

# MELBOURNE LANGUAGE CENTRE

## INTERNATIONAL STUDENTS PROSPECTUS



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## INTRODUCTION TO MELBOURNE LANGUAGE CENTRE

Melbourne Language Centre (MLC) was established in 1988 and has a proud history of providing international students with quality English language training. English language courses are offered from beginner to advanced levels and are taught by fully qualified and experienced staff who are not only of the highest caliber but are experienced and sensitive to the needs of international students.

We have the enviable reputation of being Australia's premier High School Preparation Centre. At MLC we pride ourselves on maximising students' academic potential, while understanding that this goes hand-in-hand with student welfare.

## INTRODUCTION TO AUSTRALIA

Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. It is the sixth largest country in the world and has the lowest population density per square kilometre.

The culture and customs consists of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dream time' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

In Australia over 200 different languages and dialects are spoken, including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese and Mandarin. Australia is made up of six states and two territories.

## INTRODUCTION TO MELBOURNE

We understand the needs of overseas students and we will therefore attempt to help making your transition smoother. Here are some information about Melbourne and living in Melbourne.

### MELBOURNE

Melbourne is the capital city of Victoria, the second largest city in Australia. It is set around the shores of Port Phillip Bay. The City of Melbourne sits beside the Yarra River, around 5 kilometres from the Bay.

Melbourne is a home to more than 4 million people from a wide range of cultural backgrounds.

The City of Melbourne covers the city centre and a number of inner-city suburbs. Each suburb has its own personality and character.

Melbourne has many precincts. Each precinct has unique character and offers different cultural experiences. For example, you can experience Greek culture from the Greek Quarter around Lonsdale Street, Vietnamese on Victoria Street, Italian on Lygon Street, Chinese in Chinatown and French on Collins Street.

### WEATHER

Melbourne's weather is very unpredictable and is known to occasionally provide 'four seasons in one day'. A range of clothing for all conditions is recommended for anyone planning to study in or visit Melbourne.

More information about weather forecast, warnings and observation around Australia see <http://www.bom.gov.au> or <http://weather.com.au>.

### TRANSPORTATION

Traveling in Melbourne and around Australia is convenient. Public transport and facilities including buses, trams, trains, planes, domestic and international airports, coach and train stations as well as bus and tram stops are available for public use.

Melbourne's public transport system consists of bus, tram and train and is divided into two travel zones. Zone 1 includes the city centre and Zone 2 includes the middle to outer suburbs of Melbourne. Regional areas are serviced by V/Line trains.

The system uses an automated ticketing system called Myki and can be purchased at train stations, machines in trams, major tram stops and retail outlets displaying the Myki flag. There are no conductors; however, you must ensure you have a validated ticket as inspectors (Authorised Officers) conduct random inspections.

Fines start from \$160. Please note international students are ineligible for concession fares.

You can also catch a taxi on the street or book prior by telephone. There are also taxi ranks in most busy locations, especially near railway stations, hotels, and the airport. At the ranks, taxis wait in a queue for passengers. Taxis are more expensive after 9pm and at weekends.

## SETTLING IN

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. It is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you. ***Please refer to page 13 and 14 for relevant contact numbers of student support services or external support services which might be available for you.***

For Parents: ***if you have any concern about your child adaptation process or study at MLC, please do not hesitate to contact MLC as soon as possible.***

## COST OF LIVING

In addition to paying the full cost of their courses, full-fee students must meet all their own travel and living expenses, plus any student association fees or administrative charges made by Melbourne Language Centre. A single person studying in Australia will need A\$13,000 - A\$16,000 each year in addition to the tuition fees. This amount also depends on the kind of accommodation a student chooses. For a married person with a dependent, he/she will need another A\$4,000 each year. If there are children, the living expenses needed will be approximately A\$3,000 for each child.

According to <http://www.studyinaustralia.gov.au>, an average international student in Australia will spend about A\$360 a week on accommodation, food, clothing, entertainment, transport and telephone. However, this figure may vary depends on your location, lifestyle and even your course.

Food	Personal Effects/Services
Milk 1 litre \$1.70	Shoes 1 pair \$70.00
Bread 1 loaf \$2.20	Jeans 1 pair \$80.00
Apples 1 kg \$2.30	Toothpaste 140g \$3.00
Potatoes 1 kg \$1.30	Shampoo 500ml \$3.50
Beefsteak 1 kg \$7.00	T-shirt \$20.00
Eggs 1 dozen \$3.00	Hairdresser \$20.00 to \$60.00
Cereal \$3.00 - \$4.00	Newspaper \$1.80
Fruit Juice 2 litres \$4.00	Cinema ticket \$15.00
Rice 1 kg \$2.20	Public transport: please refer to <a href="http://www.metlinkmelbourne.com.au">http://www.metlinkmelbourne.com.au</a> .

Before you receive a student visa, you will have to show that you have enough money to pay for living expenses, education costs and travel for the duration of your course.

## ENTERTAINMENT

Campuses are centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

## TRAVEL

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

## STUDENT SAFETY IN AUSTRALIA

In general, Australia is a diverse and tolerant nation and Melbourne is known as one of the most liveable and safest cities in the world. However, Australia is an urbanized society and not immune from crime.

If you encounter a threatening situation off-campus, Victoria police can be contacted by telephone on **000**.

For help in non-urgent situations where your wellbeing might be affected by inappropriate, threatening or concerning behaviors, you can always contact MLC's student support services or staff to assist you.

## IMPORTANT WEBSITES

<b>Department of Immigration and Border Protection</b>	<a href="http://www.immi.gov.au">http://www.immi.gov.au</a>
<b>Department of Education</b>	<a href="http://education.gov.au/">http://education.gov.au/</a>
<b>Study in Australia</b>	<a href="http://www.studyinaustralia.gov.au">http://www.studyinaustralia.gov.au</a>
<b>The Australian Commonwealth Register of Institutions and Courses for Overseas Students</b>	<a href="http://cricos.deewr.gov.au/">http://cricos.deewr.gov.au/</a>
<b>IELTS</b>	<a href="http://www.ielts.org.au">http://www.ielts.org.au</a>
<b>National Code 2007</b>	<a href="https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx">https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx</a>
<b>English Australia</b>	<a href="http://www.englishaustralia.com.au">http://www.englishaustralia.com.au</a>
<b>City of Melbourne</b>	<a href="http://www.melbourne.vic.gov.au">http://www.melbourne.vic.gov.au</a>



# Upon Arrival in Australia



- Call home .....
- Settle into accommodation.....
- Contact institution.....
- Purchase household items and food.....
- Enrol children in school (if applicable) .....
- Attend international student orientation .....
- Get student ID card .....
- Advise health insurance company of address & get card .....
- Open a bank account .....
- Attend course specific orientation sessions.....
- Get textbooks .....
- Start classes .....
- Apply for tax file number if seeking work .....
- Get involved in student life and associations.....   
(eg music, sporting and cultural clubs).



## ACCOMMODATION

Before you arrive in Australia, you should plan your accommodation in order to make your transition to Melbourne easier. Do not leave this issue to the very last minute as you might find it difficult to find accommodation due to a high demand for affordable student accommodation in Melbourne.

When you make your decision, please consider:

- Location;
- Transport;
- Housemates;
- Independent living skills; and
- Finances.

### TEMPORARY ACCOMMODATION

If at the time you are about to depart from your home country your accommodation is still not confirmed, it is advisable for you to organise temporary accommodation. There are a few temporary accommodation options to consider if you are moving to Melbourne.

#### 1. RELATIVES OR FRIENDS

You may have relatives or friends that you can stay with for a temporary period.

This is advisable if the location of their accommodation is not too far from the Centre as you do not want to spend too much on transport costs.

Ensure that you and your relatives or friends both have a clear understanding of the terms of your stay. Keeping them informed of your progress in finding alternative housing will help reduce the idea of you overstaying on their accommodation.

#### 2. HOTELS AND BACKPACKER ACCOMMODATION

Many hotels and backpackers are located near the Centre and offer accommodation to suit all budgets.

Consider booking cheaper hotel standby rates online through companies such as:

- [www.wotif.com](http://www.wotif.com)
- [www.needitnow.com.au](http://www.needitnow.com.au)
- [www.hotelscombined.com](http://www.hotelscombined.com)
- [www.lastminute.com.au](http://www.lastminute.com.au)
- [www.stayz.com.au/accommodation/vic/melbourne](http://www.stayz.com.au/accommodation/vic/melbourne)

The [Royal Automobile Club of Victoria \(RACV\)](http://www.racv.com.au) website has a section on hotel accommodation through which you can search for accommodation Australia-wide.

## STUDENT APARTMENTS (MORE PERMANENT ACCOMMODATION)

There are several modern apartment buildings in the city centre and close to the Centre. These apartment facilities are operated by private businesses and are designed specifically for students to rent.

Student apartments typically have their own bathroom and kitchen. They are generally furnished with bed, heater, desk and chair, dining table and chairs, sofa, refrigerator, cook-top and oven or microwave. They will be a good option when you consider it unnecessary to purchase furniture.

It is important to note that at student apartments you are required to be self-sufficient. You will be responsible for the connection and ongoing payments for water, telephone, electricity and gas.

There is a range of apartment styles you can rent:

- Studio - the bed is situated in the living room of the apartment;
- One bedroom - the apartment has a living room and a separate bedroom;
- Twin-share - apartment with two single beds in the one bedroom;
- Two and three bedroom - separate living room and bedrooms;

The following is a list of nearby student apartments:

1. Arrow on Swanston (203 apartments)  
488 Swanston Street, Carlton  
Tel: (03) 9225 9000  
[www.arrowonswanston.com.au](http://www.arrowonswanston.com.au)
2. Budget Student Accommodation (88 apartments)  
(Carlton residence)  
77 Bouverie Street, Carlton  
Tel: 9347 3456  
[www.rooms.net.au](http://www.rooms.net.au)
3. College Square on Lygon (690 apartments)  
570 Lygon Street, Carlton  
Tel: 9349 3600  
[www.Centrequare.ymca.org.au](http://www.Centrequare.ymca.org.au)
4. College Square on Swanston (553 apartments)  
800 Swanston Street, Carlton  
Tel: 03 9349 2500  
[www.Centrequare.ymca.org.au](http://www.Centrequare.ymca.org.au)
5. Global House (80 apartments)  
24 Barkly Place, Carlton  
Tel: 03 8626 7700  
[www.s-h-a.com.au](http://www.s-h-a.com.au)
6. Hayward Lane Apartments (50 apartments)  
68 Hayward Lane, Melbourne  
Tel 03 8626 7700  
[www.s-h-a.com.au](http://www.s-h-a.com.au)

7. Home@Flinders (306 apartments)  
268 Flinders Street, Melbourne  
Tel: 03 9014 9000  
[www.homeatflinders.com.au](http://www.homeatflinders.com.au)
8. IQ Apartments (70 apartments)  
223 Berkeley Street, Carlton  
Tel: 03 9348 1144  
[www.iqapartments.com.au](http://www.iqapartments.com.au)
9. UniLodge @ 740 (60 apartments)  
740 Swanston Street, Carlton  
Tel: 03 8317 5350  
[www.unilodge.com.au](http://www.unilodge.com.au)
10. UniLodge College House (100 apartments)  
570 Swanston Street, Melbourne  
Tel: 03 8687 6180  
[www.unilodge.com.au](http://www.unilodge.com.au)
11. UniLodge D1 (93 apartments)  
139 Bouverie Street, carlton  
Tel: 03 8686 7800  
[www.unilodge.com.au](http://www.unilodge.com.au)
12. UniLodge D2 (116 apartments)  
22 Orr Street, Carlton  
Tel: 03 8352 5500  
[www.unilodge.com.au](http://www.unilodge.com.au)
13. UniLodge on Campus (97 apartments)  
9 Earl Street, Carlton  
Tel: 03 9001 2300  
[www.unilodge.com.au](http://www.unilodge.com.au)
14. UniLodge on Flinders (156 apartments)  
238 flinders street, Melbourne  
Tel: 03 9224 1500  
[www.unilodge.com.au](http://www.unilodge.com.au)
15. UniLodge on Lonsdale (224 apartments)  
39 Lonsdale Street, Melbourne  
Tel: 03 8687 6188
16. UniLodge on Swanston (270 apartments)  
339 Swanston Street, Melbourne  
Tel: 03 9224 7888  
[www.unilodge.com.au](http://www.unilodge.com.au)
17. University Square Apartments (92 apartments)  
50 Barry Street, Carlton  
Tel: 03 8626 7700  
[www.s-h-a.com.au](http://www.s-h-a.com.au)
- For more options, you can also check accommodation websites such as [www.domain.com.au](http://www.domain.com.au) and [www.realestate.com.au](http://www.realestate.com.au) .

## UNDER 18 STUDENTS

For a student who is not in the care of a parent or a suitable relative while in Australia, Melbourne Language Centre uses the homestay program provided by Melbourne Language Centre ('MLC') and guardianship services provided by Guardianship Australia. Melbourne Language Centre authorises the co-ordinator of MLC homestay program to approve and monitor homestay arrangements for international students under the age of 18.

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart Australia. Further details can be obtained from Mr John Cumming, (03) 9663 3399 or email to [enquiries@guardianshipaustralia.com.au](mailto:enquiries@guardianshipaustralia.com.au)/ [mlchome@netspace.net.au](mailto:mlchome@netspace.net.au)



## STUDENT SUPPORT

Melbourne Language Centre based its provision of services to students on the commitment of *continuous care*. This is reflected in the various support services programs and initiatives that it provides to students before commencement of their studies, during their studies and when they complete their studies.

Our student support officers are committed to support and assist students in various areas of their academic lives.

### PRE-COMMENCEMENT

Before commencing study with MLC, students (local and international) or their education agents will be assisted by the registrar, the administration officer and the relevant bilingual officers in:

- preparing their application for study,
- their departure and arrival and where relevant,
- their accommodation in Australia.

Students are encouraged to directly contact the following officers for support services or for more information relating to their courses before they commence their studies:

<b>ADMINISTRATION AND COURSE OFFICERS</b>	<b>BILINGUAL COUNSELLORS</b>
<b>MANDY SIMONS (REGISTRAR)</b> <b>TEL: (+613) 9663 3399</b> <b>EMAIL: <a href="mailto:registrar@stotts.vic.edu.au">registrar@stotts.vic.edu.au</a></b>	<b>GEORGE ZHANG (FOR CHINESE STUDENTS)</b> <b>TEL: (+613) 9663 3399</b> <b>EMAIL: <a href="mailto:g.zhang@stotts.vic.edu.au">g.zhang@stotts.vic.edu.au</a></b>
<b>SANDY LYNCH (ADMINISTRATOR VCE)</b> <b>TEL: (+613) 9663 3399</b> <b>EMAIL: <a href="mailto:s.lynch@stotts.vic.edu.au">s.lynch@stotts.vic.edu.au</a></b>	<b>WEN SHAN (FOR CHINESE STUDENTS)</b> <b>TEL: (+613) 9663 3399</b> <b>EMAIL: <a href="mailto:wen@melblang.com.au">wen@melblang.com.au</a></b>

<b>ADMINISTRATION AND COURSE OFFICERS</b>	<b>BILINGUAL COUNSELLORS</b>
<b>DAVID WHILTSHIRE (ACTING DIRECTOR OF STUDIES)</b> TEL: (+613) 9663 3399 EMAIL: <a href="mailto:d.whiltshire@melblang.com.au">d.whiltshire@melblang.com.au</a>	<b>MICHELLE MOTTA (FOR PORTUGUESE)</b> TEL: (+613) 9663 3399 Email: <a href="mailto:admin@stotts.vic.edu.au">admin@stotts.vic.edu.au</a>
<b>CHRIS WILKINSON (HIGH SCHOOL PREPARATION MANAGER)</b> TEL: (+613) 9663 3399 EMAIL: <a href="mailto:chris.w@melblang.com.au">chris.w@melblang.com.au</a>	<b>MIKI TANAKA (FOR JAPANESE STUDENTS, ENGLISH FOR HEALTH PROFESSIONALS)</b> TEL: (+613) 9663 3399 EMAIL: <a href="mailto:miki@melblang.com.au">miki@melblang.com.au</a>
<b>NIKITA DULICS (IT SUPPORT)</b> TEL: (+613) 9663 3399 EMAIL: <a href="mailto:n.dulics@stotts.vic.edu.au">n.dulics@stotts.vic.edu.au</a>	<b>HUONG PHAM (FOR VIETNAMESE STUDENTS)</b> TEL: (+613) 9663 3399 EMAIL: <a href="mailto:mlcmktg2@netspace.net.au">mlcmktg2@netspace.net.au</a>
<b>LIBRARIAN</b> TEL: (+613) 9663 3399 EMAIL: <a href="mailto:librarian@stotts.vic.edu.au">librarian@stotts.vic.edu.au</a>	<b>BEN SAPORTA (FOR INDIAN, NEPALESE AND MIDDLE EASTERN STUDENTS)</b> TEL: (+613) 9663 3399 EMAIL: <a href="mailto:b.saporta@melblang.com.au">b.saporta@melblang.com.au</a>
<b>MONIQUE DICKENSON (HOMESTAY MANAGER/GUARDIANSHIP AUSTRALIA)</b> TEL: (+613) 9663 3399 EMAIL: <a href="mailto:mlchome@netspace.net.au">mlchome@netspace.net.au</a>	<b>STUDENT SUPPORT SERVICES OFFICER</b> TEL: (+613) 9663 3399

<b>Services</b>	<b>Contact Number</b>
Department of Immigration and Citizenship	131 881 000
Police, Ambulance, Fire	
National Security Hotline	1800 123 400
Victoria State Emergency Service	132 500
Interpreting Services	131 450
Poisons Information Centre (24hr advice on all exposures to poisons, medicines, plants, bites/stings)	13 11 26
Abortion Grief Counselling	1300 363 550
Centres Against Sexual Assault	1800 806 292
DirectLine (24hr telephone counselling, information and referral)	1800 888 236
Gambler's Help	1800 156 789
Nurse-on-call (24hr health advice and information from a registered nurse)	1300 606 024
Pregnancy Help Line (Pregnancy options and alternatives to abortion)	1300 139 313

Suicide Help Line Victoria (24hr crisis intervention, support and information)	1300 651 251
Disability Information and Support (9.00 am to 5.00pm, Monday to Friday)	1800 783 783
Royal Children's Hospital	9345 5522
St Vincent's Hospital (Melbourne)	9288 2211
The Royal Dental Hospital of Melbourne	9341 1000
The Royal Melbourne Hospital	9342 7000
The Royal Victorian Eye & Ear Hospital	9929 8666
The Royal Women's Hospital	9344 2000
Medical One (23 QV Terrace, 292 Swanston Street, Melbourne 3000)	8663 7000
Alcoholics Anonymous	9429 1833
North Melbourne Legal Service (504 Victoria Street, North Melbourne 3051)	9328 1885
Fitzroy Legal Service (124 Johnston Street, Fitzroy 3065)	9419 3744





## DURING ENROLMENT

Once students have commenced their studies with MLC, students can always contact the above officers whenever they have questions regarding their studies. In addition to the availability of these officers, MLC will also provide a **comprehensive orientation program** whereby students are introduced to their campuses, MLC's facilities and staff, MLC's policies and Code of Conduct and the availability of student support services.

MLC has a comprehensive **Student Support Service** programs that are designed to target students who are having language difficulties, who are behind in their studies and or students who are lacking life skills.

The librarian(s) will also assist students in the areas of research, referencing and other related services.

The following table illustrates the types of specific academic support provided to MLC's students. These services are in addition to the general support services provided to all students by virtue of MLC's open door policy relating to student consultation.

General English, English for Academic Purposes, English for Health Professionals	English for Secondary Schools (High School Preparation)
<p style="text-align: center;"><b><u>Student Support Service Class</u></b></p> <p><i>Availability:</i> Monday-Friday (ex Tuesday)</p> <p><i>Duration:</i> 45 minutes</p> <p><i>Accessibility:</i> Fully accessible by students (whether referred by teachers or not)</p> <p>The student services sessions/classes will provide students with supports in the following areas:</p> <ul style="list-style-type: none"> <li>• Reading and comprehension of homeworks;</li> <li>• Writing and listening skills;</li> <li>• On going practise of presentation and conversing in English;</li> <li>• Developing the confidence and esteem of the students to be able to assimilate into,</li> </ul>	<p style="text-align: center;"><b><u>English for Secondary Schools Manager</u></b></p> <p><i>Availability:</i> Monday-Friday</p> <p><i>Accessibility:</i> Open-door policy</p> <p>Students who are having issues or who simply need to speak to someone about their courses are able to speak to the ESS Manager. The following are some of the areas of consultation:</p> <ul style="list-style-type: none"> <li>• Academic progress;</li> <li>• Academic difficulties;</li> <li>• Attendance;</li> <li>• Homestay/ guardianship issues;</li> <li>• General personal day-to-day issue which might affect the student's study</li> </ul>

enjoy and comprehend their future classes.	<ul style="list-style-type: none"> <li>• progress;</li> <li>• School pathways;</li> <li>• School visits;</li> <li>• School liaison;</li> <li>• Parents/Agents meeting or consultation.</li> </ul>
<p><b><u>Pronunciation Class</u></b></p> <p><i>Availability:</i> Monday-Friday (ex Tuesday)</p> <p><i>Duration:</i> 45 minutes</p> <p><i>Accessibility:</i> Fully accessible by students (whether referred by teachers or not)</p> <p>The class focuses on pronunciation and speaking skills.</p>	<p><b><u>Homestay/Guardianship Australia Manager</u></b></p> <p><i>Availability:</i> Monday-Friday</p> <p><i>Accessibility:</i> Open-door policy</p> <p>Students/ agents/ parents/ relatives wishing to discuss homestay or guardianship related issues can approach the homestay manager.</p> <p>In some cases, if the student is under the care of Guardianship Australia, they are able to contact the guardian outside of office hours.</p>
Full-time staffs are available at the centre when they are not teaching.	Full-time staffs are available at the centre when they are not teaching.

## INFORMATION TECHNOLOGY SUPPORT

The Information Technology (IT) support officer will be available at the campus twice a week. The scheduled availability times will be posted on the computer lab door. In addition, the librarian can also provide students with basic IT support.

## CONSULTATION

Further, MLC has an open-door policy in its dealings with students. Students are always welcomed and encouraged to speak or consult the relevant staff of the centre once they have an issue or concern. This enables staff and teachers to identify the students and refer them to the appropriate services more efficiently and effectively.

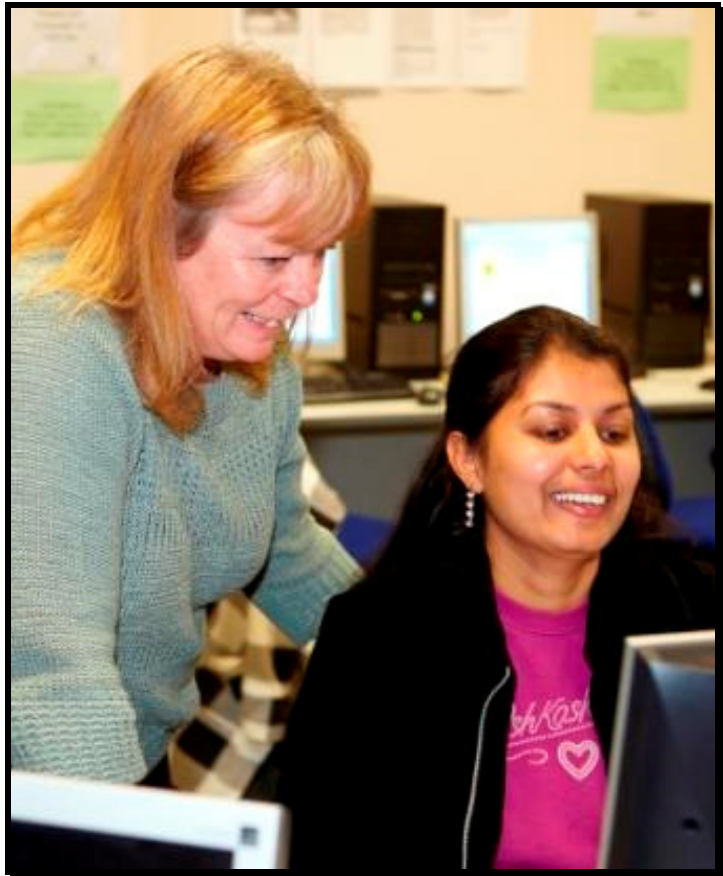
MLC's staff will be pro-active in identifying and referring students who need support services from within or outside of the centre.

## GRADUATING

Students who are about to finish their studies with MLC will also have the opportunity to consult the ESP Manager/ Academic Manager/ Registrar about their school (or other) pathways or their opportunities for further study within or outside of MLC.

## COSTS

As part of our commitment of continuous care, MLC's Student Support Services classes and services can be utilised by students at no cost. It should however be noted, when MLC refers students to external agencies or organisations, students might be required *by those external bodies* to pay service fees.



## MELBOURNE LANGUAGE CENTRE COURSES

### *Programme*

### *Programme Contents*

#### **ENGLISH FOR SECONDARY SCHOOLS**

**The High School Preparation Programme** at Melbourne Language Centre is considered to be the premier programme in Victoria. It is underpinned by:

- Excellence in teaching practice
- Strong academic programme
- A nurturing environment
- Clearly defined expectations of staff and students
- A broad school pathway network which includes a large number of Independent and Government schools
- Constant liaison between MLC and pathway schools
- A strong marketing and agent base

#### *Course Length*

- There is no mandated programme length, but an average of 20 weeks is adopted.
- The length of programme is determined by a number of factors, which includes testing, year level, age and date of entry.
- Programme completion is established in liaison with the pathway secondary school.

#### *Student Cohort*

- Students will range in age from 11 to 18 years old and no adults are admitted to the programme.
- All classes in the programme are closely modelled on the experiences that students will expect to receive on entry to secondary school.
- Every effort is made to ensure that students are introduced to the environment of a secondary school:
  - Students are required to wear uniform;
  - Common school rules apply;
  - Lateness or contravention of rules are penalised as in the school context;
  - Each week is commenced by a Monday Assembly of all students, where the week's announcements are made;
  - All students take part in an organised sport on a weekly basis.

### *Teaching*

- Specialist teachers are employed to teach Mathematics and Science.
- The teaching and assessment methods include, but are not limited to:
  - Class-room delivery;
  - Group work;
  - Drama/plays;
  - Interactive games;
  - Individual and group assignments.
- Students in upper classes and in all Maths and Science classes are introduced to school textbooks.
- Students are encouraged to read novels from their pathway schools' English Book-List in advance of entry.
- Homework is an integral part of the student programme and is monitored by the classroom teacher.
- Excursions are held on a regular basis. It is normal for students to have a work sheet on excursions. Occasionally, a “fun” excursion, e.g. to Luna Park, will be organised.

## **GENERAL ENGLISH**

**The General English Programme** at Melbourne Language Centre focuses on teaching students the type of English which is needed for everyday life in Australia and it can serve as a stepping stone to the study of English for Academic Purposes.

Although the course places strong emphasis on communicative English, students are also taught the important aspects of Reading, Writing, Listening, Grammar, Vocabulary and Spelling.

MLC teachers use a wide variety of teaching media including: television, newspapers/magazines, radio, video and the internet.

General English is offered at Beginners, Intermediate and Advanced levels.

Students undertake monthly tests and their progress is monitored to ensure they are achieving to their full potential.

### *Course Length*

- There is no mandated programme length. There is however a week minimum requirement.
- The length of programme is determined by a number of factors, which includes testing, age and date of entry.

## **ENGLISH FOR ACADEMIC PURPOSES**

**English for Academic Purposes** is specifically designed to prepare international students for their continuing tertiary education, at Certificate, Diploma, Foundation Studies, Undergraduate and Postgraduate levels.

Through its preparatory General English programs and the more advanced English for Academic Purposes, MLC combines excellence in language teaching with a thorough preparation in the specific skills needed for successful tertiary studies. It is also a pathway into University.

Students are taught English language skills which will enable them to succeed in an academic environment. Presentation skills, essay writing, and comprehensive listening tasks all give MLC students the best advantage when they go on to study at an Australian University.

Students are also exposed to advanced grammar and language skills as well as academic areas such as: Academic Conventions in Footnoting and Referencing, The Art of Persuasion, and Long Essay Writing. There is also an emphasis on teaching students how to create and give great presentations.

### *Course Length*

- There is no mandated programme length. There is however a week minimum requirement.
- The length of programme is determined by a number of factors, which includes testing, age and date of entry.

## **ENGLISH FOR HEALTH PROFESSIONALS (OCCUPATIONAL ENGLISH TEST)**

**English for Health Professionals (EHP)** is a programme designed to teach English within the health context.

- Most students enrol in the programme with the aim of passing the external Occupational English Test (OET), which is one of the requirements of being able to work in their chosen medical field in Australia.
- The main focus of the EHP programme is therefore to prepare students for the OET exam.

### *Programme Contents*

- The programme centres on delivery and assessments of four macroskills areas: Reading, Writing, Listening and Speaking.
- All macroskills areas have their own unique objectives as illustrated in their respective Lesson Plans.

- **The OET Test Preparation Programme** is assumed within the EHP programme.

### ***The OET Preparation Programme***

- The Occupational English Test (OET) for overseas health professionals assesses the English Language Proficiency of medical and health professionals wishing to study in, migrate to and/or practise in Australia.
- It provides students with a thorough knowledge of English in a medical context, paying specific attention to the kind of communication needed in medical situations in Australian settings.
- Tasks used have been written by Melbourne Language Centre and are similar to the types of tasks students will need to do in the test.
- The programme also assists students with exam techniques.

### ***Course Length***

- There is no standard programme length. Students are recommended to study for at least 4 weeks.

### ***Applicants***

- The programme is of great benefit to:
  - Students who wish to sit the OET as part of the process of becoming registered to practice in Australia;
  - Students who wish to return to their home country with a strong ability in medical-related English;
  - Students who wish to go on to further study in a medical field at University in Australia.

***Our special syllabus has been recognised by Language Australia, and The National Languages and Literacy Institute of Australia, as a preparation programme for the OET.***

### ***Assessments***

- Students are formally assessed every 8 weeks using health-related IELTS tests for reading and listening.
- Ongoing assessments of students' writing and speaking skills are also undertaken.
- All teachers are required to provide ongoing feedback to students regarding their progression and areas that require improvement.

- Upon graduation, students are given a graduation certificate which indicates their leaving score and attendance percentage.

### *Entry Requirement*

- Prior to enrolment, students must provide evidence of an IELTS 5.5 or equivalent. (Upper intermediate or higher level);
- Students' level of English can alternatively be determined using the MLC's pre-arrival English test and interview. If the student is deemed to have an IELTS 5.5 level (Upper intermediate or higher level), the entry requirement is taken to have been fulfilled.

## **IELTS EXAM PREPARATION**

The International English Language Testing System (IELTS) is the fastest growing English test in the world and is widely accepted for enrolment into higher education institutions internationally and for Australian immigration visa applications.

IELTS is a jointly administered test by the University of Cambridge ESOL Examinations, British Council and IDP Education Australia. Universities and educational institutions normally require an overall IELTS band score of between 6.0 and 7.5. If you are interested in studying in, or migrating to, Australia or New Zealand, this is an essential test.

Fully prepare yourself for the IELTS test by attending our comprehensive IELTS classes. The IELTS course provided at Melbourne Language Centre is ideal for students wishing to improve their IELTS score in either the General or Academic Module.

The course is designed for students who have achieved the upper-intermediate level of English and who wish to further develop their skills to an advanced level and/or at the same time to undertake a thorough and systematic preparation for the International English Language Testing System covering listening, reading, writing and speaking components.

You will:

- be familiarised with the nature and format of the exam
- be provided with extensive test practices
- receive advice and strategies regarding the exam
- improve your overall language skills within the IELTS context



- be assessed with listening, reading, writing and speaking tests to assist you in your learning

### ***Entry Requirement and Additional Information***

A consistent IELTS band of 5.5 is recommended as a minimum entry requirement for this course.

Teaching comprises 20 contact hours per week and is primarily face-to-face and incorporates audio materials. The course is suitable for both Academic and General training module candidates.

### ***Course Length***

- There is no mandated programme length. There is however a week minimum requirement.
- Weekly intakes

## ENROLMENT INFORMATION

### ENROLMENT STEPS

1. Student completes the Application Form;
2. Melbourne Language Centre sends a Letter of Offer, any pre-enrolment information and Melbourne Language Centre's Acceptance of Offer Agreement for student to sign;
3. Student signs and returns the written agreement;
4. Melbourne Language Centre receives the agreement; and
5. Student pays accordingly;
6. Melbourne Language Centre's Registrar sends the CoE.

**To apply for a place at Melbourne Language Centre, the following must be submitted:**

<i>Documents</i>
Completed application form + Photocopy of passport (where available)
Completed Homestay/ Guardianship form (students under 18); and Proposed accommodation arrangements
<i>Certified copies</i> of <b><u>most recent academic record</u></b> ( this might be required for pathway arrangements)
Where necessary:  <i>Certified copy(s)</i> of English Test Results (i.e. IELTS result; or other acceptable English level assessment results)
Any other document that may assist in Melbourne Language Centre's assessment of the application

**All documents must be in English and prepared by qualified professional translator if they are not already in English.**

**The documentation needs to be forwarded to:**

The Registrar  
Melbourne Language Centre  
Head Office: 252 Lygon Street  
Carlton Victoria 3053 Australia  
Phone: + 61 3 9663 3399 Facsimile: + 61 3 9663 3517  
Email: [registrar@melblang.com.au](mailto:registrar@melblang.com.au)/ [sueparker@melblang.com.au](mailto:sueparker@melblang.com.au)

## LETTER OF OFFER

Once the Enrolment Officer has received the completed application form together with the required documentation and information outlined above, a Letter of Offer will be issued which will state all fees payable for enrolment. To accept the offer, the applicant/parent or legal guardian must sign and return the “Melbourne Language Centre Agreement with Students”, together with the required payment. Once written agreement and full payment of fees have been received, the Centre will provide an electronic Confirmation of Enrolment, e-CoE. This is necessary for international student applicants to obtain a Student Visa.

## COMMENCEMENT AT MLC

For international student applicants, Melbourne Language Centre’s Registrar will notify DIAC via PRISMS within 14 days of expected course commencement date of the details of a student who does not commence course when expected, including whether a visa has been granted to the student, whether the student has arrived in Australia and any other relevant information.

## REFUND POLICY

Applications for refunds must be made in writing to Melbourne Language Centre within 20 working days of commencement of course, except in cases of visa rejection. Refunds will be issued within 28 days of receipt of a written application and will include a statement including how the refund was calculated. Please note the following clauses:

- Enrolment Fees are only refundable upon provider default;
- There will be no refund if cancellation occurs after course commencement. (except in case of visa rejection)
- Homestay, homestay placement and airport transfer fees are not refundable if cancelled less than two weeks before arrival;
- Early termination of homestay is subject to a 10% cancellation fee on monies paid;
- Fees will be refunded in full if proof of visa rejection is provided; Visa refusal refunds are calculated in accordance with ESOS Regulation 3.19(2) & (3)
- Melbourne Language Centre reserves the right to cancel or not offer a program. If any program is cancelled and/or not offered, in accordance with sections 27 and 29 of the *Education Services for Overseas Students Act* 2000, and the ESOS regulations 2001 (as amended), one of the following options will be offered:

1. Fees will be refunded in full, within two (2) weeks from the date of default; or

2. An alternative course or part course can be arranged at the providers' expense. If accepted by the student the payment of course fees will be paid to the alternative provider within two (2) weeks from the date of notice of default.
- Notice of student cancellation must be received in writing before course commencement, fees will be refunded less:
    1. Fees paid to a representative (if applicable); and
    2. A cancellation fee of 20% of course tuition fees.
  - Tuition fees are not transferable to another person;
  - Refunds will be paid to the person who enters into the written agreement with the centre.

This policy and the availability of Melbourne Language Centre Complaints and Appeals Policy do not remove from students the right to take further action under Australian Consumer Protection laws or to pursue other legal remedies.

## CONDITIONS OF ENROLMENT

It is understood that you have read and understood the following Conditions of Enrolment (as found in your Letter of Offer and Written Agreement) and agree to accept them. Any further amendments will be advised to you as they occur.

The conditions are as follows:

- 1) Interest will not be credited to Student Fees or Disbursements and therefore, no interest will be recovered by students in the event of a cancellation.
- 2) Melbourne Language Centre reserves the right to discontinue or alter any course date, tuition or service fee, location, timetable or staffing without prior notice. (This will constitute a provider default)
- 3) Arrival as per the course commencement date at Melbourne Language Centre unless the student has obtained permission for late arrival from the Centre.
- 4) Students agree to abide by the rules and regulations of Melbourne Language Centre as well as being bound by the Centre's policies and procedures.

**NOTE:** Melbourne Language Centre is a member of English Australia Student Tuition Assurance Scheme. This scheme ensures that should Melbourne Language Centre become unable to provide its courses, English Australia will place students in an equivalent course at another institution.

## OTHER IMPORTANT INFORMATION

### WELFARE AND ACCOMMODATION ARRANGEMENT POLICY

**Students under the age of 18** are required to maintain adequate welfare and accommodation requirements as a condition of their student visa. Where a student under the age of 18 is not in the care of a parent or suitable relative, as defined by the Department, their accommodation arrangements must be approved by Melbourne Language Centre.

Students under the age of 18 are also required to have a guardian / responsible adult who is over the age of 21, nominated by the student's parents / legal guardian and approved by Melbourne Language Centre. Guardianship Australia is Melbourne Language Centre's preferred guardianship service provider.

### CHANGE OF ADDRESS

Upon arriving in Australia you are required to advise Melbourne Language Centre of your residential address and telephone number and of any subsequent changes to your residential address.

This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000, Melbourne Language Centre is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance.

It is your responsibility to ensure that you always update your address details at Melbourne Language Centre to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department: <https://www.immi.gov.au>.

### STUDENT ORIENTATION

The MLC New Student Orientation program includes different activities aimed to help the transition of new students into their new learning and living environment at MLC and in Australia as well as preparing them for an exciting first semester.

Orientation is a great avenue for students to find out what it takes to be a successful student, and learn about the Centre and essential information regarding their study.

Orientation typically runs for 20-30 minutes in the designated area of the respective campuses. Generally students will be provided with the following information:

1. Introduction to Melbourne Language Centre:
  - MLC background information;
  - MLC campuses;
  - MLC courses.
  
2. Class time and learning duration:
  - Class time;
  - Learning duration for each level;
  - How and when students are promoted to the next level;
  - How to achieve the designated learning duration.
  
3. Attendance policy
  - Attendance requirements for international students;
  - Consequences of poor attendance;
  - Some notices for attendance in class;
  - Application for leave in case of compelling circumstances.
  
4. Students support
  - Students' first language advisors at MLC;
  - Homestay/ guardian advisor at MLC;
  - Pathway services at MLC;
  - Interpreter service of Victoria;
  - Student facilities: reading room, lab room with information on user name and password for computer and printing, students' kitchen area and cooking facilities, boiling water facility, hot and cold water facility, toilets.
  
5. Useful information
  - Report on change of telephone and address;
  - Student ID procedure;
  - Student Medibank Card procedure and tips;
  - Transportation: type of valuable Metcard and where to purchase, notices on using Metcard, parking in the city;
  - Important telephone numbers.

## USE OF PERSONAL INFORMATION

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code 2007. Melbourne Language Centre is required, under s19 of the ESOS Act 2000, to inform the Department about any changes to student's enrolment and any breach by students of student visa conditions relating to attendance or satisfactory academic performance.

## OVERSEAS STUDENT HEALTH COVER (OSHC)

Another requirement of your student visa is that you maintain an Overseas Student Health Cover (OSHC) for the duration of your student visa. You will also be responsible for your own accident and property insurance.



## ATTENDANCE REQUIREMENTS

- **If you are absent from class, you must *obtain a medical certificate* excusing your absence.**
- The Medical certificate must be provided to your Principal or Director of Studies.
- Your Student VISA has strict attendance requirements. **You must ensure that you attend at least 80% of scheduled classes.** You may be reported to the Department for failure to achieve the required rate of attendance.

**For further Details please see our *Attendance Policy* and *Prolonged Absence Policy*  
(Available at <http://melblang.com.au/enrol/download-forms/>)**

## COURSE PROGRESS REQUIREMENTS

Melbourne Language centre is required to check and monitor your course progress to ensure that you are doing well with your English studies. This is important for you because you are in Australia to study and some of you need solid preparation of your English skills before you continue your studies further.

### MONITORING COURSE PROGRESS

An assessment of course progress will take place at the middle and end of each module of ELICOS courses:

Course(s)	Assessment	Feedback-Report
General English	Week 5	Week 10
	Week 10	
IELTS Exam Preparation	Week 10	Week 10
English for Academic Purposes	Week 5	Week 10
	Week 10	
English for Health Professionals	Ongoing	Ongoing
	Week 8	



## ASSESSMENT TASKS

- Assessment tasks will cover all four macroskills- Reading, Writing, Speaking and Listening.
- Assessment tasks may include:
  - In-class participation;
  - Homework tasks;
  - Formal and informal class tests;
  - Interview with a staff member;
  - Participation in group activities.
- Your teacher will also be assessing your language skills during class.
- You will make good progress with your English language studies if you use English as much as possible, participate regularly during classes and complete all of your homework, course assignments, test and activities.

## INTERVENTION STRATEGIES

- If your teacher considers that you are not making satisfactory course progress because your attendance is low or for any other reasons, he or she will meet you to talk about it or refer you to an appropriate counsellor.
- Your teacher might suggest the following to take place in order to help you improve your English:
  - You may be given the opportunity to move to an easier class;
  - You may be given extra activities;
  - You might have to enter into a learning arrangement with your teacher.
- Melbourne Language Centre will do everything it can to help with your studies. However, if you still do not achieve satisfactory progress after being assisted by your teacher or counsellor, we must report this to the Australian government. You will receive a notice of intention to report which includes information on how to access MLC's appeals process if you disagree with MLC's decision.

## COMPLAINTS AND APPEALS

MLC is committed to dealing with student problems quickly and fairly. Members of staff will try to help you with your problem, however if you are not satisfied you have the right to take your problems to an external body if required. You may bring someone with you to any of the meetings.

If you would like to make any complaints or appeals any decision of MLC, please follow the following procedures.

### Step 1. Internal Informal Resolution

(Talk to the relevant officers: Teacher, Principal, Academic Manager, Bilingual Counsellor or staff member concerned)

### Step 2. Internal Formal Resolution

(Talk to the Principal/ Academic Manager/ Head of Department/ Homestay Manager)

### Step 3. Internal Appeal Process

(Lodge an Internal Appeal to the Appeal Panel. You should also lodge this appeal if you have been sent with an Intention to Report letter for attendance, course progress, cancellation, and deferment or cancellation reasons)

### Step 4. External Complaint Body (EA/ ACCC)

(Make a complaint to EA/ ACCC)

EA is the industry association for English Language colleges. It will act as an independent body and will provide mediation services to help resolve any dispute between the student and MLC.

The written complaint should be directed to:

English Australia

PO Box 1437

Darlinghurst NSW 1300

Tel: (02) 9264 4700

**Or**

Australian Competition and Consumer Commission (ACCC)

The Infocentre can be contacted by calling **1300 302 502** (Australian callers) or **+612 6243 1305** (overseas callers).

Electronic complaint can also be made using the complaints form on <http://www.accc.gov.au>

**ACKNOWLEDGE EDUCATION PTY LTD TRADING AS MELBOURNE LANGUAGE CENTRE**  
***CRICOS PROVIDER No 00197D***

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**EMAIL: [REGISTRAR@MELBLANG.COM.AU](mailto:REGISTRAR@MELBLANG.COM.AU)**

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