



Language Links International Pty Ltd T/as

LANGUAGE LINKS
EDUCATION & TRAINING COLLEGE

CRICOS Provider Code: 022391 National Provider Code: 90007



Student Handbook
2015

Our mission statement

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



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Introducing Language Links

Dear friends of Language Links,

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

Language Links is dedicated to offering our students personal care and guidance not only with study plans, but also with any problems you may have settling into a new school or cultural environment. You will receive personal attention from your teachers in small classes and each student is treated as an individual whose views and opinions are important.

The teaching staff at Language Links are qualified and experienced in the areas they teach, so you can study with confidence. Here at Language Links, we try to make your learning experience an enjoyable yet productive one. Have fun while improving your English! The best way to do this is to use your English in all kinds of 'real-life' situations. To help you do this, we make sure you have a fairly busy social calendar! Language Links will organise weekly activities in order for you to experience life in Australia and use the English you have learned in the classroom



Leanne Everett: College Manager / Appointed Director
and Lynette Everett: Founder / Associate Director

A warm welcome to Language Links, your link to a whole new language experience!

Your first day at Language Links

On your first day, you will participate in a comprehensive orientation programme which includes testing as well as a tour of the campus and the surrounding area.

After your orientation, you should know

- The location of your classroom
- Your class and teacher
- Your level, class timetable and class rules
- The school policies on Refunds, Leave, etc
- Surrounding facilities including nearest bus/train stops, the nearest lunch bar, bank, Post Office, etc
- School facilities
- Your visa conditions and attendance requirements
- Who to see if you have a problem at school or in your homestay

Note: Please hand in your passport to the office for copying along with your photo for your Student Identification card. If you use public transport please also fill out your 'smart card' application form.

You should have

- Your student file and study materials

You will need to know contact details for the College

Language Links

Education & Training College

90 Beaufort Street

Perth, Western Australia 6000

Phone: 61 (0) 8 9328 1266

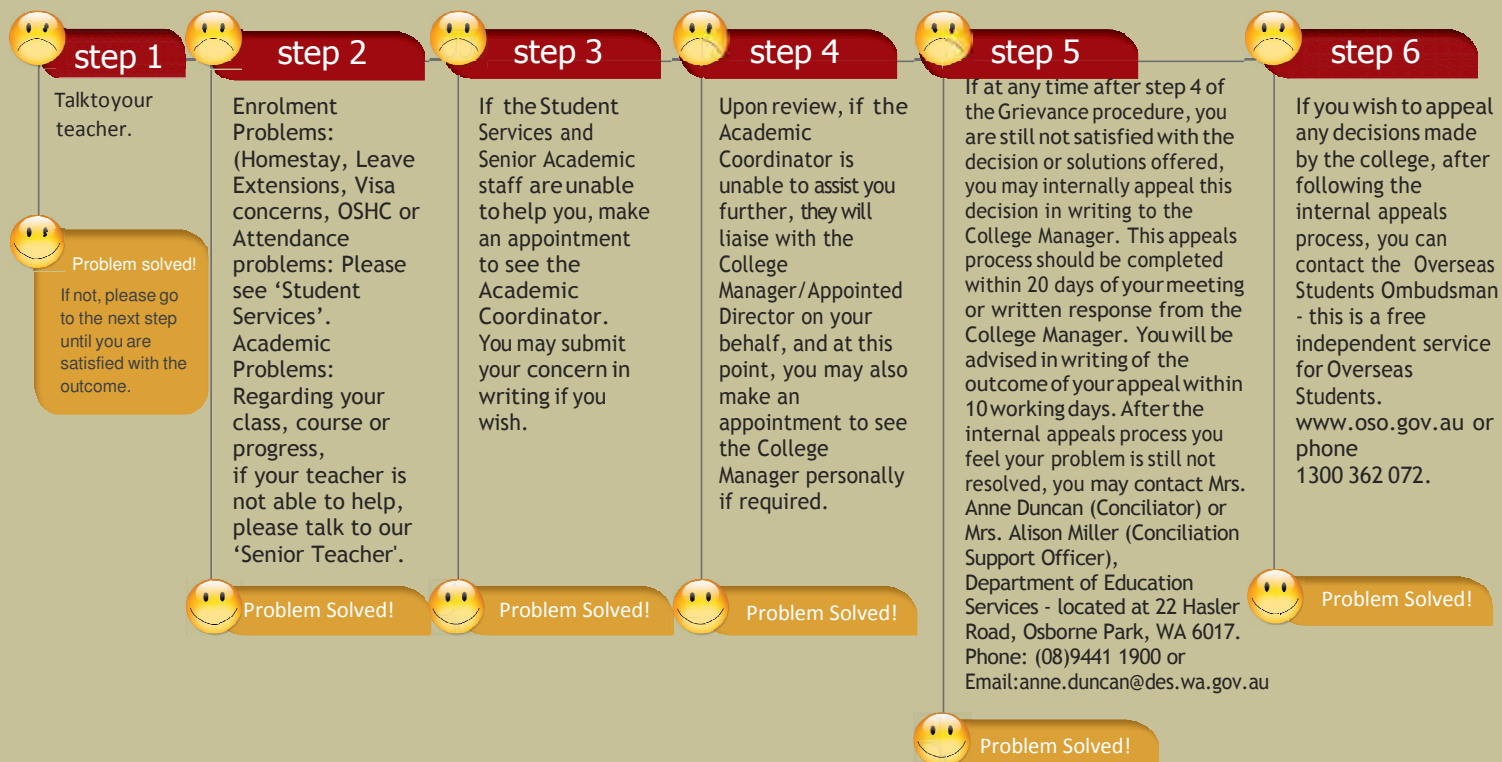
Fax: 61 (0) 8 9328 1366

enquiries@languagelinks.wa.edu.au



Problem or concern?... Please follow the steps below

Grievance Procedure



People who can help you at Language Links

All staff at **LanguageLinks** take responsibility for student welfare and general student well-being.



College Manager / Appointed Director Leanne Everett

Oversees and directs the Academic, Financial, Administrative and Physical aspects of the college.

Manages the daily college operations.

Responsible for the overall marketing and promotion of the college, Agent training and recruitment, College Pathways, Financial issues and ensures compliance in all areas of the college within the AQF, ESOS and National Vocational Standards.

leanne@languagelinks.wa.edu.au

Leanne is available to talk to you about any concerns you may have, however for any formal consultations, please see Reception or Student Services to make an appointment.

College Founder / Associate Director Lynette Everett

Oversees the college operations in collaboration with the College Manager. Assists with Academic and Physical aspects of college compliance within the AQF, ESOS and National Vocational Standards.

Responsible for staff training and curriculum development and accreditation.

director@languagelinks.wa.edu.au

Academic Coordinator Naomi Bunch

Responsible for the Academic and Physical aspects of the college.

Ensures compliance in the Academic areas of the college within the AQF, ESOS and National Vocational Standards. Represents the college academically in the College Manager's absence.

dos@languagelinks.wa.edu.au

Responsible for:

- Academic Course information including college policies / procedures.
- Orientation and Testing
- Course Resources and Assessments
- Any academic / course / class concerns
- Study plans and College pathways
- IELTS and Cambridge course and exam information
- Class movements / changes
- General College operations and Occupational Health & Safety (OHS).

Senior Teacher Andrew Davies

Oversees college courses and is responsible for ensuring there are adequate Academic Resources and assisting with Academic Compliance, Assessment procedures and course/class planning.

teaching@languagelinks.wa.edu.au

Responsible for:

- Course Resources and assessments
- Classroom operations
- Enquiries about classes and courses
- Academic information and guidance
- General College operations and Occupational Health & Safety (OHS).

Student Services/ Admissions

Responsible for Reception and general office administration, student enrolments, Overseas Student Health Cover (OSHC), electronic Confirmation of Enrolment (eCOEs), visa information and course attendance. Assists in the general promotion of the college, agent liaison, student accounts and the physical presentation of the college.

enquiries@languagelinks.wa.edu.au

- General course information
- Orientation
- College Stationery and Amenities
- Overseas Student Health Cover (OSHC)
- Student files and records
- Student counselling
- Attendance
- Student enrolments including Student Leave / Extensions
- Visa Information and eCOE's
- Course fee information and payments

Student Services/ Homestay Liaison Officer

Responsible for student accommodation placements, student counselling, course information, visa information/ requirements, social activities and college presentation

info@languagelinks.wa.edu.au

- Homestay / Accommodation placements
- Course Information
- Assists with Visa Information
- Assists with Student Enrolments
- Assists with general Student Administration
- Assists with college and student amenities
- Student counselling
- Course fee information and payments

ELICOS Lecturers

Responsible for delivery of courses and training packages according to the college registration and accreditation guidelines.

- Classroom operations
- Enquiries about classes and general course information
- Academic information and guidance

All staff at LANGUAGE LINKS take responsibility for student welfare and general student well-being, so please feel free to talk to any of our staff, should you have a problem, concern, question or comment.



Sample Timetable

Day - All courses available

SCHEDULE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Session 1 9:00 - 10:30am	Intensive Skills-based learning: Reading Comprehension	Intensive Skills-based learning: Writing Skills	Intensive Skills-based learning: Listening Comprehension	Intensive Skills based learning: Oral Skills (Speaking & Pronunciation)	Weekly Revision: Speaking, Reading, Writing, Listening and English in Use (Grammar)
Morning Tea Break					
Session 2 10:50 - 12:20pm	Integrated Skills (English in Use) Vocabulary Development	Integrated Skills (English in Use) Grammar and Vocabulary Development	Integrated Skills (English in use) Grammar Development	Integrated Skills (English in Use) Vocabulary Building	Assessment Review and Error Correction.
Lunch Break					
Session 3 1:00 - 2:30pm	Skills-based learning: Listening Comprehension / Discussion (Fluency practice)	Computer Assisted Language Learning or Customised Skills development / Course Electives	Customised Skills development / Course Electives	Weekly Assessment in one or more of the 5 Units of Competency	Social Activity Programme or Supervised Self Study.

Language Links runs a variety of Day and Evening Classes to suit your study needs. All classes cover the 5 Units of Competency; Reading Comprehension, Written Skills, Listening Comprehension, Oral Skills (Speaking) and Integrated Skills (English in Use - Grammar).

**The Timetable is subject to change. During some semesters, multiple elective/ skills sessions may be offered*

Customised Skills Development / Elective Classes:

These classes are offered in the afternoon and run from 1:15 - 2:30pm.

Skills and Elective classes are held based on student needs and students may choose from a variety of classes.

Some examples of Electives are:
Job search, Business English, Australian Speaking & Pronunciation, Grammar & Vocabulary and Exam Skills.

3 day week study option for Day classes:

General English and IELTS Courses
Study Monday to Wednesday and meet the full-time course requirements:
Mondays: 9am to 5pm
Tuesdays and Wednesdays : 9am to 4:30pm.

Evening - General English, IELTS and TESOL IV courses available

SCHEDULE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Elective Classes 3:30 - 4:30pm			Customised Skills / Course Electives	Customised Skills / Course Electives	Social Activity Programme 1-4pm
Session 1 4:30 - 5:30pm	Integrated Skills (English in Use)	Intensive Skills Based Learning	Intensive Skills Based Learning	Integrated Skills (English in Use)	Self-Study Session 3-5pm
Session 2 5:40 - 7:00pm	Customised Skills development	Customised Skills development	Integrated Skills (English in Use)	Weekly Assessment in one or more of the 5 Units of Competency	Research / Assignment completion
Session 3 7:20 - 8:30pm	Intensive Skills Based Learning + Self Study Session 8:30 - 9:30pm	Intensive Skills Based Learning + Self Study Session 8:30 - 9:30pm	Intensive Skills Based Learning	Error Analysis	

Classes Overview: Full-time courses

Consist of 20 hrs of teaching per week and Electives + Self-study + optional Social Activity.

Part-time Day courses

Consist of 15 hrs of teaching per week + optional social programme. Class schedule Mon-Fri 9:00am - 12:20pm.

Part-time Evening courses

Consist of 10 hrs of teaching per week. Class schedule is: Mondays to Thursdays from 5:40pm - 8:30pm.

Students are welcome to participate in the weekly activity.

Evening students are encouraged to join the social activities and self-study sessions on Friday afternoons. Additional courses may be offered in the evening based on student demand. Note: These timetables are samples only. All classes will cover Reading, Writing, Listening, Speaking and Grammar. Exam classes will include skills development, exam practice and Mock Exams, as part of the weekly timetable.

Courses available at Language Links

Award Courses: Exam Preparation



LL Reference	Qualification Title	National Code	CRICOS Code
Cambridge CPE	Diploma of English Proficiency – Preparation for Cambridge Certificate of Proficiency – ESL	52570WA	037381K
Cambridge CAE	Certificate IV in English Proficiency – Preparation for Cambridge Advanced Certificate - ESL	52571WA	037382J
Cambridge FCE	Certificate III in English Proficiency – Preparation for Cambridge First Certificate - ESL	52572WA	037383G
Cambridge BEC Vant.	Certificate III in English Proficiency – Preparation for Cambridge Business English Certificate - ESL	52572WA	037383G
Cambridge PET	Certificate II in English Proficiency – Preparation for Cambridge Preliminary English Test	52710WA	037384G
IELTS Int. – Upper Int.	Certificate III in English Proficiency – (Preparation for IELTS) - ESL	52572WA	037383G
IELTS Advanced	Certificate IV in English Proficiency -(Preparation for IELTS) - ESL	52571WA	037382J

Non-Award (Short Courses):

General English - Available from beginners to Advanced levels.

Note: The college is happy to accept students studying on Tourist, Working Holiday and other visas providing they have been granted permission to study. 'Student Visa' holders, must enrol in a full-time CRICOS registered course

Award Courses: Non-Exam



LL Reference	Qualification Title	National Code	CRICOS Code
General English Diploma	Diploma of English Proficiency – ESL	52570WA	037381K
General English Cert. IV (Advanced)	Certificate IV in English Proficiency – ESL	52571WA	037382J
General English Cert. III (Int. - Upper Int.)	Certificate III in English Proficiency – ESL	52572WA	037383G
ETDC/ TESOL III	Certificate III in English Proficiency – (English Teacher Development Course) - ESL	52572WA	037383G
General English Cert. II (Lower Int. to Int.)	Certificate II in English Proficiency - ESL	52710WA	037384G
TESOL IV	Certificate IV TESOL	Pending	N/A

Other short courses (Not available to 'Student Visa' students)

- Study Tours: For small groups wishing to combine English language study with sightseeing. Full-time and Part-time options available - normal duration 1-4 weeks.
- Tailor-made Study/Corporate Training: Private tuition or small groups wishing to complete their English study with a specialised focus (E.S.P) eg. Business English or Corporate English.
- Short programmes designed to assist students in preparing for the workforce



Steps towards a Nationally Recognised Qualification at LL

ELICOS (Exam Preparation)

Example : Cambridge FCE course

- Complete a minimum of 8 set assignments to demonstrate competency in all 4 macro skills
- Demonstrate satisfactory attendance
- Meet requirements of final assessment based on the Cambridge/IELTS exam format
- Demonstrate competency in all course units and learning outcomes
- Payment of all outstanding course fees

Qualification Example:

Certificate III in English
Proficiency (Preparation for the
Cambridge First Certificate) -
ESL

National Course Code: 52572WA

- Qualification Certificate
- Academic Record
- Academic Statements
- Record of Final Assessment and exit language level
- ISLPR Record



ELICOS General English (Non-Exam Preparation)

Example: General English Upper Intermediate

- Enter at appropriate level of English Proficiency
- Complete a minimum of 8 set assignments to demonstrate competency in all 4 macro skills
- Demonstrate satisfactory attendance
- Meet the competency requirements of final in-house assessment
- Demonstrate competency in all course units and learning outcomes
- Payment of all outstanding course fees

Qualification Example:

Certificate III in English
Proficiency - ESL

National Course Code: 52572WA

- Qualification Certificate
- Academic Record
- Academic Statements
- Record of Final Assessment and exit language level
- ISLPR Record



A Statement of Attainment is issued for Exam or Non-Exam courses to students unable to demonstrate competency or meet all the requirements for the qualification. The Statement of Attainment lists all learning outcomes achieved and units successfully completed. Students will also receive a Record of Assessment and an ISLPR Record.

General Information for Students

Access & Equity:

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

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

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

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

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

Staff will ensure that competency standards are met.

Language Links has the right to enrol, teach or expel students according to the Policies and Procedures governing **Language Links**.

Assessments

Before commencing your course you will be given a Placement/Entrance Test as part of the course you are attending. You will be required to undergo an assessment at the end of each week / unit. These assessments form part of the process to attain competency. There are no excuses for absenteeism on assessment days except genuine illness supported by the presentation of a Medical Certificate or other such explanation acceptable to **Language Links**. The ability to undergo an assessment on a day other than that which was scheduled will be at the discretion of **Language Links**.

You may be given up to three opportunities to gain competency in a given unit/module. If still unsuccessful, you will need to repeat the entire unit at your cost.

Repeating a unit due to absenteeism:

Students who are repeatedly absent from class without due cause and subsequently fail to achieve competency in a unit will be able to repeat the unit at an additional cost and at a time convenient to **Language Links**.

Students who fail to achieve competency due to certified extenuating circumstances (i.e. illness supported by a Medical Certificate) would be allowed to repeat a unit at a time convenient to **Language Links**.

Transferring Classes:

All students wishing to transfer to a different class once their course has commenced should discuss their fees with the ADOS or Student Services. Students changing to a higher fee paying course will be required to pay any additional fees upon changing classes and any students changing to a lower fee paying course must follow the regulations of the [REFUND POLICY](#), this will require giving the college four weeks notice in writing and 20% of the difference is also charged as a penalty. (Forms should be completed with the Student Services/ Administration staff).

Recognition of prior learning/ competence (RPL) / Course Credits:

Students may receive credits towards their course or Units of competency through:

- RPL (Recognition of Prior Learning)
- Mutual Recognition
- Skills Recognition

Note: This should be applied for at time of enrolment.

Language Links will accept nationally recognised Statements of Attainment/ Qualifications issued by other Registered Training Organisations and Internationally recognised English Language Testing Scores and results – eg. IELTS, TOEIC, TOEFL and Cambridge ESOL.

Should you possess a Statement of Attainment/Qualification from an RTO mutual recognition will apply, if you have already demonstrated competency in those units or for those qualifications.

Procedure for Course Credits: (Through RPL or Mutual Recognition)

- Fill in an application form and present the form with certified documents to administration with your enrolment form.
- The Academic Co-ordinator/Manager will check the validity of the Nationally Recognised Statement of Attainment/ Qualification and you will then be notified of the outcome of your application in writing.



Students may also apply for Skills Recognition or Credit Transfer through previously undertaken study, training, work experience or life experiences. The skills must be relevant to the particular course of study for award courses being undertaken at **Language Links**. Participants must initially provide evidence to support their application for Skills Recognition.

Possible outcomes:

- You will receive an exemption based on: equivalent knowledge and competencies assessed by reference to the course outlines, or equivalent qualifications from a recognised educational institution.
- You may sit a challenge/competency test for the unit or module requested.
- Your application may not be successful based on insufficient evidence of prior learning. Note: you will be advised of this outcome in writing.
- Following (a) and (b), your course fee may be adjusted accordingly. Following (c), you will be required to complete all relevant units / modules as set out in your course outline.

RPL additional information for Student Visa holders:

- Your application for Course Credits/ Recognition MUST be presented prior to course commencement.
- RPL should be applied for prior to visa approval, so that the course duration may be adjusted accordingly.
- If RPL is applied for after the Student Visa is granted, and RPL/Course Credits lead to a shorter course duration than stated on your eCOE, you may choose to enrol in another full-time, CRICOS registered course or will need to depart Australia within 28 days after course completion as the institution is required to notify the immigration department regarding early completions.

In the event of the Australian Embassy refusing to issue you with a Student Visa, you will be entitled to a full refund of Course fees, less the Enrolment fee. In all other cases, refunds will only be granted under exceptional circumstances, at the discretion of the college and as per the **REFUND POLICY** stated on page 20.

Course deferrals, suspensions and cancellations:

Students may defer or temporarily suspend their studies in limited circumstances.

The college may suspend or cancel a student's enrolment as per the college's 'Terms and Conditions of Enrolment'. To view these Terms and Conditions, please visit the college's website at : www.languagelinks.wa.edu.au

Immigration Information/ Regulations:

- A Student Visa is required for students wishing to study full time, for more than 3 months.
- Student Visa holders are required to be enrolled on a full-time basis (Class attendance for a minimum of 20 hours per week).
- Student Visa students are required to attend a minimum of 80% of scheduled class time.
- Student Visa holders are required to have Health Cover for the total duration of their visa. **Language Links** uses Medibank Private health cover and can include this cover as part of the enrolment.
- Student Visa holders may apply for work permission for a maximum of 20 hours per week, during their period of study.
- Visas must not expire during period of study.
- Please ensure that Student Services has your contact details while you are in Australia.

Students from most countries may apply for an extension of their visa within Australia if required.

Section 24 of the National Code states: A registered provider must not accept an overseas student, or intended overseas student for enrolment in a course unless the provider has advised them that any school age dependants accompanying them to Australia will be required to pay full fees if they are enrolled in either a government or non government school.

All students must inform the college and DIMIA of any change in contact details during their study/visa period.

Student Visa regulations, 'Other Visa' study options and general information about immigration regulations, may be discussed with our Student Services Officers or alternatively visit: www.immi.gov.au for further details.

Leave/Holidays:

- Leave taken during your course is non-refundable, however, it can be added on to the end of your course (classes and visa conditions permitting).
- A minimum of 2 weeks notice is required to book leave/holidays during your course.
- A maximum of 2 weeks leave will be granted per 12 week enrolment.
- Student Visa holders may not take leave during their courses unless the college imposes a course break between semesters or commencement of new classes - unless leave/breaks were booked at the time of enrolment.
- Individual cases may be discussed with the college in the case of an emergency.
- Leave must be taken in complete weeks, not days
- Sick leave is non-refundable, however, if for some reason a student is sick for an entire week and has a medical certificate stating they were not able to attend school, this week may be applied for as 'leave' at the college's discretion.
- A minimum of 4 weeks tuition should be completed prior to leave being granted.
- All course fees must be paid up to date in order to take leave
- Attendance must be satisfactory in order to apply for leave.



Refund Policy

Enrolment Terms and Conditions:

Please visit www.languagelinks.wa.edu.au/Enrol - Terms & Conditions, for full enrolment details including courses, accommodation, refund policies, cancellations, deferrals, suspensions and leave.

UNDERAGE STUDENTS (UNDER 18yrs)

LANGUAGE LINKS is an Adult Education Centre, however, students under the age of 18 yrs may apply. Individual cases are assessed by our Enrolments Officer and can be accepted providing suitable care/guardianship can be arranged - Enrolment form and all other agreements must be signed by the guardian.

COURSES AND ACCOMMODATION

- 1) Student Visa holder's must enrol in full-time, CRICOS registered courses.
- 2) No reimbursement is available for Australian/West Australian Public Holidays.
- 3) All prices indicated are in Australian Dollars (AUD)
- 4) Course Changes / Transfers: To transfer to a different class or course, 1 weeks' notice is required. If transferring to a lower fee paying course - **REFUND POLICY** will apply. Transfers to a higher fee paying course require full payment of fee difference upon commencement. Transfers between DAY and EVENING classes are permitted, with a maximum of 2 transfers per enrolment. Transfers exceeding this will be charged an additional Administration fee of \$200.

- 5) Course Breaks / Leave must be booked at time of enrolment. Any leave taken during the course (not pre-booked) is non-refundable, but can be added on to the end of the course (visa and class space permitting) - Any Sick leave taken is non-refundable
- 6) Tuition and Course fees do not cover the 'Social Programme Activity' costs or accommodation.
- 7) For full terms and conditions on courses and deferrals, please see our college website and click on our 'ENROL' Page to view our 'TERMS AND CONDITIONS' prior to commencing your course.

After an offer has been processed by LANGUAGE LINKS the REFUND POLICY applies:

Enrolment Fee, Bank fees/surcharges, Placement Fees and OSHC fees are NON-REFUNDABLE.

Note: if any special offers are granted on Enrolment fee - FULL Enrolment fee is retained in the case of a refund being granted.

FULL TUITION FEE/ FULL ACCOMMODATION REFUND:

100% of Tuition Fees paid and /or 100% of the weekly accommodation fees paid will be refunded, if:

- i) your visa application is refused (a copy of the visa refusal letter must be supplied)
- ii) you cannot attend the course and notify the college in writing - 8 weeks prior to commencement
- iii) the advertised course is not being offered:

Note: If exceptional circumstances or a natural disaster occurs, refunds may be granted at the discretion of the college.

PARTIAL TUITION FEE REFUND: ELICOS

To cancel your course with 5-8 weeks as notice prior to scheduled commencement date:

A \$500 Administration/Cancellation fee will be retained and 100% of balance tuition fees paid will be refunded.

To cancel your course with 4 weeks or less as notice prior to scheduled commencement date or upon course commencement:

4 weeks notice will be charged and a \$500 Administration/Cancellation fee will be retained, then 70% of balance tuition fees paid will be refunded.

NO REFUND : ELICOS

i) Once you have completed 50% of your course - no refund for that semester is available

ii) If you are requested to leave the institution/Australia due to misconduct or a breach of visa conditions.

Note : If you are at risk of breaching college or visa conditions, you will be issued with verbal and written warnings prior to course termination.

PARTIAL REFUND : HOMESTAY CANCELLATIONS / TRANSFERS

To view full details of our Homestay/ Accommodation refund/cancellation policy - please see Enrolment Terms and Conditions on our college's website.

Only one transfer is permitted per placement fee. Transfers exceeding this will incur another placement fee of \$200. All Cancellations and Transfer Requests must be supplied to the college in writing and verbally to the family.

No Refund is available if you have 2 weeks or less remaining OR if you are requested to leave the accommodation due to a breach of visa conditions or serious misconduct.

This agreement does not remove the right to take further action under Australia's consumer protection laws.



General Well-Being and Counselling Services

It is important that students feel safe, secure and comfortable during their stay in Perth and of course at **Language Links**. Students may access a range of free advice and counselling options available. Some commonly used services are listed below:

Police, Ambulance and Fire Rescue

(Emergency Only): 000

Other Police Matters: 131 444

Emergency Number for Mobile Phones:
in an emergency only: press '112' on your mobile phone keypad (worldwide)

Doctor: (Central City Location)

Ph: 9221 4747

Central City Medical Centre
420 Wellington Street, Perth, WA

Hospital: (Central City Location)

Ph: 9224 2244

Royal Perth Hospital
Wellington Street, Perth, WA
www.rph.wa.gov.au/
Postal Address:
GPO Box X2213

Perth, Western Australia, 6001

Dentist: (Central City Location)

Phone: 9221 5545

City Station Dental Centre
Walkway Level Upper City Station Complex
376 Wellington Street, Perth

Department of Health:

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

Phone: 1300 135 030

www.health.wa.gov.au/services/

Crisis care:

Free counselling on support services, general help and advice
Phone: 9223 1111

Lifeline: Crisis/ suicide helpline Phone: 13 1114

Translating & Interpreting Service (TIS):

24 hour service – multicultural
Phone: 13 1450

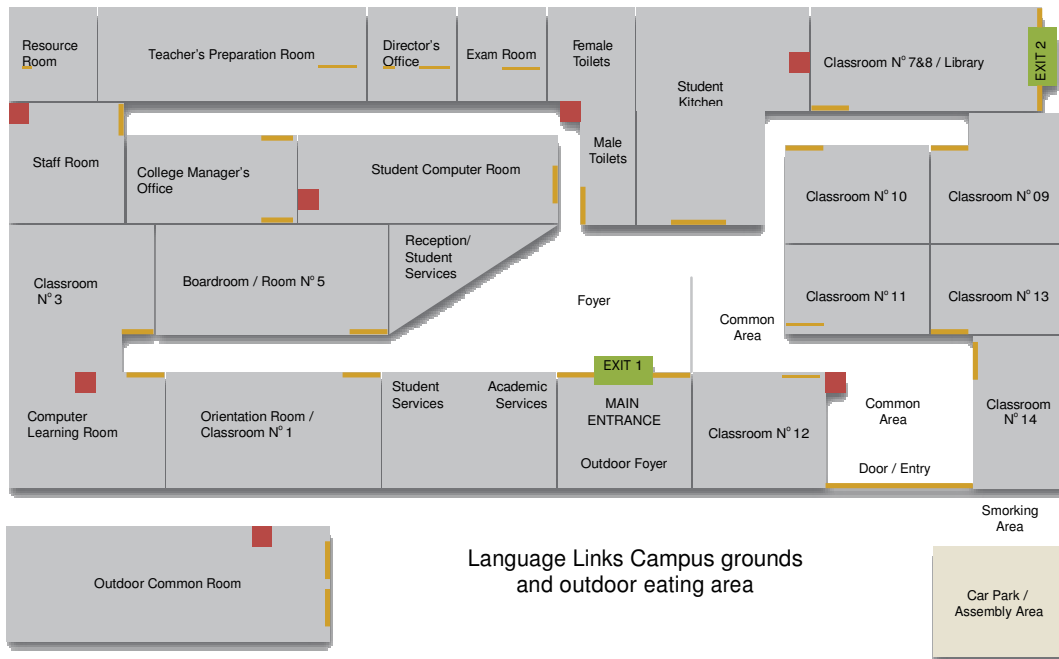
Legal Advice: Family Law matters

free phone advice
Ph: 9219 0111 (Perth)
www.FamilyLaw.WALegal.com.au

Legal Advice: General matters

directory for all matters, find free legal advice in your area
www.freelegaladvice.com.au

Emergency Evacuation Procedures



Language Links Campus grounds
and outdoor eating area

- 1) In the event of an emergency, stop what you are doing immediately and move towards the exits calmly.
- 2) Occupants should exit via the main entrance to the building (Exit 1), located at the front of the building. Occupants may exit through the rear door (Exit 2), located in the library (Rooms 7&8) if this exit is closer, or if the main exit is obstructed.
- 3) When instructed to do so, stop whatever you are working on. Do NOT pack up your possessions; do NOT take anything with you; WALK, do NOT run, to the nearest exit.
- 4) After exiting the building, make your way to the front of Jacksons Art Supplies (car park) located on the northern side of **Language Links**. This is the 'ASSEMBLY AREA', wait there until your teacher arrives so that everyone can be accounted for.
- 5) Under NO circumstances should you return to the building until your teacher tells you that it is safe to re-enter. If the emergency services have been called to the site, you must not re-enter the building until they have deemed the building safe to return.

Code of Conduct & use of facilities at Language Links

Assembly: Every Monday a whole school assembly is held. The new students are introduced, prizes are awarded and important announcements are made.

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

Activity Programme: **Language Links** organizes weekly activities such as ten pin bowling, BBQs in the park, whale watching, horse riding, sports days, movies, beach volleyball and much more, every Friday afternoon. We also organise evening outings such as dinners, dancing and karaoke evenings and weekend trips away such as Rottneest Island and Margaret River. It is a great idea to try to attend as many activities as possible as it is a good opportunity to socialise with the other students and staff. Students should set aside a minimum of \$10 - \$20 for the weekly activity.

These activities are not compulsory and you may wish to attend some activities and not others. You may also do self-study at the college instead. Please feel free to suggest any activity or outing that you think you, or other students may enjoy, as we always like to hear your suggestions!

Assessment: Students are assessed at the end of each week / unit. Failure to sit those assessment tasks will affect a student's ability to obtain a qualification or graduate.

(For more information, see: 'Steps toward a **Language Links** qualification' in this handbook).

Attendance: All students must attend a minimum of 80% of their course in order to meet the requirements of the Department of Immigration and **Language Links**.

Students with unacceptable attendance will be given a verbal warning followed by written warnings. The college will then contact the immigration department when your attendance can no longer meet the 80% requirement and your visa may be cancelled. (See Section : 'Immigration Regulations' in this handbook for more details.)

Students should be punctual as a matter of courtesy because arriving late to your class can be disruptive. Students who arrive 20 minutes late will be marked absent for that session and can only enter the class with the teacher's approval.

Absenteeism: If you are sick and/or absent from school, you are required to obtain a certificate from your doctor. You should also call the college and inform your teacher of your absence from class.

Banking: Student Services will help you to open a bank account - you will need your passport and another form of identification. You can find all of the major banks and Automatic Teller Machines (ATMs) in the city centre, and some ATMs are located in Northbridge.

*NOTE: If you need to pay Tuition Fees, Exam Fees or any Course Materials, and do not have access to cash, these fees may be paid by Credit Card at **Language Links** (Visacard and Mastercard are accepted with a 2% surcharge). Visa and MasterCard Debit cards do not incur the surcharge.*

Books: For exam-based classes, your text book will be included as part of your course fee. For General English classes, you will be provided with a 'class set' book to use during your course. If you wish to keep your class textbook, you may purchase the book from Student Services (\$60 fee).

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

This is your area to relax - before, during and after school. Please try and keep it clean and tidy. TV's and DVD's located in Common Area's are also there for students to use. Please switch off after use.

Please remember that the Common Rooms are provided so you have rooms where you can eat your meals, please do not eat in the classrooms.

Computer Room: FREE ADSL internet/ email facilities are available for our Day students from 8:30am until 4.30pm Monday to Friday and 3.30pm until 7.30pm for Evening students. However, you will need to share this computer time with other students! You can also use the computers to type assignments or do your homework.

Wireless internet access is also available throughout the college, you may request the password at Reception.

- Please do not use your own disks, as they may contain a virus, which could affect the whole system.
- Please DO NOT DOWNLOAD VIDEO CLIPS OR OTHER BIG FILES, as they use up the download allowance and this means computer time will be limited for everyone!

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

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

Nightlife and Personal Safety: Perth has many great places for entertainment. We

have numerous bars, cinemas, pubs, café and restaurants for those who wish to enjoy the nightlife. Perth is generally a safe city but we always remind students to be aware of their surroundings and never go home alone, late at night. Never leave bags unattended and try not to carry too much money with you. Contact the Police on 000 if you feel you are ever in any danger.

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

Problems: If you have any problems or concerns please talk to your teacher or student services. If you think that your class is too easy or too difficult, talk to your teacher and if you need further assistance you can make an appointment to see the Assistant Director or Studies (ADOS).

Professional Attitude: You are expected, at all times, to be courteous and respectful to your fellow students and all **Language Links** staff. Follow our LL Mission Statement.

Self-study Centre: Extra listening, reading, writing activities and past exam papers are available for our students after school.

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

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

Telephones: There are several public telephones on the street close to **Language Links** where you can use Phone Cards or coins. Phone cards can be purchased at the newsagencies, some delicatessens and some postal agencies. Local phone calls are 50c. In the case of an emergency, please ask to use the office phones.

Mobile phones may be brought to school, but please be courteous and switch your phones off or to silent mode when in the classroom.

Toilets: Male and Female Toilets are located next to the computer area.

Transport: **Language Links** is only a 5 minute walk to the centre of Perth City or Northbridge. Buses travelling WITHIN the city area are FREE! The CAT buses are also FREE! The 'Blue Cat' stop is opposite **Language Links** (in front of the Museum) and travels around Northbridge & the City. The 'Red Cat' travels around the City area between East and West Perth.

'Smartrider' is the new Transperth electronic ticketing system. As a student you can have special fare price on the bus, train or ferry service when using a Smartrider card. This card can be purchased at the Perth train station Info Centre. Please ask reception for a Smartrider form. When travelling on buses or trains, make sure you always carry your **Language Links** Student Card with your Smartrider because the bus/train driver may ask to see it. Inspectors also do random inspections on buses or trains. If you don't present your 'student card' and your valid ticket, they will fine you a minimum of \$50.

Overseas Student Health Cover (OSHC)

All overseas students on 'Student Visas' must have health cover while studying in Australia. LANGUAGE LINKS arranges OSHC through BUPA Australia.

BUPA will reimburse you if you need to visit a doctor, have a blood test, have x-rays or need emergency transport to hospital in an ambulance.

What is covered?

Doctors:

- Medical Practitioners (including specialists)
- Pathology services (blood tests...)
- X-ray
- OSHC pays 100% of the Medicare Benefits
- Schedule fee, and 85% for specialists and all other medical services that do not take place as an in-patient in a hospital (you pay the difference)
- For medical services, OSHC will pay 100% of the MBS fee

Hospital:

For public hospital:

- OSHC pays all hospital charges in a shared ward in any public hospital
- You will have to pay the difference between the OSHC benefits and the total fees
- For outpatient medical treatment provided by a public hospital

For private hospital:

If you choose a private Hospital, BUPA private will meet the full cost of charges raised by the hospital except:

- Any difference between your doctor charges and the MBS fee
- Any prescribed medicines not covered by the hospital agreement
- Discharge items and ancillary services not related to the reason for your hospital admission
- Charges for ancillary services not covered by our agreements
- Outpatient fees

Prescribed Medicines:

- OSHC provides benefits for most prescription medicines, except for oral contraceptives
- You are required to pay approximately \$28.60 towards the cost of each prescription item

Your closest MEDICAL CENTRE is:

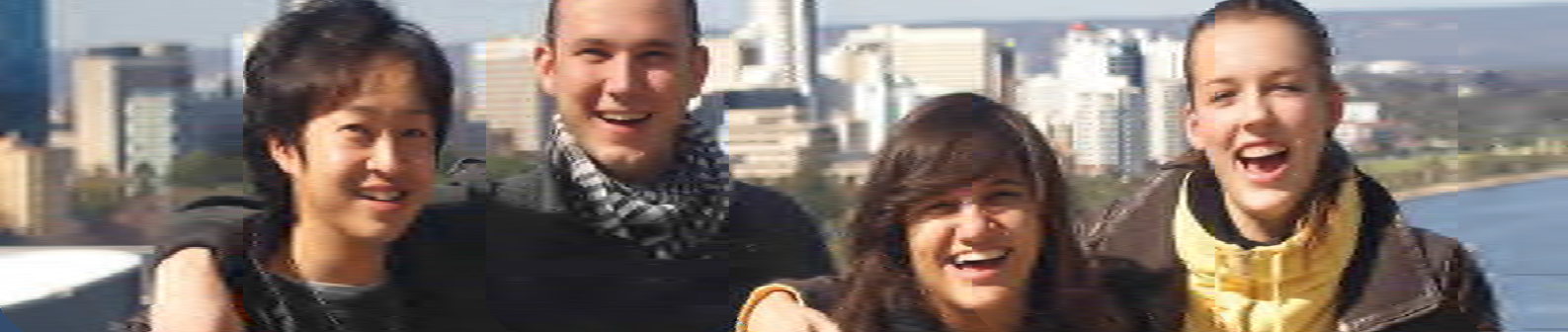
PERTH Medical Centre
Phone: (08) 9481 4342
Fax: (08) 9481 1587
mail@perthmedicalcentre.com.au
713 Hay Street, Perth, WA6000

Your closest BUPA Australia retail centre is:

99 St Georges Terrace
Perth
Ph: 13 41 35

Emergency Ambulance Transport:

OSHC pays 100% of the charge for medically necessary ambulance transport
For a medical emergency call 000 and request an Ambulance.



10 REASONS TO FEEL PROUD OF BEING A LANGUAGE LINKS STUDENT!

- 1) You are an important member of the LANGUAGE LINKS 'family'.
- 2) You will be treated as an individual not just a face or a number. Your opinions are valuable and will always be taken into account.
- 3) Your classes will be small and personal.
- 4) Your teachers are all well qualified and experienced and take a personal interest in your learning and progress.
- 5) Your school may not be the biggest in Western Australia but it will offer you good facilities and a 'homely' atmosphere
- 6) The staff members at LANGUAGE LINKS, administrative and academic, are dedicated to their work and are happy to advise or assist you with any professional, academic, social or cultural difficulties you may encounter while you are a student with us. Remember, our duty of care does not stop at the end of a school day!
- 7) We offer you a wide range of social and academic activities. Your school is situated in the cultural heart of Perth, so you are able to meet and get to know the local people and culture. You can learn from them and they can learn from you!
- 8) LANGUAGE LINKS' students are encouraged to only speak in English while at school. This ensures that our students' English skills improve faster.
- 9) The staff at LANGUAGE LINKS will be happy to advise you on your pathways to future educational goals including entrance to University, TAFE, Hospitality or Business Diplomas, etc and we are happy to help you achieve these goals by assisting with information, organising interviews, etc.
- 10) You will continue to be considered a member of our school family even after you have completed your course of study with us.

So, again, welcome to **Language Links!**

Be proud of the choice you have made when selecting to study with us because we are just as proud to have you as a member of our school community.

Notes

At LANGUAGE LINKS you receive the complete study package!

Quality courses | Qualified and caring staff | Great facilities
Excellent pathways to further / higher education
Exciting social calendar | A 'home away from home'

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