



ENGLISH LANGUAGE
SCHOOLS

ORIENTATION **GUIDE** MELBOURNE



WELCOME TO ELSIS

The English Language Schools

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

To find out more about the ESOS framework and your rights as an international student go to:

[www.internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](http://www.internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)

On behalf of the staff and students, we welcome you to ELSIS and hope your stay in Australia and your time in this school will be an enjoyable one.

In the first few weeks after your arrival you will have many questions to ask about a great many new experiences. Our Orientation session and the information we provide you in this manual should be of help to you. ELSIS staff are friendly and here to help you, so don't be shy... if you need help please ask for it. Our Director of Studies, Associate Director of Studies, coordinators and office staff are able to assist you with any personal or academic concerns. Your school mates are another source of useful information. Remember they have been in your situation longer, and will already have found answers to the questions you may have.

Learning English in Australia will probably be very different to learning English in your own country. Students at ELSIS are expected to contribute and participate in class discussions and other activities. These valuable learning experiences will help you to settle into the school more easily, and help you get to know your school mates more quickly.

Study hard, but remember to take time to relax and make new friends. At ELSIS we provide a friendly learning environment where students of many different nationalities come together. You will find that the teaching staff at ELSIS are friendly and devoted to helping you reach your goal - learning English. We hope that your time with us is enjoyable and your English course is successful.

Cherie Soto
Director of Studies

OUR STAFF

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Director of Studies	Cherie Soto
Associate Director of Studies	Christine Kimonides
Student Engagement Officer	Carolina Valencia
Coordinators	Susan Turner Edward Gubbay
Student Services Officers	Jen Clark Gini Tarangini
CozyStay Homestay/2 Stay Accomodation	Eveline Eidt Amanda Chieric

If you have a problem or a grievance,

WE WANT TO HELP YOU

Orientation sessions at ELSIS are held each Monday for new students. If you miss your Monday orientation session, you must attend one either the next day or following Monday.

Please Contact:

RE-ENROLMENT

- Your Agent
- Marketing Staff (make an appointment at reception)

ACCOMMODATION

- 2Stay
- Cozzystay

REQUEST A HOLIDAY

- Student Services

ACADEMIC

- Associate Director of Studies (ADoS)
- Coordinators

WELFARE AND PERSONAL

- Student Services

ISSUES

- Student Services

Please remember you are welcome to bring a friend to any discussion to help you with your English or to help you discuss your problem.

If you still have a problem, you can also contact:
Overseas Student Ombudsman
www.oso.gov.au
Ph: 1300 362 072

WHO YOU SHOULD SPEAK TO...

To move to another class

Speak to your class teacher first, and he/she will discuss your problem with you. Your teacher will then speak to their coordinator to make a decision. If you are dissatisfied with the result, please see the coordinator.

Action: Teacher ⇨ Student Services for an appointment ⇨ Coordinator

To discuss your academic progress

Speak to your class teacher first. If you wish to discuss the matter further, you can make an appointment with a coordinator.

Action: Teacher ⇨ Student Services for an appointment ⇨ Coordinator

To talk about further education

Please see the Student Engagement Officer (SEO) who will be happy to discuss any academic matters with you, and inform you of other academic options.

Action: Student Services for an appointment ⇨ Student Engagement Officer (SEO)

To talk about your Homestay accommodation

Please see our accommodation coordinators. They know the Homestay families so are the best people to speak to if you have any questions or problems.

You should also talk to the accommodation coordinator if you wish to end or extend your homestay. It is necessary to give two weeks notice if you wish to end your homestay earlier than arranged, or you will have to pay 2 weeks accommodation fee as a penalty.

Action: Student Services for an appointment ⇨ 2Stay

Any personal problem that you would like to discuss

Please see the Associate Director of Studies. She is experienced in dealing with problems that overseas students have in adjusting to studying and living in another country.

Action: Student Services for an appointment ⇨ ADoS

To extend your visa

Please see the Associate Director of Studies to organise your Attendance Certificate, re-enrolment or further study, and then contact the Department of Home Affairs (DHA). If you have an agent they will be able to help and advise you about this.

Action: Reception for an appointment ⇨ SEO

To request Holidays (Non-student Visa)

Please ask Student Services at Reception to request a holiday. They will check your enrolment and decide if you are permitted to take a holiday.

Action: Student Services for an appointment ⇨ ADoS

Problems with College rules

Please see the Associate Director of Studies if you have any problems with College rules or wish to make a complaint. We also have a feedback form if you wish to write about something.

Action: Student Services for an appointment ⇨ ADoS



STUDENT VISA REQUIREMENTS

Student Attendance and Course Progress

- ELSIS is required to monitor your attendance and course progress while you are studying. This is to ensure that you are able to complete your course within the expected time stated on your CoE, and to meet the conditions of your student visa.
- You are required to study in class for 20 hours per week. In order to be able to continue your studies, receive a graduation certificate and keep your visa, you must progress academically and have a minimum attendance of 80%. All absences are marked hourly, with 4 hours absent considered as one session (class day) absent.
- If, during your time at ELSIS, your attendance or progress is low, we will activate an Intervention Strategy to give you every opportunity to be successful in your studies.
- If you are sick and cannot come to school, you should visit a doctor to get a medical certificate that covers the period of time you were absent. You must give the certificate to your Student Services Officer on the first day that you come back to school. This is important to show on your student record.
- Please note that on a Student Visa, your first priority must be to attend school. You are permitted to work 40 hours per fortnight (2 weeks), however, we must remind you that the reason the Australian government has given you a student visa is so you can study English.
- For immigration purposes, The English Language School in Sydney (ELSIS) needs to have your accurate and current address and telephone number in Australia. It is very important for you to advise ELSIS of any changes to these contact details.
- Information about you may be made available to Commonwealth and State agencies.

Private study

It is advised that you study 5-15 hours per week out of class time. It is expected that academic subjects require 10 -15 extra hours and General English 5-10 hours.

General Intensive English

You will be given a textbook and will work through certain units in your class. Your teacher will let you know beforehand when progress tests are to occur. These are tests to show how you have progressed in your studies, and do not mean that you have attained a certain level or will automatically proceed to the next level; however, if you are not in agreement with the teacher, we do have level tests available – see your teacher or coordinator.

English for Academic Purposes

If you are studying in an EAP course, it is your responsibility to keep up to date with assessments and to be aware of the grades required for your pathway.

Leave

Leave can only be taken after your course has finished. It is only granted during your course for compassionate reasons such as illness or death in the family. Student Services can give advice regarding leave.

Refunds

ELSIS will refund tuition fees in some circumstances. Please refer to your Offer Letter, Appendix B.

WORKING WHILE STUDYING

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Taxation Office. It is free of charge.

To apply for a tax file number you will need your passport, address in Australia and in your home country, email address and contact numbers. Just go to the following link:

[https://www.ato.gov.au/Forms/How-to-use-the-online-TFN-registration-\(Permanent-migrants-and-temporary-visitors\)/](https://www.ato.gov.au/Forms/How-to-use-the-online-TFN-registration-(Permanent-migrants-and-temporary-visitors)/)

Publicity Photos

Please note that from time to time you may be photographed. These photos may be at a class graduation, barbeque or a party. ELSIS reserves the right to use the photograph for publicity purposes such as in our brochures and on our website. If you don't want your photo to be used, then please tell the Marketing Department.

 Find us on FACEBOOK



- Make friends
- Practise English
- Chat with your teachers
- Find out about ELSIS activities
- Find out the events in Melbourne
- Upload and share pictures
- Special offers for ELSIS students
- Keep in touch with ELSIS friends forever!

How to Find "ELSIS MELBOURNE" FACEBOOK

Go to www.elsis.edu.au and click on the "Join us on Facebook" link OR Search on Facebook for "Elsis" OR Follow this link

<http://www.facebook.com/Elsis.Melbourne.AUSTRALIA/>

SCHOOL FACILITIES

Location

EL SIS is centrally located in Melbourne's CBD. The address is Level 7, 399 Lonsdale Street, Melbourne. It is very close to public transport, shopping centres and tourist attractions.

No Smoking

This is a non-smoking building. Should you wish to smoke, you must leave the building. Please remember to dispose of your cigarette butts in the bins provided. Do not throw them on the ground as you may be fined by the city council.

Student Common Room and Kitchen

The area is designed for you to relax, have lunch or chat with school friends. It is equipped with a kettle, a microwave, fridge and sink for your convenience. This is purely for students, and therefore is your responsibility to keep it clean and tidy.

Computer Areas

In Lab 3 there are computers installed for your use. You can access your email and the internet. These computers are only to be used outside class time.

Libraries

State library: 328 Swanston Street, Melbourne 3000. Located opposite Melbourne Central Train Station. Nearest tram stop is stop number 10 located at the corner of Swanston & La Trobe Street.

Each university has its own library where you can research and use books and materials. You cannot borrow books there. Some universities that can be found in the Melbourne city are:

- Victoria University
- Melbourne University
- RMIT

Individual Tutorial

If you feel you are having difficulty with a particular area of English, or would like to work with a teacher on an individual basis, you can make an appointment for an individual tutorial. Please write your name on the booking sheet on the EL SIS Website. Choose "enrol" then "Free Workshops" then choose "workshop" and register.

Post

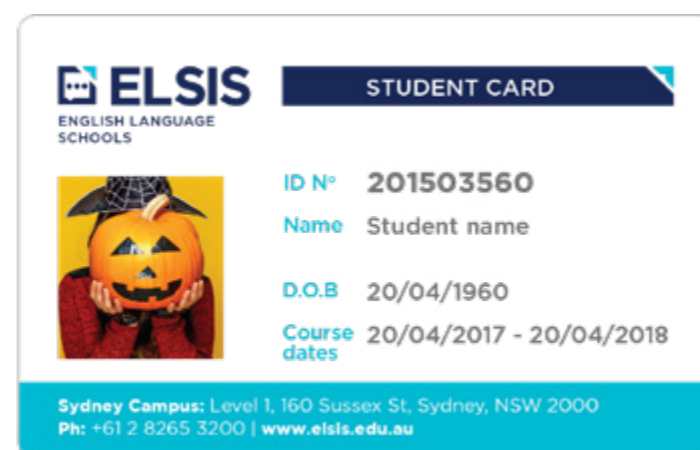
If you wish to have your mail sent to you at the College, the address to give your family and friends is:

[Your Name]
c/o EL SIS (English Language School in Sydney)
Level 7, 399 Lonsdale Street Melbourne,
VIC, 3000 Australia

EL SIS STUDENT CARD

To receive an EL SIS Student Card, you will need to apply through Student Services on level 7. With an EL SIS card you can get discounts for many things such as movies, theatres, museums. We have arrangements with local businesses where you can get discounts also.

[Check at Student Services](#)



Fees & Charges

DESCRIPTION	AMOUNT \$AUD
TUITION FEE (LATE PAYMENT)	
Less than 14 days	\$50.00
14 days to less than 28 days	\$100.00
28 days or more	\$200.00
SERVICE FEES	
Change of Course	\$0.00
Change of Course with exceptional cases	\$100.00
CoE Extension	\$50.00
Deferment of Enrolment before commencement	1st change: \$0, from 2nd changes: \$50.00
Deferment of Enrolment after commencement	\$50.00
Documents confirming enrolment/academic details	\$10.00 (per document)
Installment Plan	\$50.00
Photocopy	\$0.20 (per copy)
Posting and Handling Certificates admin fee	\$20.00
Print Credit	\$5.00 minimum (20 cents per copy)
Qualification Reissue Fee	\$50.00
Re-admission Fee	\$50.00
Scan	\$0.20 (per copy)
Change of Campus Fee	\$0.00

Document processing time is 5 working days minimum

Timetables

Timetable 1

TIMES	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15am - 10:15am	Class	Class	Class	Class	Class
10:15am - 10:30am	Break	Break	Break	Break	Break
10:30am - 12:30pm	Class	Class	Class	Class	Class

Timetable 2

TIMES	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
12:40pm - 2:40pm	Class	Class	Class	Class	Class
2:40pm - 3:00pm	Break	Break	Break	Break	Break
3:00pm - 5:00pm	Class	Class	Class	Class	Class

Timetable 3

TIMES	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
5:10pm - 7:10pm	Class	Class	Class	Class	Class
7:10pm - 7:30pm	Break	Break	Break	Break	Break
7:30pm - 9:30pm	Class	Class	Class	Class	Class

Shift changes

If you need to change your class from one shift to another, for example evening classes to morning classes, then you will need to complete a Student Request Form at reception before 3pm Thursdays. Classes are changed on Monday.

NOT ALL SHIFTS MAY BE AVAILABLE
NOT ALL COURSES ARE AVAILABLE FOR ALL TIMETABLES.
DEPENDING ON YOUR LEVEL, YOU WILL FOLLOW ONE OF THESE TIMETABLES.
PLEASE NOTE THAT WE RESERVE THE RIGHT TO CHANGE YOUR TIMETABLE AT ANY TIME.

EL SIS WORKSHOPS



Work Ready Skills



Hospitality



Individual Tutorials
(one-on-one with a teacher
for 20 minutes)



Coffee and
Conversation



IELTS Test Practice



Academic Writing



Pronunciation

www.workshop.eca.edu.au/Registration

WORKSHOPS ARE
FREE
AND OPERATE
WEEKLY.



OVERSEAS STUDENT

Health Care

If you entered Australia on a student visa and arranged your OSHC policy through ELSIS, the cost of your insurance will have been included in your initial fees. The policy gives you insurance cover with Allianz, and includes basic medical and hospital fees Australia wide. Your OSHC policy number can be found in your COE in the comments section.

Once your OSHC policy is active you will be sent an email instructing you on how to access your E-OSHC card. It may take up to 4 weeks from the date that you commence your course to receive your E-OHSC card.

If within this period you need to visit the doctor, pay the bill and keep the receipt. Apply online (https://www.oshcallianzassistance.com.au/member_student/login.aspx) for a refund of the standard doctor's fee set by the Government.

Direct Billing means that if you hold a current OSHC Allianz policy and attend one of the providers listed, the bill will be sent directly to OSHC Allianz for payment and you will not have to submit a claim. Some Medical Providers may charge you a co-payment. A 'co-payment' is an amount that you will have to pay and that cannot be claimed for a refund.

We recommend that you download the app:

www.oshcallianzassistance.com.au/app

For more information please contact
Student Services

Electricity Emergencies:
Energy Australia
13 13 88


Poison Information Line
13 11 26

What to do in an emergency

On your first day of school, you will be shown where to find the fire stairs. You will walk down the stairs to the street exit on Lonsdale Street and go to the ELSIS Emergency Meeting Point.

In case of an emergency at school you must:
Follow your teachers' instructions

- Leave the building via the fire stairs. Do not take the lift.
- Meet with your teacher at the ELSIS Emergency Meeting Point
- Wait for further instructions from your teacher

 **If you ever have an emergency and need help from FIRE, POLICE or AMBULANCE SERVICES dial (free) 000 from ANY public telephone or mobile telephone**

If first aid is required at school, students should report to their teacher or reception.

Other phone numbers which may be of assistance during an emergency are:

**Police - Ambulance - Fire
000**

**Gas Emergencies:
AGL 13 19 09**

**Water Emergencies:
Melbourne Water
13 17 22**

About MELBOURNE CBD

The Melbourne CBD area is the main commercial area in Melbourne and is well serviced by banks, restaurants, shops, post offices and public transport.

BANKS

All the major banks have a branch in the city centre; ANZ, HSBC, Westpac, The Commonwealth Bank, St. George, and National Australia Bank (NAB).

Opening hours are 9:30am to 4:30pm Monday to Thursday, and 9:30am to 5:00pm on Fridays. Automatic Teller Machines (ATM's) are available 24 hours at most banks, but you should avoid using them late at night, for security reasons. Address and contact details can be found on the site below:

http://www.onlymelbourne.com.au/melbourne_details.php?id=4155#.UvGxImdDF1M

When you go to a bank to open an account, you will need to take your Passport with you, as well as two (2) other forms of identification and tell the bank officer that you are a student.

POST OFFICE

Opening hours are from 9:00am to 5:00pm Monday to Friday, and they offer a range of services including payment of bills, stationery items, cards and wrapping, faxing, calendars and diaries and small gifts, as well as the usual range of postal services. Some major post offices are open on Saturday mornings.

SHOPPING

Melbourne's CBD has an abundance of shopping areas, department stores and arcades. The Queen Victoria Market and Bourke Street Mall are not far from the school. You will find major department stores (David Jones & Myer), supermarkets (Woolworths & Coles), chemists, homeware, furniture, music, books, clothes, shoes and many more shops close to ELSIS Melbourne.

Opening hours can vary between shops, but most are open 9.00am - 5.00pm, with late night shopping on Thursday and Friday which extends their closing time until 9.00pm.

EATING

Melbourne is known for its diversity in cuisines. The CBD is full of restaurants to eat in or take away, offering most cultural foods you can think of. Some main attractions to eat at are Chinatown and the Queen Victoria Market. There are many culturally specific supermarkets with a large variety of foods for you to purchase. Melbourne's city and surrounding suburbs are overflowing with restaurants, making it easy for you to find somewhere to eat. Also inside shopping centres will be one or more food courts with a diverse selection of foods.

SPORTS FACILITIES

Melbourne city and nearby suburbs are very well served by sport opportunities, so if you want to continue playing the sport you played at home, or if you want to take up a sport while you are here, the following list should help:

Tennis	South Yarra Sports - 679 Chapel Street, South Yarra Powlett Reserve - Simpson Street, East Melbourne
Swimming	City Baths - 420 Swanston St, Melbourne Brunswick City Baths - 14 Dawson Street, Brunswick Carlton Bath Community Centre - 248 Rathdowne Street, Carlton Fitzroy Swimming Pool - 160 Alexandra Parade, Melbourne Maribyrnong Aquatic Centre - 1 Aquatic Drive, Maribyrnong Beaches - Albert Park, Middle Park, St Kilda, Williamstown
Gym	Fitness First - many locations in the city centre

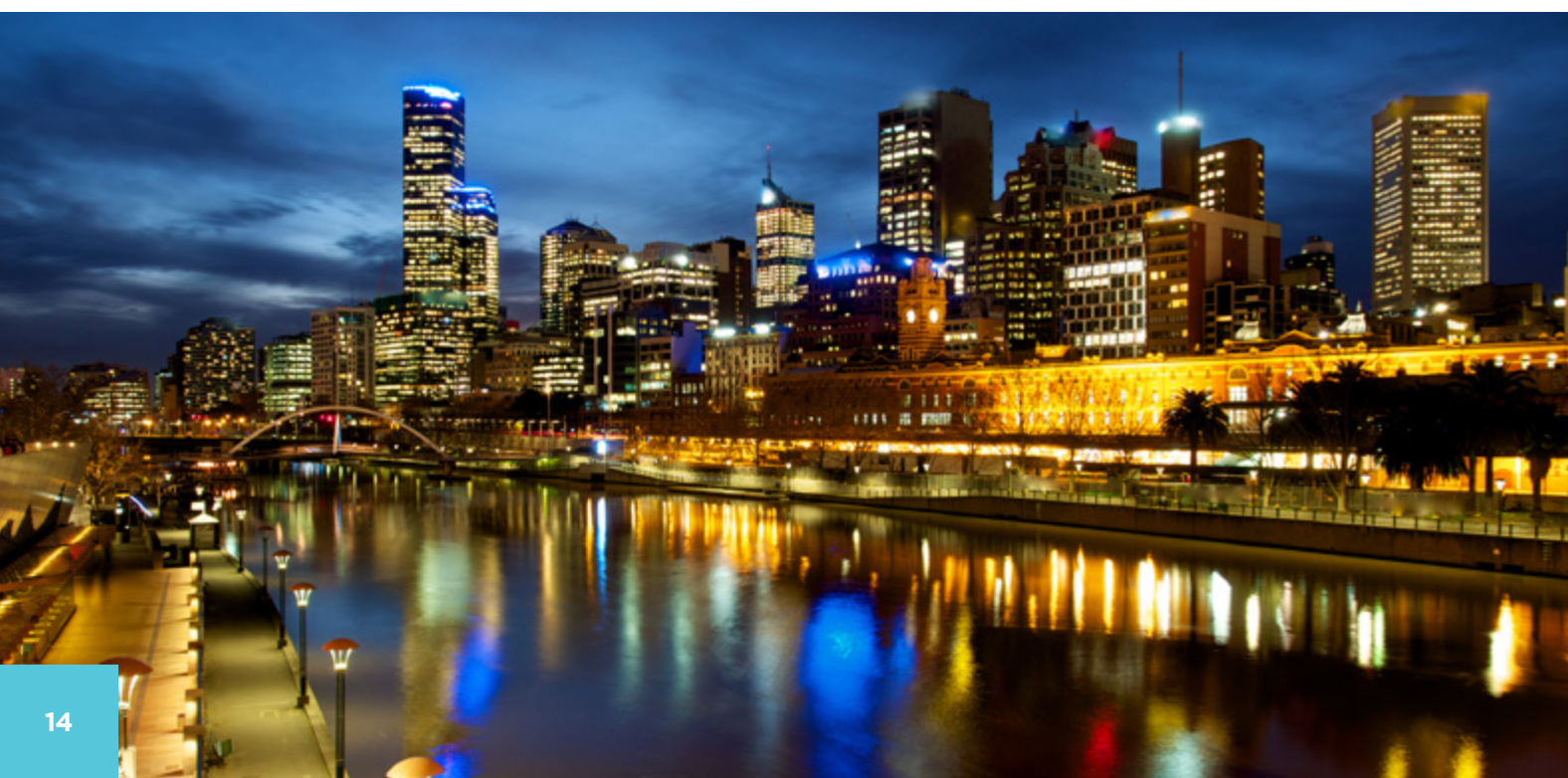
Australians have a great love for sport; both watching and playing. These are some of the main sports:

Sport	Season
Australian Football League (AFL)	March to October
A-League Soccer	October to May
Australian Open Tennis	January
Melbourne Cup	November
Formula 1 Grand Prix	March
International Cricket Matches	December to January

Queen Victoria Market Trading hours

	Produce	Specialty Shopping
	Lower Market A & B Sheds	Upper Market
Tuesday & Thursday	6am - 2pm	8am - 2pm
Friday*	6am - 5pm	8am - 3pm
Saturday*	6am - 3pm	8am - 3pm
Sunday*	9am - 4pm	9am - 4pm

Winter Night Market: Every Wednesday from 5 - 10 pm from 1 June to 21 August
Closed Mondays, Wednesdays & Public Holidays *String Bean Alley Open



MELBOURNE

General Information

Climate

Melbourne generally has a Mediterranean climate but it has been known to have unpredictable weather; warm one day and cool the next. The weather in summer tends to warm up around late January with temperatures rising to 40° on some occasions.

<https://www.melbourne.vic.gov.au/ABOUTMELBOURNE/MELBOURNEPROFILE/Pages/Melbourneweatherandclimate.aspx>

SUMMER	December - February	25 - 30 °C
AUTUMN	March - May	12 - 18 °C
WINTER	June - August	10 - 15 °C
SPRING	September - November	15 - 25 °C

Currency

Australia uses a Decimal currency system, where 100 cents = one dollar (\$). We have six coins - 5c, 10c, 20c, 50c, which are silver coloured, and \$1 and \$2, which are gold. We have five notes, made from plastic - \$5 (pink /purple), \$10 (blue), \$20 (red), \$50 (yellow), and \$100 (green).

Driving

If you have had a Drivers Licence in your home country for over a year, you can apply for an Australian Driving Licence but you must pass a driving test. If you are on a Student or Working Holiday Visa, and studying for 10 weeks or less, you can drive using an International Licence if you have one. VicRoads is a Government corporation which is the state road and traffic authority for Victoria. They are responsible for licencing and registration for cars, motorbikes, boats etc., as well as construction and maintenance of our roads.

Visit <http://www.vicroads.vic.gov.au/Home> should you require any specific information.

Entertainment

Melbourne has a vibrant night life as well as many other attractions. With so many options, there is always something to do.

Beaches:

- St. Kilda, Port Melbourne, Williamstown.

Cinemas

- Melbourne Central (Hoyts) - Level 3, Swanston St, Melbourne Ph: 1300 357 357
- Crown Casino (Village) - Shop 50, 8 Whiteman Street, Southbank Ph: 1300 555 400
- Jam Factory (Village) - 500 Chapel Street, South Yarra Ph: 1300 555 400
- Kino Cinema (Palace) - 45 Collins St, Melbourne VIC 3000 Ph: 9650 2100
- Melbourne Star Observation Wheel: 101 Waterfront Way, Docklands
- Ice skating: 105 Pearl River Road, Docklands
- Melbourne Museum: 11 Nicholson Street, Carlton
- Immigration Museum: 400 Flinders St, Melbourne
- Science Works: 2 Booker St, Spotswood

Theatres:

- Regent Theatre - 191 Collins Street, Melbourne. Ph: 9299 9500.
- Her Majesty's Theatre - 219 Exhibition Street, Melbourne. Ph: 8643 3300.
- Princess Theatre - 163 Spring Street, Melbourne. Ph: 9299 9800.
- Art Gallery: National Gallery of Victoria (NGV) 180 St Kilda Road, Melbourne
- The Ian Potter Centre NGV Australia: Federation Square
- Melbourne Zoo: Elliot Avenue, Parkville
- Luna Park: 18 Lower Esplanade, St Kilda, Melbourne
- Eureka Sky Deck: 7 Riverside Quay, Southbank, Melbourne
- Crown Casino: 8 Whiteman Street, Southbank
- Tourist information desk located in Federation Square, Corner Swanston St & Flinders St, Melbourne

<http://www.thatsmelbourne.com.au>
<http://everguide.com.au/Melbourne>

Public Transport

Melbourne has well-developed public transport lines for inner city and all suburbs outside the city.

<http://ptv.vic.gov.au/> is the website which will provide all information regarding trains, trams, buses and the new 'Myki card'. Melbourne uses the new Myki card to pay for public transport. It is a card similar to a credit card which you tap against the receiver when you enter the train station/tram/bus, and tap again as you get off. Myki's can be purchased at major train stations and local 7 Eleven stores. You can buy or put money on your Myki card on the Myki website (mymyki.com.au), by calling 1800 800 007, or at a Myki machine. More information can be found at <http://ptv.vic.gov.au/tickets/myki>. ELSIS is a few tram stops from Flinders Street Station. This is the main train station in the city and can give you access to the entire metropolitan railway network.

Taxis are another option although they can get quite expensive for longer distances.

13 Cabs - 13 2227 | Silver Top Taxis - 13 1008

Bicycles are an affordable form of transport and quite common in Melbourne. You can ride your own, or if you do not own one, there are public bicycles located throughout Melbourne's city. Information on the public bicycles can be found at <http://www.melbournebikeshare.com.au/> and bike tracks can be found at <http://www.bikepaths.com.au/map>

Some rules to remember about bicycles are that they cannot be ridden on a foot path, an approved safety helmet must be worn, must be fitted with a horn and working brakes, and when riding at night it must have front and rear lights and reflector to make you visible to other vehicles on the road.

Parks

Flagstaff Gardens is the oldest park in Melbourne. It is a ten minute walk from ELSIS, and offers a peaceful retreat from the bustle of the City. The gardens are notable for their archeological, horticultural, historical and social significance to the history of Melbourne.

Libraries

State Library: 328 Swanston Street, Melbourne. Located opposite Melbourne Central Train Station. Nearest tram stop is Corner Swanston & La Trobe Streets.

City Library: 253 Flinders Lane Melbourne. Located in the CAE building near the corner of Degraeves Street and Flinders Lane, between Swanston and Elizabeth Streets.

Each university has its own library which is available for students and to the public, although the public will be unable to borrow and use them only inside the library. Some universities that can be found in the Melbourne city area are:

- Victoria University
- Melbourne University
- RMIT

Health Facilities

Melbourne offers many doctors and dentists to choose from should you need to be treated. There are also chiropractors, physiotherapists, podiatrists, dieticians, optometrists, Chinese medicine, natural therapies, and many more therapists. A very useful tool to help find any of the services you require is the yellow pages website (<https://www.yellowpages.com.au/>). Remember to bring your health care card with you to any appointment if you currently hold one.

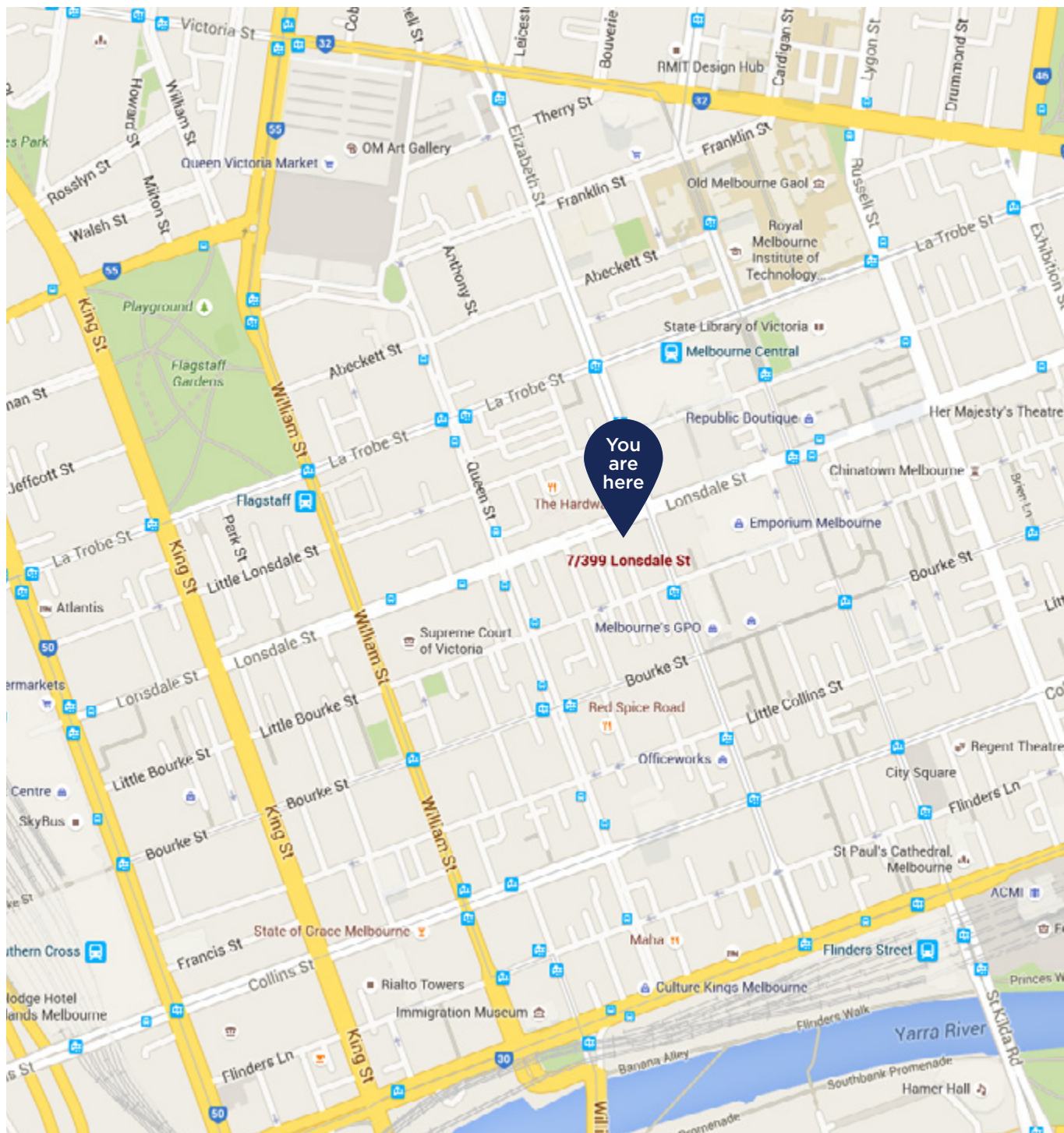
MELBOURNE CITY MEDICAL CENTRE

Address: Telstra, Exhibition St, Melbourne
Phone: (03) 9639 9600

MELBOURNE CITY DENTAL GROUP

Address: Ground Floor, 393 Swanston St, Melbourne
Phone: (03) 9662 2638

MELBOURNE CBD MAP



EL SIS (Melbourne Campus), Level 7, 399 Lonsdale Street, Melbourne, VIC 3000
61 3 9603 5333 | www.elsis.edu.au