

ENGLISH UNLIMITED

STUDENT HANDBOOK

2022



ENGLISH UNLIMITED



Welcome to English Unlimited!

This handbook should be your guide as an English student at EU. You should be aware of what is expected of you and what your options are. We hope the handbook will be useful to you. If you have any queries please don't hesitate to check our policies on our website, email us, or call us. Information about how to contact us is provided to you in the handbook. Please take the time to read this copy of our current student handbook and familiarise yourself with the student rules.

<u>Student Welcome</u>	5
<u>Life in Australia</u>	6
<u>Studying in Australia</u>	7
<u>Tips for successful studying</u>	7
<u>Living Costs</u>	7
<u>Accommodation</u>	7
<u>Banking</u>	7
<u>Health</u>	8
<u>Work, Health and Safety (WHS)</u>	9
<u>Working</u>	9
<u>Transport</u>	10
<u>Visa</u>	10
<u>Public Holidays</u>	11
<u>Under 18 years old students</u>	11
<u>Student Welfare Referrals Contact List</u>	12
<u>Your Study</u>	13
<u>Academic and English language skills assistance</u>	14
<u>Materials</u>	14
<u>Class times and optional classes</u>	14
<u>Academic performance</u>	16
<u>Attendance</u>	17
<u>Activities</u>	17
<u>Holidays</u>	18
<u>Fees</u>	18
<u>Deferment/suspension of studies</u>	18
<u>Transfer requests</u>	18
<u>Graduation</u>	18
<u>Student records</u>	19
<u>Further studies - vocational school</u>	19
<u>Grievances (complaints)</u>	19

<u>Campus Life</u>	20
<u>College Facilities and Resources</u>	21
<u>Who to Ask</u>	21
<u>Student Code of Conduct</u>	21
<u>Student cards</u>	22
<u>Emergency procedures</u>	22
<u>First aid</u>	23
<u>Critical incidents</u>	23
 <u>Student Care Services</u>	 24
<u>Mental Health and Wellbeing</u>	25
<u>Interpreter service</u>	25
<u>Libraries</u>	25
<u>Legal services</u>	25
<u>Printing</u>	25
<u>Computer use</u>	25
<u>Lost property</u>	26
<u>Prayer rooms/places of worship</u>	26
 <u>College Policies</u>	 27

Dr. Ivan Kumar – Program Director (Language Programs)

It is with great pleasure that I welcome all of you to English Unlimited. We want every single student to have an amazing experience in Australia and develop not only their English skills but improve their confidence to become global citizens. Through the quality of the teaching and learning, our student support and our commitment to excellence, we create the building blocks of success. Coming to a new country is a big step and our aim is to support you on this journey. At English Unlimited, we want to go beyond learning and help students develop life skills that will benefit them long after they have graduated. I hope you enjoy this adventure that you are about to embark on.



LIFE IN AUSTRALIA



Studying in Australia

Studying in Australia is very different from some other overseas countries, particularly countries that do not have a Western Academic tradition.

Tips for successful studying

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

Living Costs

The average international student in Australia spends about \$405 per week on accommodation, food, clothing, entertainment, transport and telephone. The cost of living in the cities of EU campuses vary according to your lifestyle but in general:

- [Brisbane](#)
- [Melbourne](#)
- [Sydney](#)

Accommodation

The College offers a variety of student accommodation options to suit different budgets and needs as follows.

- Homestay
- Student Apartment
- Shared accommodation

We aim to ensure a comfortable stay in Brisbane, Melbourne and Sydney for our students. Please refer to [the accommodation brochure](#) for details.

Address

Student Visa holders who move to a new address must notify the Department of Home Affairs (DHA) and the College immediately of the new address. It is a requirement of your visa that you inform both.

Banking

- You can apply for a bank account online or at any branch.
- You are likely to need your passport and proof of address.
- Ask Student Care for a letter of enrolment with your address. Remember to close your bank account before you return to your country.
- Try to open a free bank account to save on bank fees.

Health

[Bupa](#) and [Medibank](#) are two of the largest private health insurance providers in Australia, and have retail outlets in most major shopping centres as well as in the city.

Location	BUPA Open Monday - Friday, 9:00 am - 5:00 pm	MEDIBANK Open Monday - Friday, 9:00 am - 5:00 pm
Brisbane	91 Adelaide Street (Cnr Albert Street), Brisbane QLD 4000	79 Adelaide Street, Brisbane, QLD 4000
Melbourne	247 Collins Street, Melbourne VIC 3000	Shop E27, The Galleria, 385 Bourke Street, Melbourne VIC 300
Sydney	T3/04/300 Barangaroo Avenue Sydney NSW 2000	Shop 2, 413-415 George Street, Sydney NSW 2000

If you have applied for Overseas Student Health Cover (OSHC) through the College, you will receive instructions on how to apply for your Bupa or Medibank Private card within approximately 4 weeks of your first day at the College.

You can still see a doctor while you are waiting for your membership card to arrive. Please remember to keep your receipts.

Smoking

Smoking in public buildings is not allowed. This includes all EU buildings, toilets and stairwells. Those who wish to smoke during break times will need leave the building and be well away from the building entrances as some public outdoor spaces are also smoke-free (no smoking) areas.

The following public outdoor places are smoke-free:

- Within 4 metres (NSW/VIC) & 5 metres (QLD) of
- A pedestrian access point to a public building
- A seated dining area of a licensed premises, restaurant or café

Within 10 metres of

- Children's play equipment,
- Swimming pool complexes,
- Spectator areas of sports grounds or other recreational areas while organised sporting events are being held,
- Railway platforms, light rail stations and ferry wharves, bus stops, light rail stops and taxi ranks
- A food fair stall

The council may issue on-the-spot fines if you are caught smoking in a no-smoking area.

Please dispose of your cigarette butts in the bins provided, otherwise you might need to pay a fine for littering.

Work, Health and Safety (WHS)

EU has a number of policies to facilitate a safe and harmonious learning 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 College premises.

Please refer to the college policies published on our website www.eu.edu.au for more details.

Working

You must follow the rules of your visa. If you have a student visa, remember:

- Before starting a job, you must have 'permission to work' from the Department of Home Affairs (DHA). Student visa holders are automatically granted work permission once their course commences (eCOE start date).
- You can't work more than 40 hours per fortnight* (except during holidays).

* a fortnight starts on a Monday and finishes the Sunday of the following week (two weeks)

The information here is a reminder only – please check with the [Department of Home Affairs](#) 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.

Workplace rights

All people working in Australia, including workers from overseas, are entitled to basic rights and protections in the workplace. Remember - unpaid and underpaid work is illegal.

For information about [fair pay and work conditions for international students](#) see the factsheets [Unpaid Work](#) and [Student Placements](#):

If you believe you are not being treated fairly by your employer you can contact the [Fair Work Ombudsman](#) to lodge a complaint or seek information.

(Contact the Translating and Interpreting Service (TIS) 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).

Transport

Public transport is very easy to use in and around the CBD.

City	Name of card	Locations to top up	Child age
NSW	Opal	Selected stations, convenience stores, newsagents, many supermarkets, online	4 to 15 (proof of age, such as school card)
VIC	Myki	Selected stations, convenience stores, newsagents, many supermarkets, online	5 to 18 (proof of age such as a passport must be carried if 17 or 18)
QLD	Go Card	Selected stations, convenience stores, newsagents, many supermarkets, online	5 to 14 (proof of age, such as school card)

International students studying in ELICOS courses cannot pay concession fares. Your student card does not entitle you to a discount on buses, trains and ferries.

Visa

If you have a problem or question about your visa talk to the Department of Home Affairs (DHA) about your visa or other immigration matters, located at:

City	Address	Phone number
Sydney	26 Lee Street Sydney 2000	
Melbourne	Casselden Place 2 Lonsdale Street Melbourne 3000	131881
Brisbane	Ground Floor 299 Adelaide Street Brisbane 4000	

Overseas students on student visas have responsibilities to:

- Satisfy student visa conditions
- Maintain Overseas Student Health Cover (OSHC) for the period of their stay
- Meet the terms of the written agreement with their education provider
- Inform their provider and Department of Home Affairs if they change their address
- Maintain satisfactory course progress and attendance
- If they are under 18, maintain approved accommodation, support and general welfare arrangements

Public Holidays

The College is closed on federal public holidays. The public holidays in 2022 can be found [here](#). If the Public Holiday is not celebrated in all states and you are studying in the Virtual Learning Environment, the classes will go ahead.

Under 18 year old students

The College is committed to ensuring the safety, welfare and wellbeing of all students who are under the age of 18 years of age ("Underage Students").

Underage Students and their families/guardians are informed at orientation that their point of contact at the College is the Campus Manager. For general matters Underage Students may contact Student Care, however if the students have any issues that are causing them distress, they should immediately contact the Campus Managers (Emergency number available 24 hours see [link here](#)).

At orientation, the Underage Students are provided with age and culturally appropriate information as well as contact details for specific staff members to contact for specialised information (always remembering that their Campus Manager should be their first point of contact). They are informed about what to do in the case of an emergency or critical incident, or if they need assistance or to report incidents or allegations involving sexual, physical or other abuse. The students and their families/guardians are given the Child Safe Policy and the Student Care Policy which lists a range of National and State emergency numbers that they can utilise and they are also given the Critical Incident Policy.

The College is a student-focused educational institution. This forms the values we seek from all staff we employ. Staff who interact directly with students are made aware of the College's obligations under the ESOS framework and the implications of these obligations for our Underage Students. The College's Student Care and Academic Management teams are knowledgeable about and are regularly trained on various support services offered by the College.

The College's student support personnel include Student Care Officers, Academic Managers, Study Progress Officers, Student Experience Coordinators, Campus Coordinators and Campus Managers. These support personnel are located at each campus, online or for the senior roles, state-wide (in all states where campuses are located).

Student Welfare Referrals Contact List

	Brisbane	Melbourne	Sydney
Emergency Services	000 (from landline) 112 (from mobile) 132 500 (Floods and Storm Crisis)	000 (from landline) 112 (from mobile) 132 500 (Floods and Storm Crisis)	000 (from landline) 112 (from mobile) 132 500 (Floods and Storm Crisis)
Accommodation	Student Care Live Chat via www.eu.edu.au info@eu.edu.au		
Bus/Train & Ferry Information	Translink 13 12 30 www.translink.com.au	Public Transport Victoria www.ptv.vic.gov.au	Transport NSW www.transportnsw.info
Legal Advice	Legal Aid 1300 651 188 44 Herschel Street, Brisbane Dispute Resolution Centre (non-legal matters) 1800 017 288 / 3239 6007	Legal Aid 1300 792 387 570 Bourke Street, Melbourne	Legal Aid 1300 888 529 Redfern Legal Centre
Police	Brisbane City Police Beat 67 Adelaide Street, Brisbane 07 3224 4444 Brisbane City Police Station 46 Charlotte Street, Brisbane 07 3258 2582	Melbourne East Police Station 202 Bourke Street, Melbourne 03 9637 1100 Flinders St Railway Station Police Booth 226 Flinders Street, Melbourne 03 9610 7446	The Rocks Police Station 132 George Street, The Rocks 02 8220 6399 Day Street Police Station 192 Day Street, Sydney 02 9265 6499
Psychologist / Social Worker	Australian Psychological Society 1800 333 497 Beyond Blue 1300 224 636 Headspace (for age 12-25) Alcohol & Other Drugs Information Service (ADIS) 1800 250 015	Australian Psychological Society 1800 333 497 Beyond Blue 1300 224 636 Headspace (for age 12-25) Alcohol & Other Drugs Information Service (ADIS) 1800 250 015	Australian Psychological Society 1800 333 497 Beyond Blue 1300 224 636 Headspace (for age 12-25) Alcohol & Other Drugs Information Service (ADIS) 1800 250 015
Rape/Sexual Harassment Crisis Centres	Queensland State-wide Sexual Assault Helpline 1800 010 120 Brisbane Sexual Assault Service Royal Women's Hospital Crisis Service 3636 5206 (after hours) Community Counselling Service 3636 5207	Sexual Assault Crisis Line (Victoria) 1800 806 292 Royal Women's Hospital - Sexual Assault Response Women's Emergency Care Lower Ground 20 Flemington Road, Parkville Royal Women's Hospital - Crisis response, counselling & support (24/7) 03 9635 3610	NSW Rape Crisis Centre 1800 424 017 Sexual Assault Counselling Australia 1800 211 028 1800 RESPECT national hotline for sexual assault and domestic violence 1800 737 732
Gambling Helpline	Gambling Help QLD 1800 858 858	Gamblers Help 1800 858 858	Gambling Help online 1800 858 858
Rental Problem Resolution	Residential Tenancies Authority Level 23, 179 Turbot Street, Brisbane, 1300 366 311	Housing VIC 1800 658 528	NSW Fair Trading 13 32 20
Dentist	First Dental Studio Level 1, 245 Albert Street, Brisbane, 07 3229 4121	Bupa Dental 473 Bourke Street, Melbourne 03 9103 2473	
Medical Clinic	Albert St. CBD Medical Centre Level 3/138 Albert Street 07 3210 1889	MyClinic 91 William Street, Melbourne 03 9620 5299	City Medical Practice 2 York Street, Sydney 02 9291 9111

YOUR STUDY



Academic and English language skills assistance

At English Unlimited we offer Academic Language support services, such as individual tutoring and extra classes, to help students adjust to their studies and life in Australia. We run free Social Club every Wednesday so students can practise their language skills while learning English and meeting students from other cultures. We also provide our students with free Webinars and Workshops which enhance their understanding of the language and help them to improve their language ability.

English courses and Methodology

Everyday English (EDE)

General English (GE)

Exam Preparation

English for Academic Purposes (EAP)

Materials

You will receive your textbook from Student Care on the first day before you go to your class. If your course is less than 5 weeks, you will be given a copy of sections of the textbook.

Class times and optional classes

General English and Exam Preparation courses Day
Classes

Monday - Thursday 8:30 am - 2:00 pm

Evening Classes













Monday - Thursday 5:20 pm - 9:30 pm

Breaks may vary - please check with your teacher.











Available Timetables

Morning

OPTION 1: DAY (4 DAYS) CLASSES | MONDAY - THURSDAY 8.30AM - 2.00PM*

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
8:30am - 10:30am	Day Core 	Day Core 	Day Core 	Day Core 
10:40am - 12:40pm	Day Core 	Day Core 	Day Core 	Day Core 
1:00pm - 2:00pm	Workshop 1 	Workshop 2 	Workshop 3 	Workshop 4 

^OPTION 2: DAY (5 DAYS) CLASSES | MONDAY - FRIDAY 8.30AM - 12.40PM

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:30am - 10:30am	Day Core 	Day Core 	Day Core 	Day Core 	Workshop 1 + 2 
10:40am - 12:40pm	Day Core 	Day Core 	Day Core 	Day Core 	Workshop 3 + 4 

Afternoon

^OPTION 3: AFTERNOON CLASSES | MONDAY - FRIDAY 1.00PM - 5.10PM

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1:00pm - 2:00pm	Workshop 1 	Workshop 2 	Workshop 3 	Workshop 4 	Afternoon Core 
2:10pm - 5:10pm	Afternoon Core 	Afternoon Core 	Afternoon Core 	Afternoon Core 	Afternoon Core 

Evening

***OPTION 4: EVENING CLASSES | MONDAY - FRIDAY 5.20PM - 9.30PM**

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
5:20pm - 7:20pm	Evening Core 	Evening Core 	Evening Core 	Evening Core 	Workshop 1+2 
7:30pm - 9:30pm	Evening Core 	Evening Core 	Evening Core 	Evening Core 	Workshop 3+4 

*Option 1 & 4: Available from November 14 2022

^ Options 2& 3: Available from January 9 2023

Workshops

Workshops are compulsory and form part of the 20 hours per week timetable.



WORKSHOP 1 Grammar



WORKSHOP 3 Communication Skills



WORKSHOP 2 Academic skills



WORKSHOP 4 Accent Coaching

Optional Extra Plus classes

Plus classes are specifically designed to engage students in Australia's English culture and environment and will help accelerate your learning.

Plus classes are free for English Unlimited students.

PLUS CLASS A runs every Friday from 8:30am - 12:40pm

PLUS CLASS B will run every Tuesday from 2:00pm - 3:00pm from 14 November 2022 through to 3 January 2023.

Then will change to every Friday from 1:00pm - 5:10pm starting from 9 January 2023.

Course and campus availability

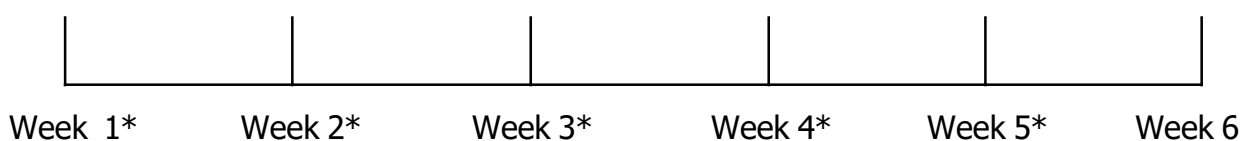
	SYDNEY CBD	MANLY	MELBOURNE	BRISBANE
GENERAL ENGLISH - EVERYDAY ENGLISH TEACHING METHOD	DAY (4 DAYS) DAY (5 DAYS) <small>Starts 09 Jan 23</small> AFTERNOON <small>Starts 09 Jan 23</small> EVENING	DAY (4 DAYS) <small>Starts 09 Jan 23</small>	DAY (4 DAYS) DAY (5 DAYS) <small>Starts 09 Jan 23</small> AFTERNOON <small>Starts 09 Jan 23</small> EVENING	DAY (4 DAYS) DAY (5 DAYS) <small>Starts 09 Jan 23</small> AFTERNOON <small>Start date to be advised</small> EVENING
C1 ADVANCED PREPARATION	DAY (4 DAYS)	N/A	DAY (4 DAYS)	DAY (4 DAYS)
B2 FIRST PREPARATION	DAY (4 DAYS)	DAY (4 DAYS)	DAY (4 DAYS)	DAY (4 DAYS)
IELTS PREPARATION	DAY (4 DAYS)	N/A	DAY (4 DAYS)	DAY (4 DAYS)
ENGLISH FOR ACADEMIC PURPOSES (EAP)	DAY (4 DAYS)	N/A	DAY (4 DAYS)	DAY (4 DAYS)

Academic performance

English Unlimited expects that all students maintain a minimum level of academic performance at all times. Please see the [Course Progress Policy](#) for more details.

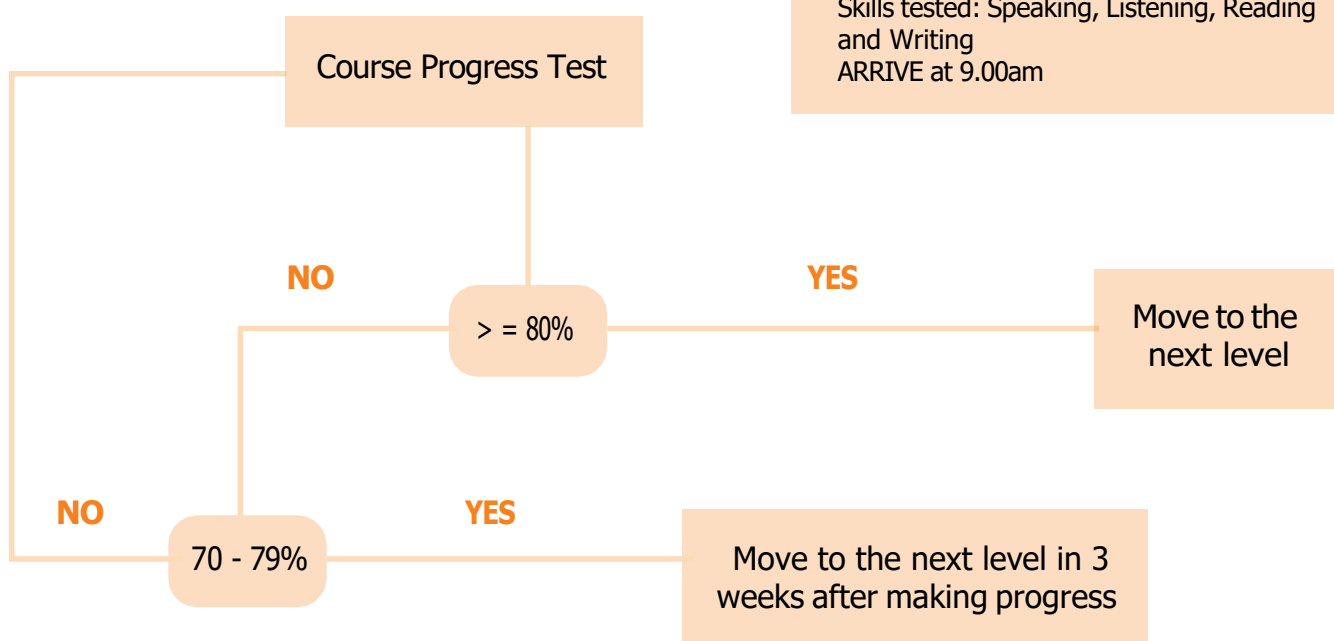
Course Progress Tests

Course Progress Tests occur every 6 weeks.



*Weekly tests every week (Week 1 - 5)

What happens after the test?



Where a student continues to have difficulties and is identified as not having made satisfactory course progress within a Study Period an intervention strategy will be initiated in accordance with the [Intervention Strategy Policy](#).

The College will do everything it can to help you with your studies. However, if you still do not achieve satisfactory progress after being assisted by the College, we must report this to the Department of Education via PRISMS. 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 the Department of Home Affairs (DHA) 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.

Attendance

The College expects all students to maintain an attendance level of 100%.

All Student visa holders must attend classes for 20 hours per week and maintain an attendance rate of at least 80% at English Unlimited as part of their visa conditions.

- The College is only able to calculate attendance based on a student's actual time studying in class. 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 (see also Medical Certificates).
- 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 to receive a Graduation Report from your teacher at the end of your course.
- If you arrive at the College 10 minutes after the start of class, leave more than 10 minutes early or are out of the classroom during lesson times for more than 10 minutes, you will be marked absent for each hour that this affects. This will affect your overall attendance.
- Records of poor attendance may have an effect on your future visa applications for further studies. It is your responsibility to come to class every day and to maintain your attendance.

If your attendance falls below 86% you will be sent an email warning you about your attendance, asking you to see Student Care. If you still do not maintain satisfactory attendance and your attendance falls below 80% the College will notify you of the College's intention to report you for failing to meet the Satisfactory Course Attendance requirements by email.

Please refer to College's [Attendance Policy](#).

You will receive a notice of intention to report which includes information on accessing the College's complaints and appeals process. If you believe that you have been treated unfairly, you may make an appeal. At the conclusion of that process, which includes an external appeals process, if you have not appealed the decision, or the appeal has not been successful, your Confirmation of Enrolment will be reported for poor attendance.

Until you are advised by the Department of Home Affairs (DHA) 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.

Medical certificates

The College only accepts certificates issued by registered medical providers such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists.

Activities

Teachers sometimes organise excursions for their classes. These provide important opportunities to experience aspects of the city directly relevant to your course of studies. Excursions are 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.

Holidays

- All students who wish to take a holiday must see Student Care.
- Student visa holders holidays are only allowed where it is approved by the College and must be with at least 1 week notice. Where it is not approved your attendance will be affected. You can take a maximum of 25% of your total course duration as holidays during your course. This cannot be taken at the end of your EU course. Any holidays taken that were not part of your original study plan will push back the end date of your course, and any unused holidays will be forfeited. If you have questions about taking holidays, please speak to Student Care.

Fees

For any question you have about your fees, please see Student Care.

Deferment/suspension of studies

- **Deferment of commencement of study requested by the student** – The College will only grant a deferment of commencement of studies for compassionate and compelling circumstances (refer to the [Deferment, Suspension and Cancellation Policy](#) for more details). The final decision for assessing and granting a deferment of commencement of studies lies with the Campus Director/Manager.
- **Suspension of study requested by student** - Suspension means the course is halted for a limited period of time after the student has commenced studying.
 - » Once the student has commenced the course, the College will only grant a suspension of study for compassionate and compelling circumstances.
 - » The period of suspension will not be included in attendance calculations for the College.

Student Advice - Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students are advised to contact the Department of Home Affairs (DHA) for advice.

Transfer requests

- **Transfer to another education provider** - Overseas students are restricted under the National Code 2018 Standard 7 from transferring from their principal course of study for a period of six months and only under certain circumstances can the student transfer their course in under six months. This restriction also applies to any course(s) packaged with their principal course of study. Students can apply for a release to enable them to transfer to another education provider through Student Care.
- **Transfers between English Unlimited Sydney, Brisbane or Melbourne** - Please talk to Student Care to discuss this possibility. Transfers between states are subject to the availability of space in your preferred course and level. Please note, a COE processing fee may apply and tuition fees may vary.

Graduation

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

Student records

All student records are kept in a secure location and are accessible only to College personnel. Any student wishing to view their file can do so by asking Student Care or the Assistant Academic Manager.

Further studies - vocational school

Our sister school, Australian Pacific College ([APC](#)) runs vocational courses in Accounting, Business, Hospitality, Human Resources, Marketing, Management, Project Management, TESOL, Design and Tourism on our campuses. The academic entry requirements for this school are generally an English level of Upper Intermediate and equivalent to completion of Year 11 at an Australian high school. For the TESOL qualification you must already have a Bachelor's degree and English proficiency of IELTS 6.5 or equivalent. For more information about these courses please contact the Student Care Team on our website.

Grievances (complaints)

A grievance is a problem you might experience with the College 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 - 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 also available from Student Care or the [College website](#). All internal appeals processes will be at no cost to the student 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: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Email: overseas.students@ombudsman.gov.au

Telephone: 1300 362 072 within Australia, +61 2 6276 0111 outside Australia

Address: GPO Box 442 Canberra ACT 2601

CAMPUS LIFE



College Facilities and Resources

Brisbane	Melbourne	Sydney
Student Care Officers (Live chat via www.eu.edu.au)		
<ul style="list-style-type: none"> • Student Kitchens Level 9 & 12 • Vending machines Level 9 & 12 • Study Area Level 9 • Computer kiosks levels 9, 10 & 12 • Library Level 9 • Auditorium level 12/13 	<ul style="list-style-type: none"> • Student Kitchen • Vending Machine • Breakout Area • Computer Kiosks Level • Library 	<ul style="list-style-type: none"> • Kitchen GF • Vending machines LG, GF • Breakout area LG, GF • Computer kiosks LG, GF • Library LG <p>LG = Lower Ground Level GF = Ground Floor</p>

Who to Ask

Student Care Team	Campus Manager	Academic Manager/ Coordinator
<ul style="list-style-type: none"> • Accommodation Services • Activities in your city • Australian bank accounts • Overseas Student Health Cover(OSHC) • Course extensions/payment • Attendance • Course variation • Information on Medical Practices and other welfare contacts • Update contact details • Student ID Card • Holiday • Lost Property 	<ul style="list-style-type: none"> • Complaints • Personal Issues • Internal appeals 	<ul style="list-style-type: none"> • Further study • English Support/ Assistance • Exams (IELTS, B2 First, TOEFL, TOEIC, C1 Advanced, EAP) • Class problems/questions • Class Progress tests • Course progress

Student Code of Conduct

The College recognises and values the diversity of student experiences and expectations, and is committed to treating students, both academically and personally, in a fair and transparent manner. All students, in return, are required to comply with the requirements set down in the College's [Student Code of Conduct](#).

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 relevant government department will be informed and the student's COE will be cancelled.

Please refer to the [Deferment, Suspension and Cancellation Policy](#).

Noise

It is courteous and considerate not to make excessive noise at the school. 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 campus.

Speaking English

All English Unlimited campuses operate an 'English Only' policy for students on campus. In particular, 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 different backgrounds and spend time with them outside of the classroom too.

Mobile phones

Mobile phones must be switched off while you are attending classes unless they are being used for class tasks. It is very rude to your fellow students and your teacher to accept calls in class or look at your phone and not participate in class activities. 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.

Clean up after yourself

- Don't leave anything behind after you class & leave your area clean and tidy
- Place all rubbish in the provided bins in the classroom and around the college
- Do not eat in class during lessons

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, sexual orientation or appearance.

Dress code

The College does not have a formal dress code, however students are expected to be dressed in a tidy and appropriate manner.

Student cards

For security reasons you must carry your ID card at all times while you are at the College - your photograph will be taken as part of the orientation program. A \$5 replacement fee applies if you lose your card.

Emergency procedures

Study the exit map on the wall of your classroom.

In case of fire or other emergency situations :

- An alarm will ring.
- Follow your teacher to the allocated exit.
- You must evacuate the building quickly, so please leave your books and bags behind.
- Your teacher will take a group photo before leaving the room for the headcount at the assembly point.

- Walk calmly out of the building and listen for instructions.
- 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.
- Your teacher will take a group photo at the assembly area for the final headcount.

Every 6-12 months the College conducts a fire drill. Do not be alarmed when this happens.

Emergency Exits

Make sure you are familiar with the location of Exits at your campus.

In an emergency situation:

- Do not use the elevator
- Use the emergency exits, marked with a green exit light.
- Follow the advice of college staff

Emergency Telephone Number:

Police/Fire Department/Ambulance 000 (from a landline) 112 (from a mobile)

First aid

Any personal injury sustained at school must be reported immediately to your teacher or other college staff (in the evening, you can also report an injury to the Security guard). A basic first aid kit is available for emergencies.

Critical incidents

A critical incident is a serious or traumatic event, or the threat of such an event, that causes significant stress, fear or injury to a person, in Australia or overseas. Such incidences include serious injury, illness or death, a missing person, severe verbal / psychological aggression or physical assault, witnessing a serious accident or incident of violence, natural disaster, epidemics, etc.

In the event of a critical incident, students are encouraged to contact the relevant emergency contact or government agency. If these services are unavailable, then contact the Student Official Point of Contact in the city in which you are located to discuss your situation. See Staff at English Unlimited for contact details. Please refer to the [Critical Incident Policy](#).

Campus	Brisbane	Melbourne	Sydney
--------	----------	-----------	--------

Emergency contacts -
Campus managers

07 3168 4943

03 7068 9173

02 8073 7610

STUDENT CARE SERVICES



Mental Health and Wellbeing

Hopefully, your time in Australia will be a happy one. However, inevitably, sometimes problems occur that can't be controlled. EU understands that these problems often feel worse when you are a long way from home and family.

Student Care can provide information about counselling services if you are having problems such as [Beyond Blue](#) and [Lifeline](#). They can offer assistance when you are dealing with:

- crises in your life, or that of someone close to you
- anxiety or depression
- severe stress
- alcohol/drug abuse, gambling or other addictive behaviour
- eating disorders
- suicidal thoughts

Interpreter service

The Student Care team 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. This is a national service and is available across all states.

Libraries

Libraries are available in [Sydney](#), [Melbourne](#) and [Brisbane](#) if you need a quiet place to study.

Legal services

For legal advice you can contact the free service below or consult a paid professional by looking up a solicitor in the yellow pages www.yellowpages.com.au
Australian Community Legal service www.naccl.org.au

Printing

Printing facilities are available at all EU campuses. Your student account is pre-loaded with \$10 of printing credit and can be re-charged at Student Care.

Computer use

Our campuses have computers available for student use. Please feel free to utilise this resource during campus opening hours.

Students should not:

- Download any files to the computers;
- Make unauthorised copies of software on College computers;
- Use the computers to play online games;
- Breach Australian copyright regulations;
- Remove or unplug any computer equipment from the computer rooms;

- Communicate in a manner that is inappropriate to a public forum or knowingly search for offensive material;
- Eat or drink near the computers;

The College computers delete files when they are shut down or restarted. Please make sure that you save your documents on an external drive e.g. USB or to Google Drive using your college email account. The College is not responsible for any data you may lose if you do not follow this procedure.

Lost property

Any items found in the College should be taken to Student Care. If you lose something in the College, check with Student Care to see if it has been handed in. Any items not claimed after three months will be donated to charity.

Prayer rooms/places of worship

There are a number of places of worship near the college or you can contact Student Care or your local council to find the place of worship nearest to your house.

For Islamic students: the College does not have dedicated prayer rooms, for information about facilities in the CBDs or near to where you live visit the [Islamic Dawah Centre of Australia](#).

COLLEGE POLICIES



Policies

The college is governed by its policies and procedures. They are there to help guide you, as well as college staff. For a list of our policies, visit the EU website [here](#).