La Lingua Language School

Level 6 / 127 Liverpool St Sydney 2000 NSW AUSTRALIA
Tel: (61 2) 9299 8166 Fax: (61 2) 9299 8712
Email: info@lalingua.com Website: www.lalingua.com

Pre-Enrolment Information

Recruitment, Enrolment & Orientation

Recruitment and enrolment at La Lingua Language School is carried out in an ethical and responsible manner and we encourage people to apply for enrolment through a variety of means, including directly at the school premises, online, or through an agent. Students are considered for enrolment without discrimination. Individual interviews are conducted to ensure applicants meet the entry requirements, are well informed and provide us with the opportunity to identify any special requirements the applicant may have. All successful applicants complete an orientation program the first day of the course to familiarise them with the Institute's services, facilities and procedures. Students will also be provided with a copy of the Student Handbook.

Student Visa Requirements

All students should be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 contact hours per week;
- Students must attend a minimum of 80% of all scheduled classes;
- Students must provide current and accurate contact details to La Lingua. If contact details change, students are required to fill out a change of details form and hand it in to the office.
- Students have the right to work for up to 40 hours per fortnight while their course is in session, and unlimited hours when they are on a course break. They cannot work before their course commences. For more information about visa conditions visit www.immi.gov.au

Overseas Student Health Cover

All international visitors to Australia under a Student Visa are required by law to have Overseas Student Health Cover (OSHC). Students are required to pay for this cover prior to arriving in Australia. Students are required by the Australian Government to have OHSC for the duration of the visa.

- On enrolment all international students must pay a fee for health insurance in accordance with the length of their course.
- La Lingua forwards payment and application on behalf of new students to OSHC Allianz Global Assistance.
- Allianz Global Assistance can take up to 4 weeks to process applications and send student insurance cards back to La Lingua.
- If you have any health problems before receiving your card you are still covered. When you go to the doctor and pay for your consultation, you must ask for a receipt. Allianz Global Assistance will reimburse your money provided you produce the receipt.

Education of accompanying dependents

If you come to Australia as an overseas student on a student visa, you should be aware that you will be required to pay full fees for any of your school-aged dependants who accompany you and who are enrolled in either a government or non-government school in Australia. Information about the enrolment and fees for temporary visa holders and dependants of overseas students may be obtained from:
NSW Department of Education and Training
Level 6, 770 George Street, Sydney NSW 2001
Phone: (61) 1300 300 229 (local call)
Website: http://www.schools.nsw.edu.au/gotoschool/intnl_students/index.php
The following publications are available at the above website:

- Enrolment of Permanent Residents and Temporary Visa Holders in New South Wales Government Schools: Guidelines for Schools (July 2001);

- Enrolment of Temporary Visa Holders in New South Wales Government Schools: Information and Application Package (July 2001);
- Enrolment of Temporary Visa Holders in NSW Government Schools (brochure).

For lodgement of applications and all correspondence post to:
Temporary Visa Holders Unit
NSW Department of Education and Training
Locked Bag 4, Wollongong NSW 2520
Phone (61) 1300 300 229 (local call)

For information on enrolment and fees for full fee paying overseas student's contact:
International Business Unit
NSW Department of Education and Training
Level 2, 770 George Street Sydney NSW 2000
Phone: (612) 9217 4801

Accommodation and living expenses

A single international student living in Sydney requires approximately AU$18,000-$21,000 for living expenses each year (Australian Education International) Note: This figure does not include tuition fees. Remember that your cost of living in Sydney will vary according to your lifestyle. For example, eating out at restaurants all the time will increase your living costs a lot, as will driving a car (you will have to pay for petrol, registration, maintenance and insurance, as well as the car itself).

Suggested weekly budget (Remember figures are in Australian dollars):

- Accommodation $150 to $350 (for a room in a shared house or apartment)
- Food A$50 to A$120
- Public transport A$30 to A$50

Accommodation options for students:

1. **Homestay** - Our Homestay services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle. If you need a homestay, we ask our students to fill out an accommodation form. We need at least 4 weeks notice before the arrival date to arrange it. Minimum stay is 4 weeks; for homestay fees please refer to our pricelist, fees includes meals, laundry, your own room and a student desk.

2. **Student accommodation** is located on the outskirts of the Sydney central business district in quiet and leafy suburban streets, only minutes from public transport and local shopping facilities and for about 20-30 minutes average travel time from the heart of the city. All houses are completely furnished with quality inclusions, and equipped with everything that one would need to feel safe and comfortable in a share accommodation, such as:

- Fully equipped kitchen including fridges, a microwave, a toaster, plates, cups, cutlery and cookware;
- High speed Internet connection with shared computer for free use and also with wireless option;
- TV, DVD player and HI-FI system;
- Washing machine;
- We offer twin share rooms with free bed linen, clock-radio and bedside lamp in all rooms. To book student house we ask our students to fill out an accommodation form at least 2 weeks before the arrival date. Minimum Stay -4 weeks; for fees please refer to our pricelist.

3. **Hostel accommodation** is a popular option for international students, especially in the first months of their arrival. A small, furnished room is provided with access to a shared bathroom, laundry, lounge and

recreational activities. Some hostels also provide computer access. It is recommended that students considering hostel accommodation options look at two or three properties prior to making a decision.

Many hostels are privately run and as such come under the Rooming House Act. Please note, if the student signs a lease, they are covered by the Residential Tenancies Act.

4. **Apartment/flat rental** varies greatly in cost and conditions. For long term arrangements, it is strongly advised that the student is familiar with the suburb or area. For purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason international students are advised to secure short term accommodation upon arrival so that flat and apartment hunting may be started after they have settled in and begun to seek out areas they would like to live in.

ESOS Framework

The following is from information provided by Australian Education International (AEI) (www.aei.gov.au)
The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding study experience. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.
Please check carefully that the details of your course - including its location - match the information on CRICOS.

Under-18 Student Welfare

La Lingua Under-18 Student Policies and Procedures follow the National Code 2007 (Standard 5 and 6):

- All under-18 students will be under the supervision of the underage student welfare officer (Carolyn Shi) from enrloment to graduation. The under-18 student welfare officer is the first, last and ongoing point of contact for any under-18 students. They will provide orientation to new under-18 students and will provide ongoing support and a point of contact throughout the under-18 students' enrloment period.
- All under-18 students will undertake a weekly counseling session with the under-18 welfare officer. During the session the student and under-18 student welfare officer will discuss the wellbeing and happiness of the student, covering their welfare and satisfaction with the school, the course, the lessons and their homestay experience (if applicable). These sessions are recorded on a weekly checklist form. Further input and feedback will be taken from classroom teachers, homestay families and agents, if required. All counseling and feedback on the under-18 student welfare checklist will be recorded, and signed off by the student and the under-18 student welfare officer, and kept on file.
- All under-18 students will be level-checked for their academic English level. Only students with an IELTS equivalent of 4.0-4.5 (or above) overall will be able to enter the IELTS, EAP or EAP-1 (Pre-EAP course: Intermediate level - General English Four Skills) courses.
- Under-18 students will only be accepted into the following courses based on their entry English level;
  (a) IELTS 5.5-6.5 or equivalent: EAP or IELTS preparation classes
  (b) IELTS 4.0-5.0 or equivalent: EAP-1 (Pre-EAP course: Intermediate level – General English Four Skills course)
- No under-18 students can enter the General English Conversation-Centred courses or General English Four Skills courses excluding the EAP-1 stated above.

- Under-18 students are not permitted to attend school social activities, such as excursions or parties, where alcohol is present. Alternative supervised activities will be arranged for under-18 students by the under-18 student welfare officer, if necessary. Permission notes for other out of school activities will have to be signed and their parents or guardians will be informed.
- Under-18 students will be flagged on student enrolment/level check forms and class rolls. This will clearly indicate to teachers, relief teachers and administration staff that the student is under-18 and that all the above policies and procedures will apply.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia;
- who the contact officer is for overseas students;
- if you can apply for credit transfer and/or recognition of prior learning;
- when your enrolment can be deferred, suspended or cancelled;
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well;
- if attendance will be monitored for your course, and a complaints and appeals process;
- One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, and has not completed six months of the final course of study planned to undertake in Australia. If the student wants to transfer beforehand the student needs the provider's permission.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your education provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy, and;
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact details

For information about	Who to contact	How
Policies and procedures that affect you	Student Services Officer	Level 6, 127 Liverpool Street, Sydney NSW Ph: (02) 9299 8166 Web: www.lalingua.com
Your ESOS rights and responsibilities	Department of Education, Employment and Workplace Relations	ESOS Helpline: +61 2 6240 5069 Website: www.aei.gov.au
Your Visa matters	Department of Immigration and Border Protection	Website: www.immi.gov.au Phone 131 881 in Australia Contact the DIBP office in your country

Facilities

At La Lingua, courses are designed to provide practical English skills in a professional learning environment that is both challenging and motivating.
General facilities for students include:

- computer labs;
- care and counselling;
- social programs;
- help with accommodation;
- internet access;
- language assistance;
- student lounge.

Campus Location and Contact Details

Address:
Level 6/127 Liverpool Street Sydney NSW 2000
Telephone (main): +61 2 9299 8166
Facsimile: +61 2 9299 8712
Website: www.lalingua.com
E-mail: info@lalingua.com

Deferral, Suspension or Cancellation of Enrolment Policy

Under certain limited circumstances, a student's enrolment may be deferred, suspended or cancelled. A student's enrolment can be deferred, suspended or cancelled by La Lingua Language School, or by the student. Deferral means to delay the commencement of a course. Suspension means the temporary postponement of enrolment during a course. Cancellation means termination of enrolment in a course.

Deferral, suspension or cancellation by a student

Students who wish to defer, suspend or cancel enrolment can apply to do so only if the course in which they were enrolled is unavailable, their visa is delayed or there are compassionate or compelling circumstances. Compassionate or compelling circumstances are usually beyond the control of the student and have an impact on the student's course progress or the student's well-being. Compassionate or compelling circumstances include:

- serious injury or illness, supported by a medical certificate which states that the student was or will be unable to attend classes, bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country, requiring emergency travel which has had an impact on the student's studies;
- traumatic experiences such as being a victim of, being involved in, or witnessing, a serious crime.

Effect of deferral, suspension or cancellation of enrolment on a student's visa

Deferral, suspension or cancellation of an enrolment is likely to have an effect on a student's visa. Students should contact the nearest DIBP office or refer to www.immi.gov.au for further information. All deferrals, suspensions and cancellations of enrolment are notified to DIBP via the PRISMS system and all documentation about the deferral, suspension or cancellation of a student is filed in the student's file.

Deferrals, suspensions or cancellations

La Lingua Language School may defer the commencement of a course if the course is not offered.

Suspension

La Lingua Language School may suspend a student for misconduct, under circumstances where the student

- has been in breach of a La Lingua rule;
- is in breach of enrolment conditions;
- is assessed as providing a threat to the well-being of other students or staff.

If the suspension of a student's enrolment will result in the student being unable to complete the course within the course duration as specified on the CoE, the student must apply for a course extension by making a written request with a Student Services Officer. The student will be advised to check with the nearest DIBP office for information about the impact of the extension of the course on the student's visa.

Holidays

Students may apply to pre-arrange a holiday during their enrolment period. If you arrange a holiday when you enroll, you must give us 2 weeks notice before you take the holiday. You also must give at least two weeks notice if the date of restarting is changed. Students will lose the lesson if notification is not given to the school. You can only change your holiday starting or restarting dates once without cost. You also cannot make another holiday request after your first holiday request. If you change your holiday dates more than once or make another holiday request, you will be charged a $50 administration fee

Cancellation

La Lingua Language School may cancel the enrolment of a student if the student:

- is in breach of enrolment conditions;
- has been in breach of a La Lingua rule;
- is assessed by the PEO as providing a threat to the well-being of other students or staff;
- has been assessed as behaving in a way such as to constitute serious misconduct;
- fails to meet the requirements of the course progress policy;
- fails to pay tuition fees;
- fails to re-enrol.

Notice of intention to defer, suspend or cancel enrolment

Where a suspension is initiated by La Lingua Language School, the student will receive a notice of intention to suspend enrolment. In each case, the notice will clearly identify that the student will be given 20 working days to access the La Lingua ‘s internal complaints and appeals process. If an appeal is lodged, La Lingua will maintain the student's enrolment until the internal appeals process is complete. La Lingua Language School reserves the right to not provide learning opportunities during this process should it be deemed appropriate.

Transfer to another provider

In certain circumstances students may request to transfer to another provider. La Lingua Language School will consider any such application without prejudice, if the student has provided a letter from another registered provider confirming that an offer has been made.

Code of Practice

La Lingua Language School is committed to the following code of practice and customer service standards: Students will have access to this and other information before a course commences.

Information for Course Participants

- Prior to a course starting students have access to all the information they require, and know where and how to ask questions about La Lingua, the courses we offer and living and studying in Sydney.
- The fees, course content and duration, and terms and conditions of enrolment will be provided on the website and print material.
- Modes of study and assessment methods will be provided on the website and in printed material.
- Staff will be available to answer further questions by phone, email and in person.
- We expect to have an interesting blend of cultures and students in our classes and cater for this in our teaching and examination methods.

Acceptance in a Course

- Acceptance in a course will be based the information provided on the enrolment form.
- We encourage students to apply and ask questions. Students are requested to tell us about their interests, skills and career goals.
- The entry requirements for our courses including English levels are set out in the marketing material and on the website.
- All students will have access to information on the website or in printed materials prior to confirmation of enrolment.

Training Delivery and Assessment

- Courses are run in well equipped classrooms.
- Students will feel safe, comfortable and work with friendly staff.
- Student progress will be monitored and assessed and students will be advised if their progress is not satisfactory.

Our Teachers, Trainers and Assessors

- All teachers are qualified teachers. Teaching staff are required to maintain their professional expertise.
- We ensure that our staff will be sensitive to the culture and learning needs of the students. Some of our staff speak a second language (Asian or European) and can help you with your questions.
- We support the principles of access and equity for students and staff.

ELICOS Registered Provider

- As a Registered ELICOS provider La Lingua Language School will adopt policies and management practices which maintain high professional standards in the marketing and delivery of our courses.
- We will safeguard the interests and welfare of our students.
- We are listed on the Commonwealth Register of Institutions and Courses for Overseas Students. (CRICOS Provider 02117D) and will ensure our Institute meets all government requirements under the ESOS Act and the National Code 2007.
- We believe in good customer service and will continuously improve, to meet the standards set out by the government under the Australian Quality Framework.

Keeping up to date with Nationally Recognised Training and Legislation

- The Director of Studies makes sure that all relevant legislation and regulations are ethically applied across the Institute.
- Staff and students have access to this information and can contact an external third party if they want to talk to someone about their rights and responsibilities.

- Staff are responsible for maintaining high standards in our course programs that are also flexible, fair and equitable to all students and their different needs.

Client Welfare, Counselling and Guidance Services

- We will be sensitive to cross cultural issues.
- We employ counselling staff to assist our students.
- We can refer our students to specialist agencies where required.
- We have clear policies for managing critical incidents that may affect a student's welfare.

Marketing Our Courses

- We will market our courses with integrity, honesty and accuracy. No false or misleading information will be provided. Our website, brochures and other materials will use approved logos.

Complaints and appeals

See our website for more details

- All complaints must be dealt with in a constructive and timely manner. Our Policies set out how this will be done and the time limits for a response in writing.
- If a student disagrees or disputes the outcome of an assessment, it is important that this is settled as quickly as possible. Our assessment appeals process is detailed step by step in the student handbook.
- This will be explained at the start of every course.

Fees and charges procedures

Our Fees are set out in the enrolment form and marketing materials. It is very important that students read the terms and conditions of enrolment. Students should also read the Student Handbook.

- When students accept an offer of place in a course they are reminded of their rights and responsibilities and accept the terms and conditions we set down as an agreement between the Institute and the student.
- All students are protected under the Australian Consumer Law and overseas students are protected under the ESOS Act should there be a dispute or the Institute ceases to operate.
- We are obliged to clearly explain what happens to students in these situations and how students can pursue their rights through management and third parties.
- La Lingua Language School has a late payment fee policy for tuition fees paid in instalments. If you are up to 7 days late from the due date of your payment you will incur a $50 late payment fee, which will be added to your outstanding tuition fee. If you are over 7 days late from the due date of your payment, the late payment fee will increase to $100. (If the payment is still overdue, students may be reported to DIBP for non-payment of fees.)
- Our refund and payment policies are detailed and carefully explained in the student handbook and in the enrolment terms and conditions. Students have the right to be informed on how fees are managed by the Institute.

Quality Customer Service comes from Customer Satisfaction

La Lingua takes pride in our reputation as a well managed, high quality CRICOS approved Institute
We look forward to welcoming you at La Lingua and helping you achieve your goals.

La Lingua Language School
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