act 2009
- Right to Information Act 2009

LEGISLATION SPECIFICALLY REFERRING TO OVERSEAS STUDENTS

- Education Services for Overseas Students (Assurance Fund Contributions) Act 2000 (Cth)
- Education Services for Overseas Students (Registration Charges) Act 1997 (Cth)
- Education Services for Overseas Students Act 2000 (Cth)

IMPORTANT INFORMATION AND EMERGENCY CONTACTS

**English Unlimited Head Office Contact Details**

Level 9, 138 Albert Street
Brisbane QLD 4000
Australia
info@englishunlimited.qld.edu.au
P: +61 7 3003 0088
F: +61 7 3003 1138
CRICOS Provider Code: 03296K

**24 Hour Emergency Contact**

For medical, police or fire emergencies please contact 000 from a landline or 112 from your mobile telephone.

**EU Counsellor**

Contact Student Care
E-mail: info@englishunlimited.qld.edu.au
☎: +61 7 3003 0088
Available: 8am to 5pm Monday to Friday

**Department of Immigration and Border Protection (DIBP)**

General Enquiries: ☎ 131 881
Postal Address:
GPO Box 9984 Brisbane QLD 4001
www.immi.gov.au

Brisbane CBD Office: 9am – 4pm, Mon – Fri
Street Address:
Ground Floor
299 Adelaide Street
Brisbane QLD 4000
Translating and Interpreting Service

The Department of Immigration and Border Protection (DIBP) provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them.

☎️ 131 450

Medical Centres

CBD Medical Centre
Level 1, Suite 6, Royal Albert Bldg
Cnr Albert & Elizabeth St,
Brisbane QLD 4000
☎️ (07) 3012 9559
Please check your local area for the closest Medical Centre.

Congratulations!

You have come to the end of the orientation pack and now know all the important things about the college.

Good luck with your studies!

😊