

STUDENT ORIENTATION



RTO: 45041 CRICOS: 03550J

INSTITUTE OF BUSINESS & LANGUAGE

Welcome



Welcome to Albright Institute of Business and Language

Today I'm going to be going through our Orientation presentation

Orientation is all about helping you get familiar Albright institute and provide you with information to help prepare for your studies.

During this presentation, you'll be learning about getting started at Albright, health and safety, support services, academic study requirements and lots more.

Due to changing regulations around COVID-19 restrictions, orientation will be conducted online.

This guide is divided into 3 main sections:
Understanding Administrative/ Policies & Procedures
Information regarding General English studies
Information regarding VET studies





Contact Us

MELBOURNE CAMPUS:

Address: Level 2, 4 & 8, 341-345 Queen Street,
Melbourne, Victoria, 3000

SYDNEY CAMPUS:

Address: Level 9, 140 Elizabeth Street,
Sydney, New South Wales, 2000

ADELAIDE CAMPUS:

Address: Level 5 & 14, 90 King William Street,
Adelaide, South Australia, 5000

BRISBANE CAMPUS:

Address: Level 2, 360 St Pauls Terrace,
Fortitude Valley, Queensland, 4006

Phone: 1300 189 154

Webpage: www.albrightinstitute.edu.au

Email: student.services@albrightinstitute.edu.au
admissions@albrightinstitute.edu.au
enrol@albrightinstitute.edu.au

Key Staff Contact Details



MANAGEMENT

Abu Huraira (CEO)
abu.huraira@albrightinstitute.edu.au

Roma Jaitly (Academic Coordinator- Team Leader)
roma.jaitly@albrightinstitute.edu.au

Michael Snook (National Academic Manager – ELICOS courses)
michael.snook@albrightinstitute.edu.au

MARKETING

Carlos Plata (National)
carlos.plata@albrightinstitute.edu.au

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Natalia Sanz (Melbourne)
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Juan Manuel Uribe Mesa (Adelaide)
juan.uribe@albrightinstitute.edu.au

Daniela Ochoa (Brisbane)
daniela.ochoa@albrightinstitute.edu.au

Smita Adhikari (Sydney)
smita.adhikari@albrightinstitute.edu.au





Facilities

Classrooms

Enjoy our modern classrooms! Please look after the furniture and equipment like you do at home!

Please do not leave any cups, water bottles, food containers in the classroom

Bathrooms

FLUSH used toilet paper; put Sanitary items in the bins provided.

Student Area

DO NOT leave your belongings unattended.

It is student's responsibility to keep all common areas clean and tidy.

Kitchen

DO NOT put foil/metal in the microwave.

Please remember that all crockery and cutlery is Albright property and must not be removed from campus.

Please ensure to wash whatever you use in the kitchen after you are finished.

Staying COVID-19 safe on campus

Social distancing: There will be seating arrangements to ensure social distancing in class. Avoid moving furniture closer together in the classroom

- DO NOT get closer than 1.5 meters to anyone as much as possible. Face masks are only required on campus in situations where a 1.5 metre distance cannot be maintained
- Avoid physical interaction and exchange of food, books, drinks, etc.
- Maintain good hand hygiene
- Wash your hands as frequently as possible
- Use the hand sanitizers available to you around the campus frequently.
- Avoid touching your face
- Speak to staff if you have any concerns or questions



COVID-19 Helpful Links

Department of Health and Human Services

<https://www.dhhs.vic.gov.au/>

NSW Government – NSW Health

<https://www.health.nsw.gov.au/>

Government of South Australia – SA health

<https://www.sahealth.sa.gov.au/>

Queensland Government - QLD Health

<https://www.health.qld.gov.au/>



Health and Safety

Emergency Exits:

Evacuate in a calm manner following the fire warden (wearing a red cap). **Leave possessions behind!** Your life is more important!

First Aid – Medical Kit (Reception):

When you require assistance, **always** approach one of the staff members or Front Desk.

Reporting Incident:

Any incident (fight, theft, fire, accident, etc.) must be reported. Request a form from one of the Student Support Officers or speak to the receptionist.



Health and Safety

Emergency:

Follow the instructions.

DO NOT panic.

Listen carefully.

Stay with people.

Do not run.

Wait for the warden/follow your teacher.

Medical Emergency – call 000

Routine visits – General Practitioner (GP)

Ask student support to help you find the nearest GP

ALWAYS have your OSHC Insurance Card



If you are alone,

CALL 000

(triple zero)

(Police, Fire, Ambulance)

Security and Critical Incident

Do Not Leave Your Possessions Unattended.

Albright Institute **IS NOT** responsible for loss or damage of your possessions.

- CCTV on campus

Report property loss or damage so we could assist you the way we can.

Do Not Break The Law (Lawyer: AUD 400-600 per hour).



Photo and Media Consent

At times during the course, staff/contractors of Albright Institute of Business and Language **may take record sound, take photos or videos and use student work samples for use in promotional activity.**

These be used by Albright Institute of Business and Language and will not be sold to any third party. Some of the media may be used for promotional editorials and other marketing material and may be used in public and professional publications, social media and other such media.

During an official induction, we will offer you to accept in participating in such activities.



Photo and Media Consent

Should you wish to view or purchase copies of any such photos/videos outside of normal distribution, this request should be made in writing to the Academic Manager or CEO.



We would also like to keep you informed of any updates or promotions. In order to do this, you will need to give permission for us to send emails and newsletters to you from Albright Institute of Business and Language and give permission to Albright Institute of Business and Language to publish media, comments and/or work samples.



Administration Policies & Procedures

Student Support Services

If you need help with any ACADEMIC or NON-ACADEMIC matters:

Speak to your Teacher or Student Support Officer (Front Desk).

If you:

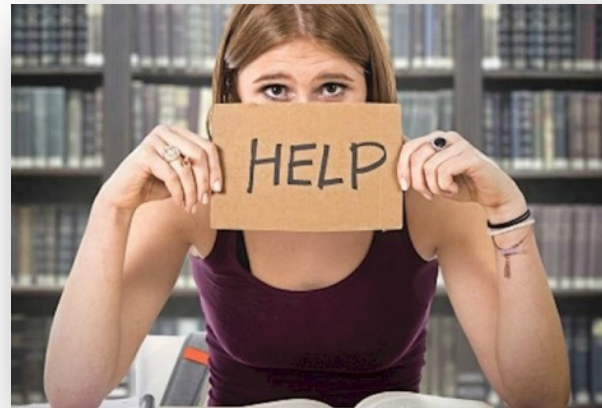
- Are struggling with your studies
- Think the course is not what you were looking for
- Have language and literacy problems
- Require extra academic support
- Are facing any non-academic issues (financial or personal) which are affecting your studies



We Support You!

Albright will do the best to help you overcome the issues by:

- attendance counselling
- arranging for extra classes
- academic support
- extra resources and activities
- external referrals (may include a fee)



Mental Health and Wellbeing

There are many organisations that provide support to students:


Speak to one of our Student Services Officer






Assures Program – External Counselling - 1800 808 374


Seek support from your Overseas Student Health Cover (OSHC) insurance provider for advice on your health cover and services available (General Practitioner)

Free online and phone support services:

- A. Emergency – 000 (triple zero)
- B. Lifeline (Personal Crisis) – 13 11 14
- C. Beyond Blue – 1300 22 4636
- D. Men's Line - 1300 789 978

 **24/7 Mental Health Services**

Beyond Blue <i>Anyone feeling anxious or depressed</i>  beyondblue.org.au  1300 22 4636	Kids Helpline <i>Counselling for young people aged 5 to 25</i>  kidshelpline.com.au  1800 55 1800
MensLine Australia <i>Men with emotional or relationship concerns</i>  mensline.org.au  1300 78 99 78	Open Arms <i>Veterans and families counselling</i>  openarms.gov.au  1800 011 046
Lifeline <i>Anyone having a personal crisis</i>  lifeline.org.au  13 11 14	Suicide Call Back Service <i>Anyone thinking about suicide</i>  suicidecallbackservice.org.au  1300 659 467

 **Is it an emergency?** If you or someone you know is at immediate risk of harm, call **triple zero (000)**



Policies and Procedures

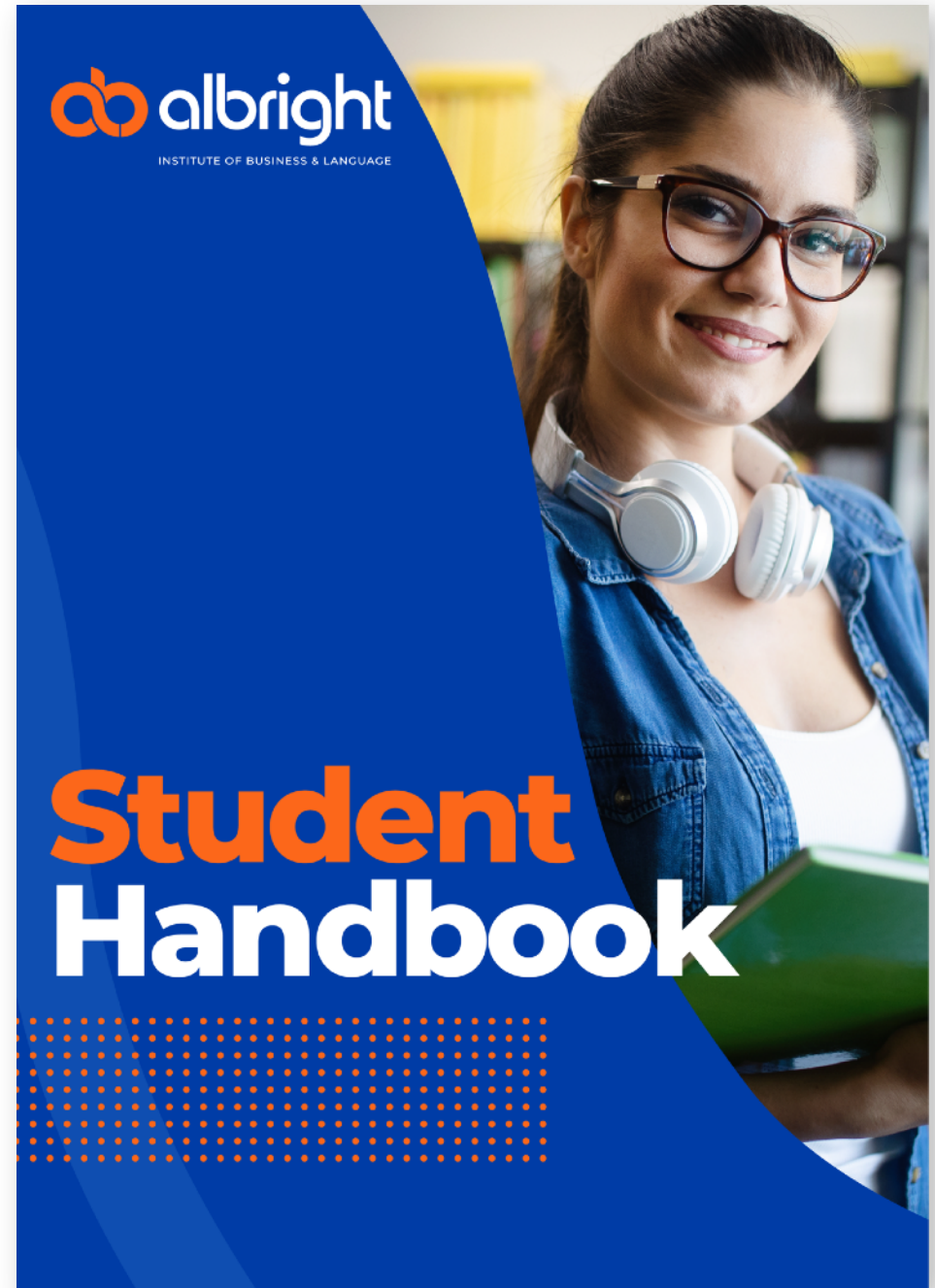
Student Handbook:

Link provided in orientation invitation email

Can be also found on

Albright Website → Student section → Forms and Policies:

<https://albrightinstitute.edu.au/forms-and-policies/>





Payments (Tuition fees) and Refunds

Ensure all payments are made by the **due date** as per visa requirements

Payment options: Cash, Eftpos, Bank Transfer and over the phone payments

Albright **Bank Account** details and Payment plan: can be found on your offer letter.

Please ensure you include your student ID number in the reference section

Payment reminders will be sent out to you prior to due date

If you require a refund of unused tuition fees, please submit a formal request to Accounts

<https://albrightinstitute.edu.au/forms-and-policies/>

Contacts of Albright Accounts department:

accountsupport@albrightinstitute.edu.au

refund@albrightinstitute.edu.au

dilraj.sidhu@albrightinstitute.edu.au

hasmim.jishan@albrightinstitute.edu.au

Non-payment Warning Letters

1. If the overdue fees are not paid 2 days after due date: **First Non-payment warning letter** will be sent
2. If the overdue fees are not paid 4 days after due date: **Second Non-payment warning letter** will be sent
3. If the overdue fees are not paid 6 days after due date: **Intention to Report (ITR) letter** will be sent
4. After ITR letter: Students will have 20 working days to make an **Appeal** and clear overdue payments
5. If after 20 working days, fees have not been cleared, CoE will be cancelled for non-payment. This may affect your visa.

Please note: Students will incur a **late payment penalty fee of \$50** for every month payment is not made



Financial Difficulty / Payment Extensions

As an international student you have to pay your fees **ON TIME**.

If you are facing financial difficulties, please speak to a Student Support Officer or one of our Accountants. We might be able to give you a more **flexible payment plan** or change the due date.

Contacts of Albright Accounts department:

accountsupport@albrightinstitute.edu.au

refund@albrightinstitute.edu.au

dilraj.sidhu@albrightinstitute.edu.au

hasmim.jishan@albrightinstitute.edu.au




Change of your Contact Details

Always inform Student Services of **ANY** changes in your circumstances within **7 days** by completing a change of contact details form and sending it to student.services@albrightinstitute.edu.au:

- YOUR CURRENT AND ACCURATE ADDRESS
- YOUR CURRENT AND ACCURATE PHONE NUMBER
- YOUR VALID EMAIL ADDRESS (Gmail, Yahoo, Outlook, etc.)
- EMERGENCY CONTACT DETAILS (CURRENT AND ACCURATE)

Your personal details are strictly **confidential** and will not be shared with anyone.



Notification of Change of Contact Details
Please fill this form to inform us about any changes to your or your emergency contact's contact details.

Date			
Student Details			
Name			Surname
Student ID			Current course of study
Most Current Student Contact Details			
Mobile Number			
Home Address			
Email			
Most Current Emergency Contact Details			
Mobile Number		Relationship	
Home Address			
Email			
For Office Use Only			
BFO Manager updated?		Date	
Updated By		Signature	

Note: Please archive this form in the student file, after all the updates in student profile.

AMT Australia Pty Ltd t/a Albright Institute of Business and Language | BFO: 45041 | CRICOS: 03553J
1300 189 154 | Level 2, 340-345 Queen Street, Melbourne VIC 3000 | www.albrightinstitute.edu.au | v1.0





Check your emails regularly

Albright will email you about your enrolment, classes, graduation and other important information.

Please ensure that you check your email **at least twice a week**, even on holiday break to remain updated.

If you have not received any notifications, please inform Student Services student.services@albrightinstitute.edu.au.

Complaints and Feedback

Your thoughts and feedback will help us grow and be the best all the time!

Please feel free to give us feedback about :

- Your course and resources
- The academic staff
- The college staff
- Facilities
- Resources
- Your agent

You can:

- speak to one of the staff members / Managers
- **or** fill out the **Student Feedback Form (available on Albright Website)** and submit it to feedback@albrightinstitute.edu.au
- **or** fill out our online **Student Survey**
- <https://albrightinstitute.edu.au/forms-and-policies/>



Student ID Card

A Student ID Card is your internal Albright ID.

Student Cards are issued by Student Services at the beginning of your course (during induction) .

Student Cards give students access to special offers, memberships and discounts.

ALWAYS have your Student Card on you.

Lost, stolen or damaged Student ID Card? Approach Student Services **IMMEDIATELY!**

Re-issue of Student ID Card costs **\$20**. For more details, please refer to Student enrolment, fees and charges policy.

student.services@albrightinstitute.edu.au



Overseas Student Health Cover (OSHC)

<https://www.allianz.com.au/>

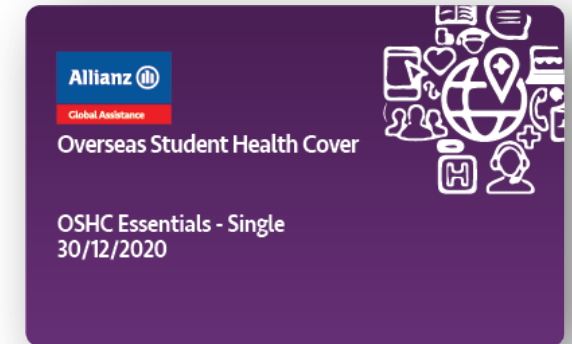
- Private hospital cover
- Ambulance
- Visits to a doctor

Have your Allianz OSHC card on you 24/7!

No OSHC?– Extra cost for Ambulance up to \$1,000

Find a GP: <https://healthengine.com.au/find/bulk-billing-gp/VIC/>

Find a doctor after hours: National Home Doctor Service - 13 74 25



Health and Wellbeing

Hospitals:

VIC: The Royal Melbourne Hospital <https://www.thermh.org.au>

NSW: St Vincent's Hospital, Sydney <https://www.svhs.org.au>

SA: Royal Adelaide Hospital <https://www.rah.sa.gov.au>

QLD: Metro North Hospital And Health Service <https://metronorth.health.qld.gov.au>

Pharmacies:

Chemist Warehouse <https://www.chemistwarehouse.com.au>

My Chemist <https://www.mychemist.com.au>

Priceline <https://www.priceline.com.au>

Pharmasave <https://www.pharmasave.com.au>

SuperPharmacy <https://www.superpharmacy.com.au>





Printing/Photocopying Services (Front Desk)

You can request print outs at Reception

student.services@albrightinstitute.edu.au

Please be mindful of the costs:

Black & White: 10 cents per page

Colour: 25 cents per page

You must allow up to 2-3 hours for printing.



Suspensions, Deferrals and Cancellations

Suspension: means for students who have commenced their course to put studies temporarily on hold.

Deferral: means for students not yet commencing their course and postponing the start date. For suspensions and deferrals: Your payment plan may be changed, depending on evidence of compassionate and compelling circumstances.

Cancellation: to terminate or end your enrolment.

**Processing time for all CoEs variations
are up to 10 working days**

Suspensions, Deferments and Cancellations

For CoE variations: please fill out a [Change of Enrolment Status Form](#) and submit it via email to admissions@albrightinstitute.edu.au

<https://albrightinstitute.edu.au/forms-and-policies/>

Supporting documentation for application MUST be provided and an original or certified copy must be attached to your request

Please note there will be a \$200 administration fee for any of the noted requests

Until request has been approved, you remain an [active](#) student at Albright and are required to maintain your visa conditions. Once your request has been processed, you will receive a notification via email

<https://albrightinstitute.edu.au/forms-and-policies/>



Change of Campus (Melbourne, Sydney, Brisbane, Adelaide)

Change of location means for student to move their enrollment from one campus location to the other before or after commencement date

A change of location of study post initial enrolment will be allowed and accommodated **only once** for each student during their enrolment with Albright Institute

Check the availability/timetable/price of the course at the New location (Albright Campus)

For CoE variations: please fill out a **Request of Change of Campus Location** and submit it via email to admissions@albrightinstitute.edu.au

<https://albrightinstitute.edu.au/forms-and-policies/>

Please note there will be a **\$300 administration fee**





Change of Campus (Melbourne, Sydney, Brisbane, Adelaide)

Student must apply at least a month (30 days) prior to the desired change of location date to allow time for all submissions, and the rest of the paperwork. This is applicable only to students who apply for a change of location after the commencement date of the course.

A change of location of study can only take place from **the beginning of a new unit**. Study plans are nationally identical at Albright Institute.

All the previous units and possible re submissions must be completed and submitted at the original location

<https://albrightinstitute.edu.au/forms-and-policies/>

Processing time for all CoEs variations are up to 10 working days

Transfer between Education Providers



Transferring **away** from Albright Institute:

In accordance with the National Code 2018 (Standard 7), Albright Institute will **NOT release** any international student visa holder who seek transfer to another registered provider **prior to having completed 6 calendar months of their principal course, unless there is evidence of compassionate or compelling circumstances.**

For more information, please contact admissions@albrightinstitute.edu.au

If a student wishes to transfer away from Albright Institute prior to completing 6 calendar months of their principal course, Albright Institute will release the student since it is in student's best interest are but not limited to the following:

1. Albright Institute is ceased to be registered
2. Albright Institute has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at Albright





Transfer between Education Providers

3. Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change
4. The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
5. There is evidence of compassionate or compelling circumstances. For more information, please refer to our Transferring Between Registered Provider Policy


<https://albrightinstitute.edu.au/forms-and-policies/>

Change of Course (Package)

1. Check that you have met all entry requirements of the new course. Please check intake dates and course availability based on each campus
2. Apply for course cancellation for current course
3. Apply for the new course by completing a new application form
4. If successful, accept the new offer and make initial payment. If unsuccessful, you will remain enrolled in your current course.
5. CoE issuance

Need advice? Book an appointment with our Student Service Officers for guidance or send us an email to

admissions@albrightinstitute.edu.au.



STUDENT REQUEST FOR CHANGE OF ENROLMENT STATUS

STUDENT DETAILS	
Student Name:	Student ID Number:
Course Enrolled:	
Student Address:	
Email:	Phone Number:

REQUEST DETAILS	
Please mark with an X what you are applying for:	
<input type="radio"/> DEFER Enrolment - defer enrolment means for students not yet commencing their course and postponing the start date, based on evidence which MUST be provided.	Original Commencement Date: _____ Date Deferred Until: _____
<input type="radio"/> SUSPEND Enrolment - suspend enrolment means for students who have commenced their course to put studies temporarily on hold.	Suspension Effective from: _____ Unit: _____
<input type="radio"/> EXTEND Enrolment - extend enrolment means to maintain course enrolment status for the period approved to enable course completion as STUDYING and change the CoE end date.	Date Extended Until: _____
<input type="radio"/> CANCEL Enrolment - cancel a student's enrolment is to terminate or end it within ten (10) days from date of form lodgement, and change course enrolment status to CANCELLED.	
Please provide the reasons for your request:	
<div></div>	
For Deferment, Suspension or Cancellation of Enrolment, please indicate the grounds on which applying	
<input type="radio"/> MEDICAL GROUNDS	<input type="radio"/> COMPASSIONATE OR COMPELLING CIRCUMSTANCES
Supporting documentation for application MUST be provided and an original or certified copy needs to be attached to this application.	Please indicate those which attached: <input type="checkbox"/> Medical Certificate(s) <input type="checkbox"/> Return Air tickets <input type="checkbox"/> Death Certificate <input type="checkbox"/> Visa refusal letter from DHP <input type="checkbox"/> Other (Please Specify) _____
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Print Name (Student)	Student Signature
Date	
<small>ALBRIGHT AUSTRIA Pty Ltd / Albright Institute of Business and Language (RTO: 420048) CRICOS: 00553J P.O. 1300 189 184 Level 2, 345-348 Queen Street, Melbourne VIC 3000 www.albrightinstitute.edu.au v.1.0</small>	



Living in Australia

Your needs, rights and responsibilities



Student Code of Conduct

Students must follow the **Albright Student Code of Conduct**:

- Albright Institute premises are drug, alcohol, and smoke free zone. All students are prohibited from possession or consumption of all kinds of alcoholic drinks and illegal drugs/materials at all times when on campus
- Students are expected to accept responsibility for the safety of themselves and other students at all times
- Neat, comfortable clothing is generally considered appropriate. Maintenance of personal hygiene is required
- Students are expected to be environmentally responsible by respecting Albright's facilities and resources
- Albright students are required to be academically compliant with all their course and visa requirements, including maintaining satisfactory course progress and attendance
- **Bullying, harassment, vulgar language, verbal and physical abuse, disrespectful and inappropriate behavior will not be tolerated**

For more information, please refer to Albright's Student Handbook or contact student.services@albrightinstitute.edu.au

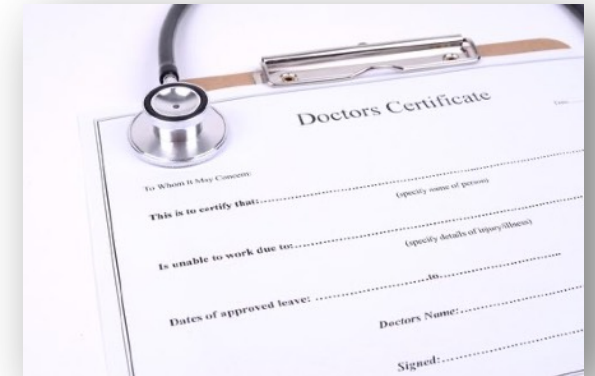
Student Visa Requirements

20 hours of study per week.

MINIMUM 80% attendance!

ALWAYS provide a medical certificate **OR**
Evidence of compelling circumstances

For more info, please contact
student.services@albrightinstitute.edu.au



Working in Australia on a Student Visa

You cannot work more than 20 hours per week

In Australia you **MUST** pay taxes

Australian Taxation Office <https://www.ato.gov.au/>

Tax File Number (No TFN = No work)

Minimum wage **\$19.84** per hour (as of 1st July, 2020)

Working cash-in-hand is **ILLEGAL**

- <https://www.fairwork.gov.au/> - know your rights
- <http://www.ombudsman.gov.au/about/overseas-students> - get help
- <http://www.cisa.edu.au/> - get help



Local Banks

Banking:

- Bank of Melbourne <https://www.bankofmelbourne.com.au/>
- Commonwealth <https://www.commbank.com.au/>
- NAB <https://www.nab.com.au/>
- ANZ <https://www.anz.com.au/>
- Bendigo Bank <https://www.bendigobank.com.au/>
- Westpac <https://www.westpac.com.au/>

To open an account you will need your Confirmation of Enrolment (CoE), Visa status, Passport (Photo identification) and TFN.

International Money Transfers: <https://transferwise.com/au/>

Australia Post: send or receive mail <https://auspost.com.au/>





Student Accommodation

- Student Accommodation <https://www.student.com/au>
- Flatmates <https://flatmates.com.au/>
- Urbanest <https://urbanest.com.au/>
- UniLodge <https://www.unilodge.com.au/>
- Campus Living Villages <https://campuslivingvillages.com/australia>
- Real Estate <https://www.realestate.com.au/>
- Domain <https://www.domain.com.au>
- Home To Go <https://www.hometogo.com.au/>
- Backpacker Hostels <https://www.tripadvisor.com.au/Hotels>
- AirBnB <https://www.airbnb.com.au/>

Utilities



Electricity and Gas:

- Energy Australia <https://www.energyaustralia.com.au>
- AGL <https://www.agl.com.au>
- Origin Energy <https://www.originenergy.com.au>
- Simply energy <https://www.simplyenergy.com.au>
- Alinta Energy <http://www.alintaenergy.com.au>

Water: (check your local area)

Internet and mobile:

- Optus <http://www.optus.com.au/>
- Vodafone <https://www.vodafone.com.au/>
- Telstra <https://www.telstra.com.au/>

Recycling in Australia

✓ ITEMS FOR YOUR GENERAL WASTE BIN



✗ NOT in your GENERAL WASTE bin

- ✗ Building/renovation waste (e.g. pvc pipes, fixtures and fittings, plasterboard, etc.)
- ✗ Bricks, concrete, masonry, tiles, rocks, rubble
- ✗ Treated timber (e.g. cabinets, laminates, fence palings)
- ✗ E-Waste (computers, printers, TVs, microwaves, etc.)
- ✗ Hot ashes, coals and burnt material
- ✗ Liquid waste, oil
- ✗ Hazardous chemicals
- ✗ Soil
- ✗ Stumps, large branches
- ✗ Items longer than 50cms (e.g. broom handles).

Not sure? Contact Council info@tr.qld.gov.au or 131 872.

✓ ITEMS FOR YOUR RECYCLING BIN



✗ NOT in your RECYCLING bin

- ✗ Food
- ✗ Plastic bags, bin liners and soft plastics
- ✗ Clothing
- ✗ Polystyrene/Styrofoam, including food packaging trays
- ✗ Tissues, napkins, disposable wipes and nappies
- ✗ Crockery, blue/white glass, drinking glasses, ovenproof glass
- ✗ Household appliances and E-Waste
- ✗ Light bulbs, fluorescent lamps, window or automotive glass
- ✗ Chemical or oil containers
- ✗ Building/renovation waste and timber
- ✗ Bricks, concrete, masonry, tiles, rocks, rubble
- ✗ Brooms or mops
- ✗ Green waste.

✓ ITEMS FOR YOUR GREEN WASTE BIN



✗ NOT in your GREEN WASTE bin

- ✗ Bricks, concrete, masonry, tiles, rocks, rubble
- ✗ Treated timber (e.g. cabinets, laminates, fence palings)
- ✗ Plastic bags, bin liners and soft plastics
- ✗ Brooms, mops, rakes
- ✗ Plant pots (plastic, ceramic, terracotta, etc.)
- ✗ Plastics or metals
- ✗ General waste
- ✗ Food scraps
- ✗ Animal droppings or dead animals
- ✗ Tissues, napkins, disposable wipes and nappies
- ✗ Garden hoses
- ✗ Building/renovation waste (e.g. pvc pipes, fixtures and fittings, plasterboard, etc.).

Living in Australia

Travel / Things to do

Newbies International Meetup <https://www.meetup.com/en-AU/newbiesinternational/>

Fun Addicts – Tours <https://www.thefunaddicts.com.au/>

Jet Sports - <https://www.jetsport.com.au/>

Top things to do Australia: <https://explorewithgo.com/oceania/australia>





Essential Links

Student Ombudsman - <http://www.ombudsman.gov.au/>

- Victorian Ombudsman - <https://www.ombudsman.vic.gov.au/>
- New South Wales Ombudsman - <https://www.ombo.nsw.gov.au/>
- Queensland Ombudsman - <https://www.ombudsman.qld.gov.au/>
- South Australia Ombudsman - <https://www.trainingadvocate.sa.gov.au/>

Study in Australia - <https://www.studyinaustralia.gov.au/>

- Study Melbourne - <https://www.studymelbourne.vic.gov.au/>
- Study Sydney - <http://www.study.sydney/>
- Study Adelaide- <https://studyadelaide.com/>
- Study Queensland - <https://www.studyqueensland.qld.gov.au/>

More Essential Links

Lifeline <https://www.lifeline.org.au/> 13 11 14

Reporting child abuse <https://services.dhhs.vic.gov.au/reporting-child-abuse>

Reporting family violence <http://www.dvrcv.org.au/>

Drug and alcohol counselling <http://www.directline.org.au/>

Buy a car <https://www.carsales.com.au/>

Rent a car <https://www.budget.com.au/>

Apply for an Australian driving license <https://www.vicroads.vic.gov.au/>

In case of emergency, call 000!

If in danger, ALWAYS approach the nearest Police Officer.

They are here to help!



School Life

What to know as a student



Initial Induction

- Your course start date is mentioned on the CoE
- You must complete orientation before commencing your course
- You must start attending your classes immediately as per your course timetable
- Your timetable will be emailed to you after the orientation session
- For more information, please contact student.services@albrightinstitute.edu.au

Course Timetable

- The course timetable will be provided to you by Student Services via email after successful completion of induction
- **Timetable is subject to change**
- Albright Institute reserves the right to change the course timetable at any time. You will be notified in advance of any changes
- If the timetable does not suit your current availability, please speak to Student Services (front desk) or email us at student.services@albrightinstitute.edu.au
- Work commitments are not considered compassionate or compelling circumstances for not attending your classes
- If you choose a certain batch, you will not be allowed to switch between timetable during the study week (unit/assessment)





Students Responsibilities

- Attend a **minimum of 80%** of classes (16 hours per week)
- Satisfy all course requirements (course progress/ attendance)
- Satisfy all Student Visa requirements
- Pay all the fees and charges on time
- Complete homework and assessments
- Engage in classroom activities
- Adhere to student Code of Conduct
- Be respectful and culturally sensitive
- Use an Electronic device (laptop/tablet/iPad) for studies and homework

Academic Staff Responsibilities

- Provide quality education
- Provide support and assistance
- Provide proper classroom management
- Advise students on their academic performance
- Objectively assess students' skills and progress
- Approach higher management to resolve issues when necessary
- Provide feedback to students and give recommendations regarding self-study
- Ensure that the learning environment is engaging and vibrant



ELICOS

English Language Intensive Courses
for Overseas Students



General English

CRICOS: 096826G

General English course is 52 weeks in total

This course has 6 levels:

- Beginner
- Elementary
- Pre-Intermediate
- Intermediate
- Upper-Intermediate
- Advanced

12 weeks each level

NO entry pre-requisites

Check your English Level with a FREE placement test today

General English: Tests and Exams

Obligatory Progress Test: Every week on Wednesday

Four essential macro-skills: Reading, Writing, Listening, Speaking.

Minimum of (A, B, B, C) IN FOUR MACRO-SKILLS +

Good attendance +

Active classroom participation +

Homework completion +



Please note students can attend the test at a different time **only** if compassionate grounds exist. This is at the discretion of the ELICOS Academic Manager and supporting documentation must be provided.





Promotions – General English

Example of Promotion from Pre-Intermediate to Intermediate:

Has done 5 pre-intermediate tests and has a running average of 75% - this can mean promotion to Intermediate

(Student receives feedback on the first working day of the following week, then moves to the new class and receives resources for the new level – Student Book and Workbook)

Student Progress Report is issued after completion of every Progress Test.

End-of-Course Report + Certificate of Completion are issued after course completion.

Attendance Review Process

- You must attend a minimum of 80% of your classes, that means 16 hours a week at minimum
- You can check your attendance at reception
- Your attendance is reviewed on a monthly basis
- If your attendance is below 90% - A First Attendance Warning Letter will be issued
- If your attendance is below 85% - A Second Attendance Warning Letter will be issued
- If your attendance is 79% or lower – An INTENTION TO REPORT letter will be issued
- Students will have 20 working days to make an appeal once this letter has been issued
- If after 20 working days, no appeals have been made, CoE will be cancelled for not meeting Attendance requirements. Please note this may affect your visa.



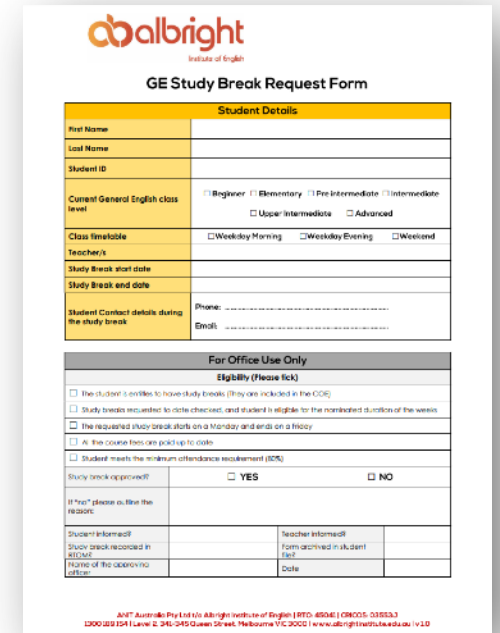
General English Holiday Breaks

Any **holiday** that you wish to take must be included in your CoE prior to enrolment. The amount of leave that you are entitled to depends on the duration of your enrolment.

Study breaks must start on a Monday or the first day of the week if Monday is a public holiday and end on a Friday.

Students must inform the student administration officers of their intention to take holidays no later than Wednesday of the week prior to start of their study break by filling the **Study Break Request Form**

<https://albrightinstitute.edu.au/forms-and-policies/>



The image shows a 'GE Study Break Request Form' from Albright Institute of English. The form is divided into two main sections: 'Student Details' and 'For Office Use Only'.

Student Details Section:

- First Name:** [Blank]
- Last Name:** [Blank]
- Student ID:** [Blank]
- Current General English class level:** ☐ Beginner ☐ Elementary ☐ Pre-Intermediate ☐ Intermediate ☐ Upper-Intermediate ☐ Advanced
- Class timetable:** ☐ Weekday Morning ☐ Weekday Evening ☐ Weekend
- Teacher/s:** [Blank]
- Study break start date:** [Blank]
- Study break end date:** [Blank]
- Student Contact details during the study break:**

Phone:	[Blank]
Email:	[Blank]

For Office Use Only Section:

- Eligibility (Please tick):**
 - ☐ The student is entitled to have study breaks (they are included in the CoE)
 - ☐ Study breaks requested to date checked, and student is eligible for the nominated duration of the weeks
 - ☐ The requested study break starts on a Monday and ends on a Friday
 - ☐ At the course fees are paid up to date
 - ☐ Student meets the minimum attendance requirement (80%)
- Study break approved?** ☐ YES ☐ NO
- If "no" please state the reason:** [Blank]
- Student informed?**

Study break recorded in attendance	Form archived in student file?
Initials of the approving officer:	Date:

ANZ Australia Pty Ltd t/a Albright Institute of English (BFD: 45046) | CRICOS: 53553J
1300 659 154 | Level 2, 246-248 Queen Street, Melbourne VIC 3000 | www.albrightinstitute.edu.au | v1.0

General English Holiday Breaks



Students must ensure that they take their study breaks before course end date. Failure to take study breaks will result in additional fees charged for extra study weeks.

For more information, please contact
student.services@albrightinstitute.edu.au



General English: Change of Timetable (Batch)

Students must inform the student administration officers of their intention to Change class timetable no later than Wednesday of the week prior to start of their new timetable by filling the **GE Change of Class Request form**

<https://albrightinstitute.edu.au/forms-and-policies/>

Please note: change of timetable is not guaranteed and is subject to availability.

For more information, please contact
student.services@albrightinstitute.edu.au



The image shows a 'Change of Class Request Form' from Albright Institute. The form is titled 'Change of Class Request Form' and includes a note: 'Please fill in the form below and return to reception.' Below the title, there are two main sections: 'Student Details' and 'Class Schedule Details'. The 'Student Details' section includes fields for Student Name, Student ID, and Course. The 'Class Schedule Details' section includes fields for 'Your Current Class Timetable (Please Tick)' with options for Morning, Afternoon, Evening, and Other, and 'Your current class timetable' with a date field. There is also a section for 'Reason for Request to change class' and a 'Student signature' field. At the bottom, there is a 'For office use only' section with fields for 'Received by', 'Date', 'Approval Granted?' (with options for Yes/No and Student/Teacher), and 'Staff Signature'. A small note at the bottom right says 'Note: Please attach the form to student fee.' The Albright logo is in the top left corner.



Pearson Test of English (PTE)

CRICOS: 096829E



12 weeks

Entry pre-requisites: Upper-Intermediate, IELTS overall score 5.0 or equivalent

20 hours per week: 5 sessions, 4 hours each session

Real exam questions

Weekly Assessments and Mock tests

My English Lab portal

Certificate of Completion is issued after course completion





English for Academic Purposes (EAP)

CRICOS: 096828F

12 weeks

Entry pre-requisites: Upper-Intermediate, IELTS overall score 5.0 or equivalent

20 hours per week: 5 sessions, 4 hours each session

Weekly Assessments

Focus on Speaking, Reading and Critical Thinking, Functional Language and Grammar, Writing, Listening Note-taking, and Academic Referencing

Certificate of Completion is issued after course completion

IELTS (Foundation, Advanced)

CRICOS: 096827G



24 weeks in total (12 weeks each level)

IELTS **Foundation**: pre-requisite of IELTS overall score of 5.0 with an exit level of 5.5

IELTS **Advanced**: pre-requisite of IELTS overall score of 5.5 with an exit level of 6.0

20 hours per week: 5 sessions, 4 hours each session

Weekly Assessments

Focus on Speaking, Reading and Critical Thinking, Functional Language and Grammar, Writing, Listening Note-taking, and Academic Referencing

Certificate of Completion is issued after course completion





Successful completion of the course

Students who showed satisfactory test results, attended classes regularly and participated in class activities actively will be able to receive a Certificate of Completion and an “End of the Course” Report

Albright Institute will not issue a certificate to ELICOS students with lower than 80% course projected attendance at the time of graduation.

Should a student have less than 80% course projected attendance shown on profile in Albright Institute’s student management system, Albright Institute will only issue a “Confirmation of Studies” letter for the student. This letter will contain information including but not limited to the name, student ID, course name, course duration, and entry and exit level of the student.

<https://albrightinstitute.edu.au/forms-and-policies/>

For more information, please contact
student.services@albrightinstitute.edu.au

Free Skills Studio

(currently not available due to COVID-19)

A series of **extra curricular courses** run every weekday as part of our 'Skills Studio' (**subject to having enough attendees**):

- Survival English
- Creative Writing
- Movie Days
- Pronunciation Lab
- Public Speaking
- Seminars
- Excursions
- Casual English

It is essential to sign up for a class at least **3 business days in advance**, simply ask a Teacher or send an email to ELICOS Academic Manager via michael.snook@albrightinstitute.edu.au



VET

Vocational Education and Training

What can you study at Albright?

Certificate & Diploma

BSB20120 Certificate II in Workplace Skills (CRICOS Code 106174H)
BSB30120 Certificate III in Business (CRICOS Code 106173J)
BSB50120 Diploma of Business (CRICOS Code 106169E)
BSB50420 Diploma of Leadership and Management (CRICOS Code 104306F)
BSB60420 Advanced Diploma of Leadership and Management (CRICOS Code 106171M)

Advanced Diploma

BSB40820 Certificate IV in Marketing and Communication (CRICOS 106168F)
BSB50620 Diploma of Marketing and Communication (CRICOS Code 106170A)
BSB50820 Diploma of Project Management (CRICOS Code 104077C)
BSB60720 Advanced Diploma of Program Management (CRICOS Code 104459M)
PSP50916 Diploma of Interpreting (CRICOS Code 096470J)
PSP60816 Advanced Diploma of Translating (CRICOS Code 096471G)
BSB80120 Graduate Diploma of Management (Learning) (CRICOS Code 106172K)
ICT60220 Advanced Diploma of Information Technology CRICOS 106175G

Graduate Diploma

Please note:
not all courses are available in every Campus/Location
For more info, contact
admissions@albrightinstitute.edu.au

Pre-Training Review

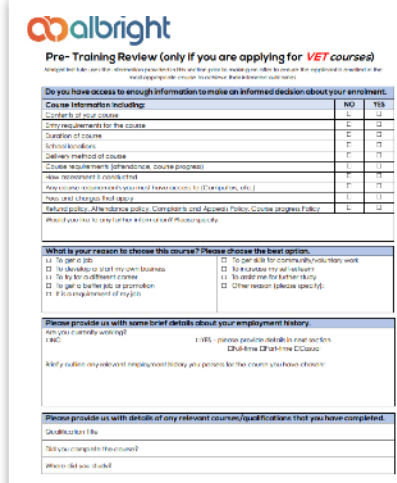
A **pre-training review** is used to determine your competency levels and assist us with tailoring your **training** plan.

The **review** also helps to identify skills recognition and credit transfers when applying for a vocational education course.

You can fill it out by downloading the below-mentioned form and then submitting to

student.services@albrightinstitute.edu.au

<https://albrightinstitute.edu.au/forms-and-policies/> – pages 5 and 6



The form is titled 'Pre-Training Review (only if you are applying for VET courses)' and includes the Albright logo. It contains several sections for data entry:

- Do you have access to enough information to make an informed decision about your enrolment?** (Yes/No)
- Course Information including:** A table with columns for 'Course', 'AO', and 'YES'. Rows include: 'Details of your course', 'Entry requirements for the course', 'Duration of course', 'School locations', 'Delivery method of course', 'Course requirements (prerequisite, course progress)', 'How enrolment is conducted', 'Access to resources and support (e.g. IT support, etc.)', 'How and where you will study', 'Refund policy, Attendance policy, Complaints and Appeals Policy, Course progress Policy', and 'Would you like to go further into your enrolment?'.
- What is your reason to choose this course? Please choose the best option:** A table with columns for 'Reason' and 'YES'. Options include: 'To get a job', 'To develop or start my own business', 'To be a better person', 'To get a better job or promotion', 'To improve my skills', 'To get a better job or promotion', 'Other reason (please specify)', 'To get a job for community/voluntary work', 'To enhance my self-worth', 'To spend time for further study', and 'Other reason (please specify)'.
- Please provide us with some brief details about your employment history:** A section for 'Are you currently working?' with 'YES' and 'NO' options, and a table for 'Employment details' with columns for 'Employer', 'Position', 'Start date', and 'End date'.
- Please provide us with details of any relevant courses/qualifications that you have completed:** A table with columns for 'Qualification title', 'Did you complete the course?', and 'Where did you study?'.





A VET student's journey

- Attend orientation and complete VET placement test (if applicable)
- Placement test is marked by Albright Academic staff
- Results of VET placement test will be emailed to student
- Notification regarding timetable will be sent to student
- Attend scheduled classes
- Receive and sign study plan on the first day of class
- Maintain course progression and submit assessments as per unit due date
- Completion of course

Course Timetable

The course timetable will be provided to you by Student Services via email after successful completion of induction.

Timetable is subject to change: Albright Institute reserves the right to change the course timetable at any time. You will be notified in advance of any changes.

If the timetable does not suit your current availability, please speak to Student Services (front desk) or email us at student.services@albrightinstitute.edu.au

Work commitments are not considered compassionate or compelling circumstances for not attending your classes.

If you choose a certain batch, you will not be allowed to switch between timetable during the study week (unit/assessment)



VET: Change of Timetable (Batch)

Students must inform the student administration officers of their intention to Change class timetable no later than Wednesday of the week prior to start of their new timetable by filling the **Change of Class Request form**

<https://albrightinstitute.edu.au/forms-and-policies/>

Please note: change of timetable is not guaranteed and is subject to **strict conditions and availability**

For more information, please contact student.services@albrightinstitute.edu.au



albright

Change of Class Request Form
Please fill in the form below and return to reception.

Note: All class changes @ albright can only take place at the start of the week.
Note: You are required to attend your classes according to your current timetable until we have approved your request.

Student Details	
Student Name	
Student ID	
Course	

Class Schedule Details	
SUCOS	Your Current Class Timetable (Please Tick) <input type="checkbox"/> Morning <input type="checkbox"/> Evening <input type="checkbox"/> Weekend <input type="checkbox"/> Other _____
	Class you are requesting to change to (Please Tick) <input type="checkbox"/> Morning <input type="checkbox"/> Evening <input type="checkbox"/> Weekend <input type="checkbox"/> Other _____
VET	Your current class timetable _____
	Class timetable you are requesting to change to _____
Reason for Request to change class: _____	
Student signature: _____	Date: _____

For office use only	
Received by: _____	Date: _____
Approval Granted? <input type="checkbox"/> Yes <input type="checkbox"/> Student Notified <input type="checkbox"/> Timetable Changed	OR <input type="checkbox"/> No <input type="checkbox"/> Student Notified
Staff Signature: _____	Date: _____

Note: Please destroy this form in student file.

ALBRIGHT Australia Pty Ltd is an Australian Registered Business (company) (VET) (ABN) 15 091 025 038863
1000 BROADWAY | Level 7, 340 - 342 Sussex Street, Melbourne VIC 30001 | www.albrightinstitute.edu.au | 03 9511 1141

Course Progress for VET Students

Albright Institute monitors and **REPORTS** your **Course Progress and Attendance!**

Please refer to <https://albrightinstitute.edu.au/forms-and-policies/>

This means:

- You must achieve competency (pass) a minimum of units in **each study period**
- A student's course progression is reviewed during each term break

Course	Study Period Length	Study Periods in Course
Six-month	5 weeks	Four
Twelve-month	10 weeks	Four
Two-year	10 weeks	Eight

For more information, please contact
student.services@albrightinstitute.edu.au





Course Progress for VET Students

Albright uses a traffic light system to categorise international VET students in terms of course progress monitoring: **Green**, **Yellow** or **Red**.

If you fail to pass **a minimum number of units, you will receive the relevant communication, as per the [VET Course Progress Monitoring Policy](#):**

- Students who are **Yellow** will receive Warning Letters
- and students who are **Red** will received ITR letters (intention to report)

If you fail to pass the minimum of units in **two consecutive study periods**, Albright Institute will report you based on lack of course progress (**ITR letter**). This may affect your visa.

You will have access to all the support you need, including resources and trainers to help you progress.

If you feel like you are struggling, please **SPEAK TO YOUR TRAINER!**

Attendance for VET Students

Albright Institute monitors your VET **Attendance**!

All international students have to attend a minimum of 80% of their scheduled classes (Australian Student Visa requirement)

Your classes are 16 hours (2 days sessions) and 4 hours of self-directed learning, **which makes it a total of 20 hours per week.**

Please note that while Albright does not report you based on attendance, the data will be made available to the Department of Home Affairs if required.

In some cases, particularly where non-progression appears to be **driven by non-attendance** in class, the Academic team may mandate a minimum level of attendance for a specific student who has become **Yellow** or **Red**

For more information, please contact
student.services@albrightinstitute.edu.au





Unit and Assessment Dates

During orientation OR on the first day of your class, you will receive your **STUDY PLAN!**

A study plan has information about:

- The units included in your course

- The start date and end date of each unit

- The assessment due dates

- The holiday period and term breaks



Speak to your trainer if you have any questions

Units and Assessments

Each course has a set of units that you need to complete. The number of the units varies based on the course.

Each unit has a separate assessment. Each assessment consists of 1 or more tasks, projects, written questions, etc.

To successfully pass a unit, you must complete **ALL THE ASSESSMENT TASKS** with a **COMPETENT** result.

To successfully complete the course and receive your certificate, you **MUST COMPLETE ALL OF THE UNITS** with **COMPETENT** results.

For more information, please refer to Albright Institute's "Assessment Policy" accessible via www.albrightinstitute.edu.au



Moodle Online Platform

Moodle is Albright Institute's student LMS (Learning Management System) platform for Vocational students.

The Moodle platform allows students to access their study materials and submit assessments using a secure and integrated system.

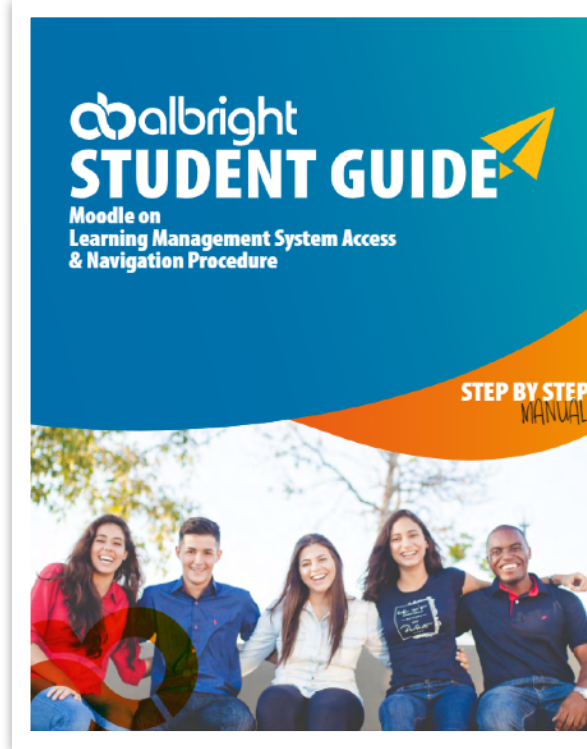
You can access Moodle from our website <https://albrightinstitute.edu.au> by selecting Moodle Account from the drop down menu on the 'Students' tab.

Login details will be sent via email once you have been successfully enrolled.

Moodle Support: moodlesupport@albrightinstitute.edu.au

Student Moodle access guide: <https://albrightinstitute.edu.au/forms/>

Moodle Link: <https://lms.albrightinstitute.edu.au/>



Assessment Submissions

You must attend all your classes – 16 hours per week: **lecture day (theory) and support session (practical activities)**

At the start of every unit, you will be able to access course materials and assessments via Moodle

Assessments should be submitted electronically via Moodle by the unit due date

The Trainer or the VET Academic Manager may permit up to one week of extension, but no more. Extensions may be granted for **compassionate and compelling circumstances**.

One week is the maximum extension allowable:

- Assessment tasks submitted after the original due date without an extension approval will not be accepted
- No initial (first) assessment submissions will be allowed after course end date (last day of CoE)

<https://albrightinstitute.edu.au/forms-and-policies/>





Assessment Submissions

Resubmissions:

If you need to re-submit your assessments, your trainer will notify you

You must re-submit the NYC tasks/units via Moodle within one week from notification

Including the initial submission you can submit an assessment **up to 3 times**. If you don't achieve competency after 3 attempts, you must re-enrol in the unit and pay fees.

For more information, please contact

student.services@albrightinstitute.edu.au

Certification

If you successfully complete your course with **COMPETENT RESULTS IN ALL UNITS**, you will receive a certificate.

If you do not complete all the units of the course, you will receive a **Statement of Attainment**

This will be issued to you within 30 days of graduating. Please note if you have overdue fees, this will need to be cleared prior of certificate of issuance.



For more information, please contact student.services@albrightinstitute.edu.au



Our Social Media

Find us! Follow us!



Find and Follow!

Facebook facebook.com/ALBRIGHTINST/

Instagram [@Albrightinst](https://www.instagram.com/Albrightinst)

Youtube Channel [Albright Institute](https://www.youtube.com/AlbrightInstitute)

Share your pictures and use our hashtags:

[#iamalbright](#) or

[#wearealbright](#) and

[#albrightinst](#)

Q & A

Questions and Comments

student.services@albrightinstitute.edu.au

Thank you!

RTO: 45041 CRICOS: 03550J



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