

LANGPORTS

LANGPORTS



STUDENT INFORMATION BOOK

Welcome to Langports
Gold Coast!



Live Love Learn

www.langports.com

Cricos Code: 03883B

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Welcome to Langports. All our staff are here to help you enjoy your time on the Gold Coast and learn a lot.

We hope that you find our facilities, courses and services are of a high standard and we look forward to getting to know you. The campus manager is always available to meet you, and is happy for you to drop in and say hello.

Study hard and enjoy your time here on the Gold Coast. We hope you have a positive, life-changing and personally rewarding experience.

Langports Free Wi-Fi

Wi-fi Network	Password
Langports Students	EnglishOnly!!

Langports Gold Coast Contact Details and Address

Langports English Language College
 62 Appel St, Surfers Paradise QLD 4217
 Tel: +61 7 5592 0110
 Fax: +61 7 5592 0119
 Email: info@langports.com

Emergency Numbers

Langports Gold Coast: +61 413 446 650
 (24 hours a day, 7 days a week)
Or in a homestay or transfer emergency +61 423 256 686
 (available 7am - 10pm)

In case of absolute emergencies (accident, crime, terrorist attack, natural disaster, etc.) – Barry, DoSS +61 402 689 941



For more information, please refer to the Staying Safe in Gold Coast booklet in the front of this folder.

■ 000 - POLICE, AMBULANCE, FIRE DEPARTMENT

THE LANGPORTS GOLD COAST TEAM



Alison Lennon

Director Of Studies and Campus Manager

Questions about any part of your course at Langports? Alison is available for any concerns whether it be academic, school related or personal. If you have any problems, or just want to have a chat, Alison is always available.



Barry Clifford

Director of Student Services

Barry is based at Langports Brisbane but manages Student Services across both schools. You will see him from time to time on the Gold Coast.



Joao Portal

Student Services Officer -Activities & Marketing

Questions about activities, student cards, timetables, books, health cover, if you need to see a doctor or any other general enquiries.



Angelica Krantz

Student Services Officer - Reception

Questions about student cards, timetables, books, health cover, if you need to see a doctor or any other general concerns.



Kim Campbell

Student Services Officer - Accommodation

Questions about your accommodation.



Hayley McDonald

Student Services Officer - Reception

Questions about student cards, timetables, books, health cover, if you need to see a doctor or any other general concerns.

LIVING ON THE GOLD COAST



Banking

If you have brought a lot of cash with you to the Gold Coast, you should open a bank account and deposit it. You should only carry small amounts of money. Just have with you what you need for the day. Go to reception and ask the student services team for more information about opening a bank account.

Doctors and Dentists

Please see the Receptionist or one of our student services staff for a list of doctors and dentists in the local area. You may have to pay when you see the doctor or dentist but, if you have travel insurance or Overseas Student Health Cover, you can claim some or all of this money back later. Please keep all your receipts.

www.yellowpages.com.au

Employment

If you have a Student Visa, or a Working Holiday Visa, you will need to apply for a Tax File Number (TFN) before you can work. To apply for this, you will need to visit this website: www.ato.gov.au

To search for jobs please visit these websites:

www.seek.com.au www.mycareer.com.au
www.careerone.com.au www.jobaroo.com

At Langports Gold Coast, we are offering a Job Ready Training Program to help you prepare to find a job in Australia as soon as you start your course with us.

Monday sessions are available for all students for free without booking the program. If you plan to find a job on the Gold Coast or in Australia, we recommend you join the program. Please download the Job Ready Training Program information with this QR code:



Entertainment

There are a large number of entertainment options on the Gold Coast. There are a number of free events to attend in Surfers Paradise and in Broadbeach <https://www.goldcoast.qld.gov.au/Things-to-do/Gold-Coast-Events-Calendar>

Food and Water

The tap water in the Gold Coast is safe to drink. The Gold Coast has a large range of eating possibilities. See the following website for details of restaurants and bars. https://www.tripadvisor.com.au/Restaurants-q255337-Gold_Coast_Queensland.html

Health Insurance

If you are on a student visa, you must have OSHC. If you are travelling on another type of visa (e.g. Tourist or Working Holiday Visa) it is highly recommended that you take out travel or medical and accident insurance. This can be done through your travel agent or Langports can refer you to one of its partners who can provide you with suitable insurance. There is an OSHC App and it is called *My OSHC Assistant*. www.oshcallianzassistance.com.au
www.health.gov.au

Safety

The Gold Coast is a safe city. However you should, at all times, take care with valuable items and your important documents, such as your passport. Be careful at night time and avoid being out alone as much as possible. <https://www.goldcoast.qld.gov.au/Services/Safety-security/Community-safety/Personal-safety>

Transport

The Surfside Bus Information Centre is located in the Surfers Paradise Information Centre on Cavill Avenue. Ask at the reception desk for more information about **bus** timetables and routes.

The Queensland Rail Service connects the Gold Coast to Brisbane. The 750 and 745 bus connects to the train stations.

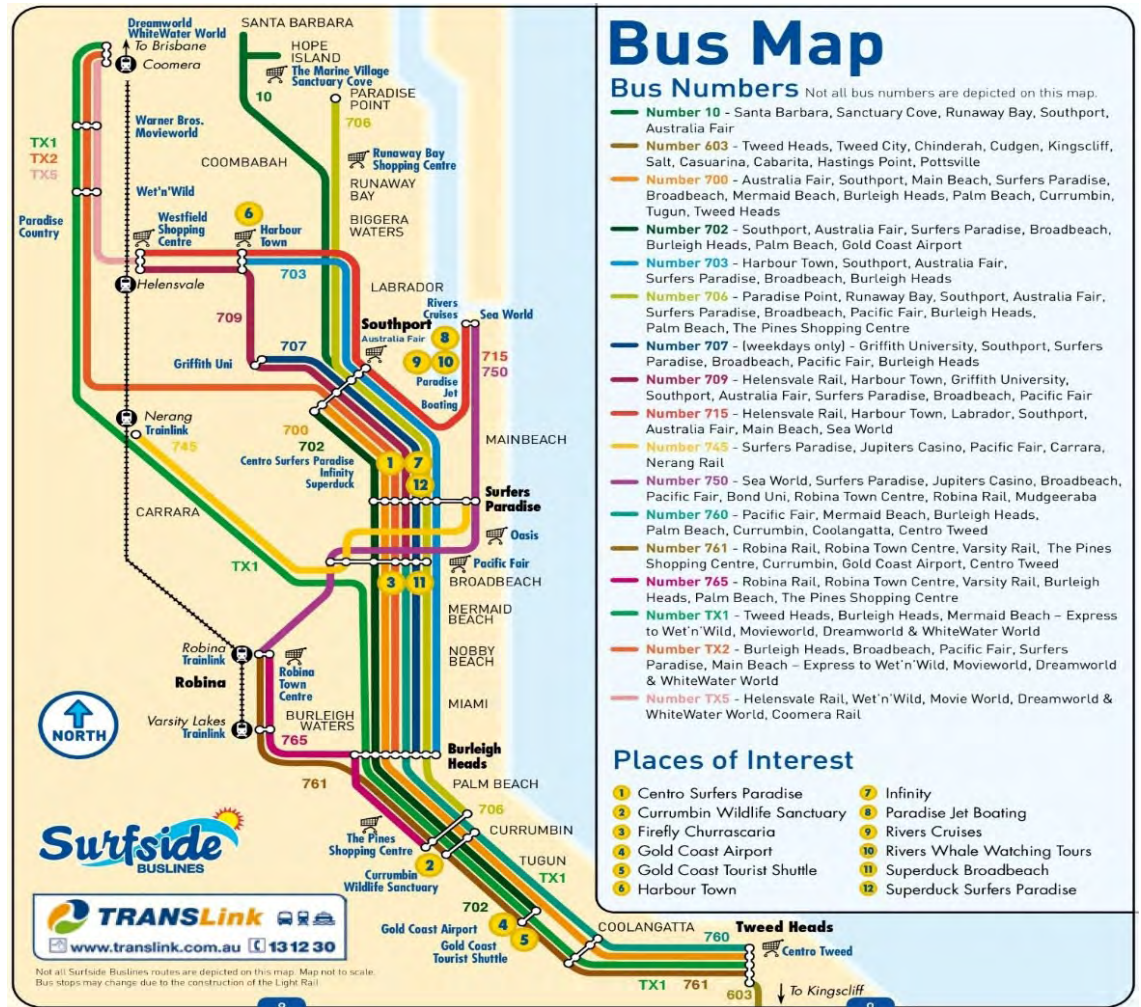
You can purchase a **GO Card** from most newsagents. The **GO Card** is a pre-paid card which gives users a discount for travel in Brisbane and the Gold Coast.



Please note the Langports' Student card cannot be used to receive a student discount on public transport. You must buy an ADULT ticket or GO card.



GO card users save about 30% on each single paper ticket price from your first trip. If you use your card more than 8 times in a week (Monday to Sunday), you get half price travel for all further trips up to the last service Sunday. GO card users also get a 10 per cent discount on all journeys during off-peak times. For more information please go to www.translink.com.au.



LANGPORTS IS PLEASED TO PRESENT ITS SPONSORS

OSHC - Allianz Care Australia INSURANCE

Overseas Student Health Insurance is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia. It is compulsory for all students on a **Student Visa**. Unfortunately, it is also only available for those on a Student Visa. Students travelling on other visas like Tourist/Visitor Visas, or Working Holiday Visas, will need to make sure they organise their own insurance in their home country. If you have asked Langports to arrange your OSHC, make sure you collect your OSHC card and information.

Langports uses Allianz Care Australia as their OSHC provider. You can visit their website for more information. www.allianzcare.com.au

www.allianzcare.com.au

If you go to the doctor, please keep your receipts of your payment. You should be able to claim some money back. If you need some assistance, please talk to our Student Services staff.

Information about what you can claim is available online: www.oshcallianzassistance.com.au/skins/oshc2/pdf/f115_OSHC_Simple_Guide.pdf

There is an OSHC App and it is called *My OSHC Assistant*.



STUDENT CODE OF CONDUCT

At Langports, we like to have a friendly and respectful learning environment. We encourage inclusion and diversity and hope that you will become a happy member of our Langports family.

Doing any of these things may result in suspension or expulsion from Langports:

- ◆ Consistently speaking a language other than English inside the building or on activities.
- ◆ Failure to pay monies to continue the course detailed in the Offer Letter.
- ◆ Not meeting course progress or attendance requirements.
- ◆ Plagiarism (including the use of AI in a dishonest way).
- ◆ Causing willful damage to school property or students' property.
- ◆ Unacceptable social behaviour in the school or in any Langports organised accommodation.
- ◆ Smoking/vaping inside the building is illegal. Smoking/vaping is only permitted outside and in designated areas and if you are over 18.
- ◆ Students under 18 years of age cannot drink alcohol or go into a bar or other licensed premises.
- ◆ Harassment, bullying and discrimination of students or staff is strictly forbidden.
- ◆ Violence in any form is strictly prohibited.
- ◆ Drugs or alcohol are not permitted on the premises at any time. Students under the influence of either will automatically be sent home and may be suspended or expelled.
- ◆ If you are going to take photos or videos at Langports (of students and teachers) please make sure you have permission first. Taking photos of teachers and students inside or outside of the building without permission is strictly prohibited.

Thank you for following our code of conduct and we hope that you enjoy your time at Langports and in Australia.

STAY SAFE IN AUSTRALIA

Do

- ◆ Tell your homestay family (or someone else) where you are going, every time.
- ◆ Swim between the yellow and red flags at the beach. They are patrolled by lifeguards.
- ◆ Wear a hat and drink a lot of water on hot days.
- ◆ Reapply sunscreen every 2 hours.
- ◆ Keep the 24 hour Langports emergency number with you at all times. Please use it if you are in trouble or feel uncomfortable (**0402 689 941**).
- ◆ Talk to Langports staff if you are unsure about anything.
- ◆ Purchase an ADULT ticket on public transport.
- ◆ Walk away from conflict/fights.
- ◆ Remember the Australian emergency number – 000 – or – 112 – for police, ambulance or fire department.

Don't

- ◆ Go out alone at night.
- ◆ Drink alcohol on the street (it is illegal).
- ◆ Go swimming, if you can't swim.
- ◆ Push anyone into the water – maybe they can't swim.
- ◆ Swim alone, at night or if you have been drinking.
- ◆ Find accommodation on the internet without checking with Langports.
- ◆ NEVER hitchhike!!!
- ◆ Trust everyone you meet.
- ◆ Smoke inside.
- ◆ Go on a long road trip without checking with Langports staff and telling someone where you are going and when you will be back.
- ◆ Carry large amounts of money with you.
- ◆ Use ATMs (cash machines) in nightclubs.



LANGPORTS INFORMATION



Courses

UFO English

Full Time – L20 (8.30am – 1.00pm) Number of Study Hours Per Week: 20 Hours

Part Time – L15 (8.30am – 11.50am) 15 Lessons per week. (15 hours) Available for Working Holiday and Visitor visa holders only. You do not study an Option class.

Maximum 18 students per class.

Option Classes

Elementary English (Level 1 & 2) In this class students study integrated English skills at an Elementary level including Listening, Speaking, Reading, Writing, Vocabulary and Grammar. 1 - 13 week course.

Pronunciation (Level 2 - 5) This class assists students to improve in forming and using English vowel sounds, consonants, rhythm, stress, intonation and elision. As well as improving students' pronunciation, this class also helps with listening and spelling skills. 1 - 13 week course.

Conversation (Level 2 - 7) This course helps students to develop their fluency by teaching them expressions to use in conversation. They have a lot of opportunities to practise speaking with other students. 1 - 13 week course.

Vocabulary and Language Use (Level 2 - 7) This class helps students to increase their vocabulary and gives them chances to use the vocabulary they have learnt. 1 - 13 week course.

Grammar (Level 2 – 6) The grammar option is for students who are confident speakers but make lots of grammatical errors. It also assists them in developing cohesion and accuracy in students' writing. 1 - 13 week course.

Introduction to Business English (Level 2 & 3) A class to prepare lower level students to the world of business. It focuses on business vocabulary and communication skills. 1 – 13 week course.

English for Business & Administration (Level 4 – 7) Students studying Business English cover a wide range of Business English topics. There is a strong focus on business vocabulary as well as communication styles used in different business contexts. 1 - 13 week course.

English through Media & the Internet (Level 4 – 7) Students study English through a variety of native speaker media including: articles, podcasts, films, reviews, and Australian/World news. This course has a strong focus on analysing, synthesising and responding to media in English. 1-13 week course.

English for Engineering & Science (Level 4 – 7) This class looks at a wide range of engineering and science topics and the vocabulary associated with them. 1 - 13 week course.

English for Finance & Law (Level 4 – 7) This class looks at a wide range of finance and law topics and the vocabulary associated with them. 1 - 13 week course.

IELTS (Level 4 – 7) This program helps students to prepare to take the IELTS (International English Language Testing System) proficiency exam. It also develops their writing, vocabulary, speaking and listening skills. 1 - 10 week course.

Please note, all classes are subject to availability and are offered as per students needs and interests.

Timetable – UFO English

Please note the time the class begins as you will not be allowed into class if you are late.

	Monday	Tuesday	Wednesday	Thursday	Friday															
U USE OF ENGLISH Gold Coast 8.30 am to 10.30am	USE is an integrated skills class, covering all English macro skills (writing, reading, listening & speaking) as well as grammar, vocabulary and pronunciation.  USE Level 3																			
F FOCUS ON LANGUAGE SKILLS Gold Coast 10.50 am to 11.50am	FOCUS Focus classes (Tuesday to Friday) concentrate on a separate skill each day. Students are placed in different levels based on their individual strengths and weaknesses for each skill. <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <tr> <td style="width: 20%; background-color: white; color: #00a0e3;">LANGPORTS STUDY PLAN WEEKLY REVIEW</td> <td style="background-color: #00a0e3; color: white;">  Writing 3 </td> <td style="background-color: #00a0e3; color: white;">  Reading 3 </td> <td style="background-color: #00a0e3; color: white;">  Listening 2 </td> <td style="background-color: #00a0e3; color: white;">  Speaking 2 </td> </tr> <tr> <td></td> <td style="background-color: #00a0e3; color: white;">  Writing 4 </td> <td style="background-color: #00a0e3; color: white;">  Reading 3 </td> <td style="background-color: #00a0e3; color: white;">  Listening 4 </td> <td style="background-color: #00a0e3; color: white;">  Speaking 4 </td> </tr> <tr> <td></td> <td style="background-color: #00a0e3; color: white;">  Writing 3 </td> <td style="background-color: #00a0e3; color: white;">  Reading 4 </td> <td style="background-color: #00a0e3; color: white;">  Listening 4 </td> <td style="background-color: #00a0e3; color: white;">  Speaking 4 </td> </tr> </table>					LANGPORTS STUDY PLAN WEEKLY REVIEW	 Writing 3	 Reading 3	 Listening 2	 Speaking 2		 Writing 4	 Reading 3	 Listening 4	 Speaking 4		 Writing 3	 Reading 4	 Listening 4	 Speaking 4
LANGPORTS STUDY PLAN WEEKLY REVIEW	 Writing 3	 Reading 3	 Listening 2	 Speaking 2																
	 Writing 4	 Reading 3	 Listening 4	 Speaking 4																
	 Writing 3	 Reading 4	 Listening 4	 Speaking 4																
O OPTIONS TO SPECIALISE Gold Coast 12 pm to 1pm	OPTIONS Students studying full-time can choose an Options class from a variety of subjects enabling them to achieve their learning objectives (depending on their level). <table style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td>Conversation</td> </tr> <tr> <td></td> <td>Grammar</td> </tr> <tr> <td></td> <td>English for Business & Administration (once she reached L4)</td> </tr> </table>						Conversation		Grammar		English for Business & Administration (once she reached L4)									
	Conversation																			
	Grammar																			
	English for Business & Administration (once she reached L4)																			

EAP - English for Academic Purposes

A combination of IELTS preparation and Academic English that is designed to ensure success for students wishing to undertake further studies in Australia. In order to extend our students' abilities and fully prepare them for future Academic pathways the program includes; Academic Assignment Preparation, Research Skills for Academic Success, Speed Reading and Presentation and Group Work Skills.

♦ *EAP* – maximum 18 students per class. 12 week course. 20 hours per week. Closed classes. You will need to take a pre-test before being accepted to study an EAP course.



IELTS

Langports' unique intensive IELTS preparation program which focuses specifically on the academic version of the IELTS exam.

♦ *IELTS* – maximum 18 students per class. 5 or 10 week course. 20 hours per week Closed classes. You will need to take a pre-test before being accepted to study an IELTS course



TOEIC Plus

This course will help students improve their everyday English communication and Business English skills for working in an international environment, while at the same time, teaching them the necessary exam strategies and techniques for the internationally recognised TOEIC exam.

- ◆ *TOEIC Plus* – maximum 18 students per class. 5 week course. 20 hours per week. Closed classes. You will need to take a pre-test before being accepted to study a TOEIC Plus course.

Cambridge

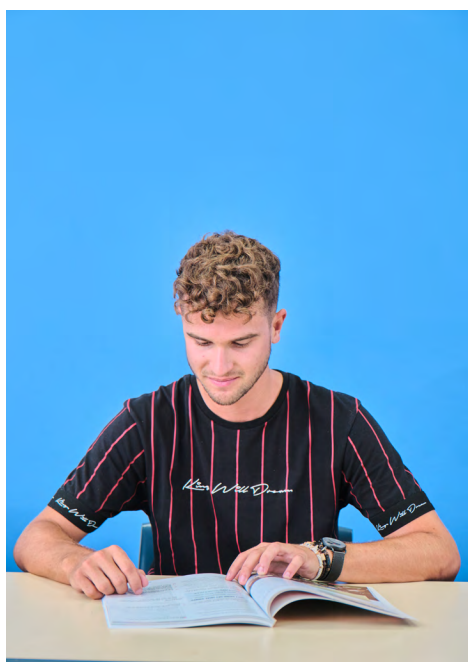
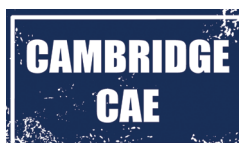
The Cambridge Examination certificates have worldwide recognition and are proof of a student's overall English language proficiency. A Cambridge Examination Certificate can assist students in their educational and employment pursuits.

- ◆ *FCE & CAE* – maximum 16 students per class. 10 and 12 week courses. 20 hours per week. Closed classes.

- ◆ *CPE* – maximum 10 students per class. 10 and 12 week courses. 20 hours per. Closed classes.

- ◆ *Cambridge Flexi* – maximum 18 students per class. Flexible starting and finishing dates. 2 levels available – FCE and CAE. Students can join a class any Monday and study from 4 to 10 weeks. Open classes; ideal for student who cannot take the closed course.

Cambridge Flexi Timetable = UFO Timetable 20 hours per week. You will need to take a pre-test before being accepted to study a Cambridge course.



Langports' learning outcomes/benchmarks

The learning outcomes for Langports' UFO programme (Levels 1 – 7) are displayed on the Academic Noticeboard outside the Director of Studies' (DoS) office at each school. Please see the DoS at your school if you wish to have a copy of the learning outcomes.

FOR YOUR WRITING

There is a writing Focus class every Tuesday. The final grade on each writing assessment will depend on your level. Langports uses the following correction codes to identify your mistakes and help you correct them.

For example, a Level 3 writing student can be graded 3- (below average), 3 (satisfactory) or 3+ (above average). For a more detailed description of how you will be graded, please look at the **Langports Gold Coast UFO marking rubric**.



Writing error correction codes

SP Spelling	^ Word missing	WO Word order
G Grammar	WF Wrong form	P Punctuation
WW Wrong word	? I don't understand	

UFO Marking Rubric

Criteria	Marking Grade		
	Below Average (-)	Satisfactory	Above Average (+)
Task Achievement	Little or no attempt to accomplish the task/answer the question. Student's writing is unrelated to task.	Attempts to answer the task/question with some success. Some details relate to the task, but also some irrelevancies.	Accomplishes the task by including mainly relevant information and always referring back to task.
Organisation	Limited order in writing. Lack of appropriate paraphrasing, sentence structure and punctuation. Lack of appropriate linkers leads to disjointed sentences.	Attempts to use a logical sequence with paragraphing and uses some linkers. Attempts more complex sentence structures, but has errors.	Writing is logical and coherent throughout. Competent paragraphing/sentence structure with a wide range of linkers, compound & complex sentences.
Grammar	Multiple errors with grammar resulting in errors impeding overall comprehension. Limited grammar structures with syntax issues.	Writing demonstrates a range of structures with some errors. Few syntax errors do not impede overall understanding.	Writing demonstrates a high degree of control over multiple tenses. Small errors do not hinder overall comprehension.
Vocabulary	Limited vocabulary. Vocabulary may use wrong form, be unrelated to the task and hinders comprehension.	Uses most of the target language in its correct form. Some errors including word formation and occasional unrelated vocabulary.	A wide range of vocabulary that uses and expands on target language.
Spelling	Multiple spelling errors impact on readers' comprehension.	Occasional spelling mistakes do not hinder overall understanding.	Some small spelling errors with complex/unfamiliar words.

ENGLISH ONLY POLICY

Students must speak English at all times at Langports including when you are on official Langports excursions and activities.

Reasons:

- ◆ You **must** use English to improve it.
- ◆ It is very impolite to speak your own language when others do not understand it. English is the only language everyone understands.
- ◆ Don't waste your opportunity to speak English in Australia.

If you don't
speak English,
what happens?

If you don't speak English, a Langports' staff member will stop you and ask you to speak English. If this happens a number of times it is possible that the Director of Studies or Campus Manager may exclude you from using Langports' facilities.



MORE INFORMATION

Academic Counselling

Every Monday all students who are studying UFO English meet their teacher for a short, individual counselling session. The teacher will talk to you about your progress on all aspects of your course and will complete a Student Weekly Progress report.

Accommodation

- ◆ If you are in homestay, be sure to communicate with your family. Your family is there to help you settle into life in Australia and share the Australian culture.
- ◆ If you are in other student accommodation organised by Langports, be considerate of your other housemates.
- ◆ If you are going to rent a room in a house or apartment, be careful. Do not sign a lease if you are unsure about it. Always ask a Langports' staff member about what it is you are signing. We can help you to make sure it is correct. NEVER transfer money before speaking with the Accommodation Officer at Langports.
- ◆ If you want to cancel your homestay you must see the Accommodation Officer in order to give two weeks' notice to your homestay family.
- ◆ If for some reason your homestay family can no longer accommodate you, Langports will make every effort to organise an alternative homestay, at no extra cost to you.
- ◆ If you are asked to leave the homestay immediately for any valid reason, for example due to unacceptable behaviour such as having someone stay over without prior permission, a cancellation payment of two weeks will be deducted from any refund due, in lieu of two weeks' notice.

Activities

Monthly Activity/Excursion calendars are displayed on noticeboards and on TV screens throughout the school and copies are also available at the Activities Desk. The program can be subject to change, particularly if weather affects a scheduled activity or excursion. There will be no refunds for activities if you cancel or do not attend. Refunds will only be made if Langports cancels due to bad weather or unforeseen circumstances. Remember to speak English only on activities.

Address

Please tell Langports immediately of any changes to your address details in Australia (residential address and phone number). You are required to do this within 7 days by law if you hold a Student Visa.

Attendance Certificates

- ◆ An attendance certificate will only be issued to a student when they have completed their programme or require a certificate to extend their visa. Attendance certificates for students continuing onto the next session of their course will not be produced.
- ◆ If a student requires evidence of attendance in order to extend their student visa, then an interim attendance certificate can be produced showing their attendance "to date."



Attendance Policy

- ◆ An attendance certificate will only be issued to a student when they have completed their programme or require a certificate to extend their visa. Attendance certificates for students continuing onto the next session of their course will not be produced.
- ◆ Teachers are responsible for marking the rolls for each class.
- ◆ If you have justified absence, i.e. sickness with a doctor's certificate (if more than 3 days away from school), or extenuating circumstances, you should provide the school a doctor's certificate or other documentation. Please give this to our Student Services staff so a copy can be made for your file.
- ◆ A weekly list is produced showing names of any students whose **OVERALL** attendance is 84% or less.
- ◆ If you fall into the **"84% or Less"** category, you will receive a standard warning letter notifying you of your attendance. You must sign this letter and return it to a staff member. You will be requested to make an appointment to see the Director of Studies or Assistant Director of Studies to discuss your attendance. A copy of the letter will be put on your personal file.
- ◆ For students on Student Visas only, if your **OVERALL** attendance falls to **82% or below**, you will be given and emailed a second warning letter. This letter must also be signed and returned to Langports. The letter is to remind you that should you not improve, and it falls below 80%, you will be given a letter informing you of our intention to report you to the Department of Home Affairs.
- ◆ For students on Student Visas only, if your **OVERALL** attendance reaches 80%, you will be given and emailed a third and final letter notifying you of the intention to report you to the Department of Home Affairs which we are required to do. A copy of this letter is also put in your personal file. You will have 20 days within which to make an appeal using the Langports complaints/appeal application process.
- ◆ If there is no appeal or the appeal is rejected, then the Campus Manager will authorize the Enrolment Officer, who is authorised to use PRISMS to report you to the Department of Home Affairs. The Department of Home Affairs will contact you to discuss your situation.

Certificates

Students will only receive a Langports' certificate at the end of their course if they have an overall attendance of 80% or higher. Students with 80% or less will receive a letter of attendance.

Computer Use Policy

Students use loan laptops at their own risk, Langports is not responsible for any lost data. Students to follow the Student Laptop Instruction Guide available at Reception. Students using the internet must not download or access any material which is offensive or illegal. Computers are checked regularly and any files left on them will be deleted.



Course Progress

Students must complete all class work, assignments, activities and assessments in order to maintain satisfactory academic progress. If students do not make satisfactory progress they will receive academic counselling from the Director of Studies or Assistant Director of Studies. If the situation continues, for students on a student visa, this may lead to being reported to the Department of Home Affairs for unsatisfactory course progress.

Data Protection

- ◆ To protect your valuable Australian memories (pictures), passport scans, documents, photos and so on, Langports recommends that you back these up online to a cloud storage account with either Microsoft OneDrive (Hotmail/Outlook etc), Google Drive (Gmail), iCloud (Apple), Dropbox or Sugar Sync. That way if your device breaks or you lose your files, you can easily recover everything you have saved to your cloud account.

Deferring, Suspending or Cancelling Student Enrolments

Langports Decision to defer, suspend or cancel a student's enrolment

Due to student misbehaviour or under extenuating circumstances, Langports may decide to defer, suspend or cancel a student's enrolment. If Langports initiates suspension or cancellation of their enrolment, Langports will inform the student of its intention to notify DEEWR of the change of enrolment status, using a template letter. This letter will inform the student that he or she has 20 working days in which to access Langports' internal complaints and appeals process.

- ◆ If the student chooses to access Langports' appeals process, Langports must maintain the student's enrolment until the internal appeals process is completed (and has supported Langports' intention to suspend or cancel the student's enrolment). To 'maintain the student's enrolment' means Langports does not notify DEEWR of any change to the student's enrolment status through PRISMS.
- ◆ The student may choose to access an external appeals process as per Langports' policy, but Langports does not have to wait for the outcome of an external appeal before notifying DEEWR of the change to the student's enrolment status.
- ◆ 'Student misbehaviour' relates to the student Code of Conduct and a student's course may be suspended or cancelled if they do not follow the Langports Code of Conduct.
- ◆ 'Extenuating circumstances' relating to the welfare of the student that would allow Langports to cancel or suspend their course, may include, but are not limited to the following.

The student:

- refuses to maintain approved care arrangements (only for students under 18 years of age);
 - is missing;
 - has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
 - has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - is at risk of committing a criminal offence.
- ◆ Any claim of extenuating circumstances will need to be supported by appropriate evidence.

In all cases Langports must:

- ◆ Inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
- ◆ Notify the Secretary of DEEWR via PRISMS where the student's enrolment is deferred, temporarily suspended or cancelled.





During this process, the Langports Enrolment Officer, must keep diary notes in the student's electronic file. Through the PRISMS process, there could be three different outcomes for the student's Confirmation of Enrolment (CoE) depending on the circumstances:

- ◆ Langports notifies DEEWR through PRISMS that it is deferring or suspending a student's enrolment for a period **without affecting the end date of the CoE**. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Home Affairs. This information will be kept for future reference.
- ◆ Langports notifies DEEWR through PRISMS that it is deferring or suspending a student's enrolment for a period **which will affect the end date of the CoE**. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a return before creating the new CoE.
- ◆ Langports notifies DEEWR through PRISMS that it wishes to **permanently cancel** (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled.'

Student applications to defer or suspend enrolments

Students must start their course on the allocated start date unless they provide a minimum of one week's notice in writing to defer their course. If notice is less than one week or a student does not show up on the designated start date, Langports will charge one week's tuition fee and the course will not be extended by the time lost. If notice of deferment is not received within 48 hours of course commencement, the course will be cancelled. Students can only defer their start date once without penalty. Langports is required to report any student default within 5 working days if a new start date has not been confirmed and a new eCoE issued for students on a student visa.

Students may also defer their accommodation. However, more notice must be provided by the student and or agent. For homestay, 2 weeks' notice is required to defer without charges. Student Accommodation providers may not be able to defer bookings due to availability. If Langports is provided with at least 2 weeks' notice, we can do our best to defer the booking, but it cannot be guaranteed, nor can we guarantee to maintain the price that was originally offered. If the accommodation cannot be deferred to the same provider, the cancellation policy of the accommodation option will apply.

Students are not permitted to transfer to another provider in the first 6 months of their principal course. If they are on a package visa they will be able to transfer early, having given two weeks' notice to Langports, to their next provider if they have provided evidence of having achieved the required English level to commence their next study program ahead of schedule. In this case unused tuition fees will be refunded accordingly. A valid Letter of Offer from their next provider is required in order for a Letter of Release to be given. If the student is a sponsored student, written permission from their sponsor to transfer early will also be required. If the student is under 18 then parents' or guardian's written permission will be required. When a student transfers to another provider under any other circumstances, Langports Refund & Cancellation policy will apply.

Discrimination and Harrassment

Langports believes in providing access to a safe and equitable learning environment for all. Discrimination and harassment are inappropriate and unacceptable and may result in the loss of the right to access the services and facilities of Langports.

Graduation

Every Friday afternoon, Langports holds a graduation ceremony for students finishing that week. All students are expected to attend. Langports staff also provides the students with information on what's happening in the school and on activities.

Gym

Langports Brisbane and Gold Coast has made a great gym deal with Snap Fitness just a short walk away. Please ask our Student Services staff for details.

Holidays

- ◆ Students on a student visa may be eligible for 1 week of holidays for every 12 weeks studied. Students studying for less than 13 weeks will not be eligible for holidays.
- ◆ All holidays need to be approved by the Student Services team. A Holiday Request form can be obtained from Reception.
- ◆ Students who want to take a holiday must apply at Reception at least 2 weeks before they take the holiday. If the student does not give this notice the holiday may not be approved.
- ◆ DO NOT book and pay for flights or holiday accommodation before first getting your holiday request approved. If your holiday request is approved, your course will be extended accordingly.
- ◆ If a student takes an unapproved holiday, they will be marked absent and their course will NOT be extended to cover the class time lost.

Legal Services

As a visitor to Australia you are obliged to obey the same laws and follow the same rules as citizens. Breaking the law can result in fines, imprisonment or deportation. Australia has several community organisations which can provide legal advice and inform you of your legal rights. If you need help or have questions, you can talk to us at Langports and we can assist you to find a suitable representative. Alternatively, you can contact:

Legal Aid Queensland – ph: 1300 651 188 <http://legalaid.qld.gov.au>

Queensland Association of Independent Legal Services – ph: 1800 244 504

Mobile Phones

Pre-paid mobiles are the best option for students in Australia for a short time. You should understand what deal you are accepting before signing a contract. Please turn off your mobile phones in class!

Some of the companies that provide Mobiles or Sim cards are:

Telstra www.telstra.com

Vodafone www.vodafone.com.au

Optus www.optus.com.au

Virgin www.virginmobile.com.au



Multi-faith (Prayer) Room

We can provide a room as a multi-faith prayer room. Students are welcome to use this room before school, during break times and after school. Please come and see our student services staff to get more information.

Phone Calls

Australia has a number of public phones throughout the country. They are easily recognised by the orange and blue Telstra logo. The cost of a local call is 50 cents (AUD) with most phones accepting coins. Long distance call charges vary depending on time of day and distance. To make international calls dial the international access code 0011 + country code + area code + phone number.

Printing & Photocopying Policy

If you would like a document printed or copied, please see our student services staff and they will do this for you. The charge is 10 cents per page for black and white and 50 cents for full colour.

Privacy

Langports takes their obligations to protect personal information seriously. Langports is bound by the Privacy Act 1988 and the Australian Privacy Principles (“APPs”) (together, “the Privacy Act”).

The purpose of the Privacy Policy is to explain how Langports manages personal information. This includes:

- ◆ the kinds of personal information that is collected and held about staff and clients;
- ◆ how personal information is collected;
- ◆ how personal information is held;
- ◆ the purposes for collecting, holding, using and disclosing personal information;
- ◆ how to access personal information held by Langports and correct that information where it is incorrect;
- ◆ how you may make a complaint about the way Langports collects, holds, uses or discloses personal information, and how Privacy related complaints will be dealt with;
- ◆ whether or not Langports will (or are likely to) disclose personal information to overseas recipients and the countries where such recipients may be located.

You can find a complete copy of the Privacy Policy on the Langports website.

Receiving Mail

If for any reason students need to have mail sent to Langports, please see our student services staff for the correct mailing address.



Re-enrolments

Students wishing to re-enrol at Langports can do so by either of the following procedures;

- ◆ Apply directly to Reception.
- ◆ Apply through the Agent who made the original enrolment at Langports.

Students cannot change agency unless:

- their original agency does not have a local office (in the city you are studying in);
- their original agent releases you from their service;
- you have had a break of over 12 months between your 2 courses and are applying for a

new visa.

Whenever students re-enrol, if you have studied at any Langports college before, you will NOT have to pay the enrolment fee again. There is no time limit on this condition. The re-enrolment tuition rate will be subject to current promotions and current tuition rates (it is not subject to the price you originally paid at the time of the first enrolment). Please ask your agent or our Student Services Team for the current tuition fee price available for a re-enrolment.

Accommodation rates are always applied at the current rate. If you extend your homestay with your existing family as a result of the re-enrolment, there is no accommodation placement fee; however, if a new family has to be sourced as a result of the re-enrolment then the accommodation placement fee will apply.

Refund & Cancellation Policy

Clause 1: In the event of a cancellation, no refund will be made on the enrolment fee or accommodation placement fee.

Clause 2: All notifications of course cancellations and requests for a refund must be made to the Campus Manager in writing. A written response will be provided in writing within 5 working days. Where a refund is granted, this will be paid within 4 weeks of the date of the notice of cancellation to the person or organization who paid the fees in the first place.

Clause 3: A study program at Langports may consist of one or more separate courses at one or more of Langports' campuses. If a study program consists of 26 weeks or more of UFO English, the program will be split into 2 study periods of 50% of the total study program for the purposes of payment, however, a student can pay 100% of their tuition fees in advance if they so choose. Requests for refunds due to cancellation will only be considered in the context of the whole study program and not for individual courses, campuses or study periods.

Study Cancellation

- ◆ Refund of fees, subject to Clause 1.
- ◆ Cancellation received less than 4 weeks before the start of the study program will normally receive a refund of fees less a cancellation charge equal to 4 weeks of the current published tuition fee (or equal to 4 weeks of the tuition fees paid).
- ◆ Cancellations received after the study program has commenced will not be eligible for a refund of fees.
- ◆ Cancellations as a result of visa rejection by the Australian Immigration authorities will be eligible for a refund of fees, subject to Clause 1 providing that proof of visa rejection has been provided to Langports within 2 weeks of the notice of visa rejection.
- ◆ Cancellations following an entry refusal into the country or deportation by immigration will not be eligible to a refund of fees.
- ◆ A \$25 administration fee will apply to all refunds and a further \$25 administration fee will apply to any refunds made through international bank transfers (total \$50).

Accommodation Cancellation

- ◆ Cancellations received more than 4 weeks before course commencement will normally receive a full refund of fees, subject to clause 1.
- ◆ Cancellations received less than 4 weeks before course commencement will incur a cancellation charge equal to 2 weeks rent.
- ◆ Minimum of 4 weeks homestay, unless the course is 1,2 or 3 weeks. If a student wishes to cancel their homestay within this 4 week period, no refund will be given. To cancel homestay a minimum of 2 weeks' notice must be given.
- ◆ After studies have commenced, 2 weeks' notice must be given or a cancellation charge equal to 2 weeks rent will apply. Any unused accommodation fees will be refunded to the student within 2 weeks of submitting a refund request form.
- ◆ If you are asked to leave the homestay for any valid reason, for example due to unacceptable behaviour such as having someone stay over without prior permission, a cancellation payment of two weeks' notice will be deducted from any refund due, in lieu of two weeks' notice.
- ◆ Airport Greeting: No refund will be made if the student fails to notify Langports of their flight details or any change of details less than 48 hours before arrival.
- ◆ Student accommodation cancellations will be advised on the letter of offer.

Airport Greeting

No refund will be made if the student fails to notify Langports of their flight details or any change of details less than 48 hours before arrival.

Cancellation of course by Langports

If Langports cancels a course, for whatever reason, you will be offered a refund of all the tuition fees paid for that course to date. The refund will be paid to you within 2 weeks of the course cancellation. Alternatively you may be offered enrolment in another course at Langports at no extra cost to you. You have the right to choose whether you would prefer the refund of course fees or to accept a place on the alternative course. If you choose the alternative course you will be asked to sign a document to indicate that you accept the placement.

If in the unlikely event that Langports ceases to operate and is unable to provide a full refund, students on student visas will be able to access the Tuition Protection Service (TPS) which offers an on-line placement and refund service for international students affected by such provider closures.

Security of belongings

Please ensure that you do not leave any valuables, e.g. iPhone, iPad, laptop, wallet, handbag, unattended in the classroom when you go on a break or for lunch. Keep them with you all the time. Langports cannot be held responsible for any items that go missing.



Sickness

If you are unable to come to Langports because you are sick, please call us on 07 3210 0522. If you are absent for more than 3 days in a row, we will contact you to make sure you are ok.

Smoking

Smoking is banned at public (outdoor) playgrounds within 10m of children's play equipment, in open areas of public swimming pools, at major sports grounds, within 4m of any building open to the public and at public transport stops (including outdoor parts of railway stations, bus stops, light rail stops and taxi ranks). Bans on smoking within 4 metres of a pedestrian access point to a public building will include seated areas restaurants and cafés unless otherwise indicated. A penalty notice may be served and the penalty prescribed for the offence is currently almost \$300. For further detailed information on the above and other no-smoking areas please refer to www.health.qld.gov.au.

Student ID Cards

With your Langports student card, you can get discounts on select services and entertainment in Queensland. This includes, but is not limited to:

- ◆ Cinemas and theatres
- ◆ Sporting events
- ◆ Gym and fitness
- ◆ Aquariums, zoos and museums
- ◆ and more

Look for the concession rate when buying tickets/items. Please note, international students do not get discount on public transport.

Students with families/children

Student who have any school-age dependants accompanying them will be required to pay full fees at a private or government school in QLD as attendance at school for these dependants is compulsory.

Textbooks and Course Material

All students receive photocopied materials and/or use of Langports textbooks for Focus and Options classes included in their course materials fee. For every 10 weeks studied, students can receive a new textbook (minimum 2 weeks enrolment). A student may change levels within the ten weeks and in this case, if they have not written in their textbook (and the book is in good condition) they may exchange it for the new level of textbook. If they have written in their book they have two options:

- ◆ buy the books for the new level.
- ◆ pay a refundable \$50. They will be given a book which needs to be returned in good condition (no writing in the book) in order to get the \$50 back.

Timekeeping

Students are required to come to class on time for all lessons. If you arrive 1-10 minutes late you can join your class but if you are more than 10 minutes late you will not be allowed into the class until after the first 1 hour. If you are not in class, you will be marked absent. If you are running late please call the school on (07) 3210 0522.





Transfer to Another Provider

It is the policy of Langports that if a student wishes to transfer their course to another provider they must submit a request in writing through the Enrolments Officer which will then be considered by the Principal and approved or rejected accordingly. The student should be made aware that this request will also be considered as a cancellation request of their Langports course and therefore the Langports Cancellation/Refund policy will apply in regards to any refund of fees. All written requests for a transfer will be processed within 2 weeks of being received and the student will be advised of the outcome in writing.

An early release will normally be granted where:

- ◆ A student is on package visa and they can provide evidence of having achieved the required level of English to commence their next study program ahead of schedule. Providing they have given Langports a minimum of 2 weeks' notice, their unused tuition fees will be refunded within 2 weeks of the release being granted.
- ◆ A sponsored student has written support from their sponsor who considers that the move is in the best interest of the student.
- ◆ Langports is unable to offer the student the course for which they were enrolled or a suitable alternative. All unused tuition fees will also be refunded if this is the case.

An early release will not normally be granted where:

- ◆ The student has not completed the minimum 6 months of their study program at Langports, being their principal course of study.
- ◆ The student is intending to transfer to another English Language school to undertake a course that is available at Langports.
- ◆ The student is in the middle of a "closed course" ie a course of a fixed duration.
- ◆ The student cannot provide any valid academic reason for seeking an early release.
- ◆ The student has not given a minimum of 2 weeks' notice.
- ◆ Where the request is denied, the student will be provided with written reasons why the request was refused and be reminded that they may appeal this decision under the Complaints and Appeals policy.
- ◆ Where the request is approved, Langports will issue a Letter of Release, at no cost to the student, only where:
 - ◆ A valid Letter of Offer is provided from the student's next provider.
 - ◆ Where the student is Under 18, written confirmation is provided from the student's parents or legal guardian of support for the transfer and the Letter of Offer also confirms that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements.

Students should also be advised of the need to contact the Department of Home Affairs to seek advice on whether the transfer may impact on their student visa and they may need a new visa.

In all cases records of any such requests must be kept on the individual student's electronic or hard copy file for future reference.

It is also the policy of Langports not to knowingly enrol a student wishing to transfer from another provider prior to the student completing 6 months of their principal course except where:

- ◆ the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- ◆ the original registered provider has provided a written letter of release;
- ◆ the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- ◆ any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Working in Australia

If you have a student visa, you may work 40 hours per fortnight while you study. During your holidays, there is no limit to the number of hours you can work.

If you have a working holiday visa, there are no restrictions on the number of hours you can work per week. However, you can only work for 1 employer for 6 months.

The Fair Work Ombudsman is an independent statutory office providing free services to all workers and employers in Australia including educating people working in Australia about fair work practices, rights and obligations.

www.fairwork.gov.au There is special advice for International students intending to work in Australia.

<https://www.fairwork.gov.au/find-help-for/visa-holders-migrants>

Support Services

Langports staff are available to assist with helping students adjust to life in Australia. Students may talk to Reception or the Campus Manager. We are also able to help refer you to other specialised support services if more professional help is required,

1300 MH CALL (1300 642 255) is a confidential mental health telephone triage service that provides the first point of contact to public mental health services to Queenslanders.

Phone 13 HEALTH (13 43 25 84) for 24 hour assessment, referral, advice, and hospital and community health centre contact details.

As far as learning support is concerned Langports will provide reasonable accommodations to ensure the student is supported in their learning process and can participate in all aspects of the Langports' experience. The student, Director of Studies, Campus Manager, teachers and relevant school staff, will develop a Learning Plan outlining the support to be given to the student.

Superannuation

Australia's superannuation system is the main way most people save for their retirement. Superannuation (super for short) is a long-term investment that grows over time. The more you contribute during your working life, the more you'll have for your retirement. Your employer pays a percentage of your salary or wages into your super fund. Your employer pays your super on top of your wages.

Your employer must pay superannuation, regardless of how much you earn. The amount is equal to 11% of your wage. When you open a superannuation account, please keep the details very safe, you may be eligible to access your payments when you permanently leave Australia.

To read more about Australian superannuation please visit this website:

<https://www.ato.gov.au/Individuals/Super/What-is-super/>

To check your eligibility and to apply for your contributions, visit:

<https://www.ato.gov.au/Individuals/Super/Temporary-residents-and-superannuation/>

Tax

In Australia, you must pay taxes. This is why you must have a Tax File Number. You can apply for a tax file number online at

www.ato.gov.au/Forms/Permanent-migrants-or-temporary-visitors---online-TFN-application/.

Please see the Australian Tax Office website for more information on claiming your tax and lodging a tax return.

www.ato.gov.au

COMPLAINTS/ APPEALS

If you have a problem relating to a Langports' program or service, you should first contact the Director of Studies, the Accommodation and Activities Officer or the Enrolments Officer depending on the nature of the problem. If your complaint / appeal remains unresolved and you wish to take it further, you may make an appointment with our student services staff to see the Campus Manager.

If you remain dissatisfied with the outcome you can make a formal complaint to the Chief Executive Officer of Langports by completing a Complaint / Appeals form which is available at reception. The form must be signed and dated and must have any relevant documentation attached. The process of dealing with your complaint will commence within 10 working days of receipt of the completed form. You will either receive a written response or the CEO may arrange a meeting to discuss your complaint / appeal further. In all meetings you may have a person of your choice accompany you for support. If your English level is low, Langports will try to source an appropriate interpreter to assist you. A written statement of the outcome of any formal complaint, including details for the reason/s for the outcome will be provided. At all-time during this process your enrolment will be maintained and you must attend classes unless you have an agreed authorised absence from Langports. If you still remain dissatisfied with the outcomes of this internal process, you have a further 10 working days in which you may take your complaint, at no cost to yourself to an independent external body.



Contact

The International Student Ombudsman

Phone: 1300 362 072 (calls from mobile phones at mobile phone rates)

Email: ombudsman@ombudsman.gov.au

SMS: 0413 266 662)

Postal: GPO Box 442, Canberra ACT 2601

Complaints can be made in writing, by phone, in person or online using the online complaint form found at www.oso.gov.au. The Ombudsman's office is open for enquiries Monday – Friday 9am – 5pm (AEDT). You can seek assistance through the Translating and Interpreter Service (TIS) on 131 450.

WORKPLACE HEALTH & SAFETY

What to do if you see a Health and Safety Problem:

If you see a problem, tell a staff member. The staff member will report to reception or workplace health and safety officer (WHSO). The WHSO will take action to resolve the problem.

