

Student Handbook

Perth Campus

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www.facebook.com/groups/lexisperth

www.lexisenglish.com.au

www.lexisperth.com

LEXIS ENGLISH PERTH CRICOS CODE 03274E (Sunset Coast International English School Pty Ltd)

Welcome!

Welcome to Lexis English Perth. We are so pleased that you have decided to study here with us! We look forward to getting to know you, and we hope that your time here is enjoyable and fulfilling.



Your First Day

9am – Placement Test

General English students are given a grammar and writing test to assess their English level and to assist with class placement. During this test you will have an interview with the Academic Manager or Campus Manager to assess your spoken English and meet the staff.

10.00am – Homestay Orientation

If you are living in a Lexis Homestay you will be introduced to our Homestay Coordinator to discuss your homestay. During this time you will be given a homestay orientation and have time to ask any questions you may have.

10.45am – Orientation

You will be given information about studying at the college and living in Perth. You will meet the Student Support Officer Peter Pan Travel Rep. You will also need to sign the Refund Policy and Indemnity Forms. Both forms will be explained to you fully before you sign.

12.15am— Lunch

1pm – Full time students go to class

LEXIS PERTH STAFF

Mr Ian Pratt	Managing Director
Ms Sam Mattiuzzo	General Manager
Ms Lindsey Marchant	Campus Manager
Mr Darren Tompsett	Academic Manager
Ms Cynthia Dietiker	Homestay Co-ordinator
Ms Lydia Liu	Student Services Officer
Ms Yue Ishii	Student Services Officer

General School Information

OPENING TIMES

The school is open from 8.00am to 10.00pm, Monday to Friday. Times outside of this, the school is closed, so you cannot enter the school.

AIR CONDITIONING

The building is air conditioned to a temperature of approximately 22 degrees Celsius. It is important that you dress appropriately for the indoor temperature, not the outside temperature. On very hot days it may be quite cool indoors, so wear enough clothing to keep warm.

STUDENT LOUNGE

To ensure that a clean and pleasant study environment is maintained, **you may only consume food or drinks in the student café area and kitchen, not in classrooms.** You are encouraged to use the student lounge before and after class hours as well as during coffee and meal breaks. **Students are also responsible for tidying their own mess.** This includes washing any of the school's dishes that they may use.

TOILETS

Keep toilets clean and tidy for other students. The sanitary boxes in the ladies toilets are to be used only for sanitary pads and tampons. Do not leave any other rubbish in the toilets. In western culture we do not stand or squat on the toilet. Please sit on the toilet seat.

VALUABLES AND PERSONAL SAFETY

You must be careful about your valuables and sensible about your personal safety and security - just as you would at home.

COMPUTER USE

We have wireless throughout the college and computers for student use. This area is open on school days from 8am to 5pm (except when classes are using the computer suite.) The following rules apply:

- Priority for students studying during GIL time.
- No food or drink may be taken into the area.
- Do not turn off, reset or change any settings.
- No downloading at any time.
- You may not visit 'Adult Sites' or any other sites that may contain pictures, sounds or text that others may find offensive.
- If there are students waiting to use the computers, please show courtesy and limit your time.

SMOKING

You can only smoke out the front of Lexis Perth. You must be more than 10 metres away from a door. Do not smoke outside the café or chemist. Put all your cigarette ends in the rubbish bin.

CONCESSION CARDS

We will issue you with a student identification card so that you may gain discounts at certain tourist attractions, places in Scarborough and the movies. It is possible to arrange a concession for bus and train travel by applying for a Smart-Rider card. To collect student cards and smart-rider application forms, please see Reception. For public transport information, www.transperth.wa.gov.au will give all the information you need.

Your Studies

HOMEWORK AND GIL (GUIDED INDEPENDENT LEARNING)

Your morning teacher will give you homework each night. In addition, every day between 2pm and 3pm you can go to GIL. Here, you will find:

- A teacher, ready to answer your questions, check your answers or just practise your speaking with.
- Resources you can use to practise your grammar, vocabulary and listening.
- “Readers,” classic books that have been made shorter and easier to suit students at different levels of English.
- Your class teacher will give you advice about what to study during GIL time.

ACADEMIC COUNSELLING

If you have any questions, worries or comments about your class, your study program or your academic goals, **please talk to the Academic Manager.**

You can also speak to the Academic Manager if you want to extend your course, transfer to another school, take a holiday or obtain an interim attendance certificate for official purposes such as a visa extension.

TEXT BOOKS

A limited number of text books are included in the school fees. On arrival, you will be given a text book and work book. General English Classes at **Lexis English**, use **Cambridge face2face** text book and every student book comes with an interactive CD Rom. Students will also be given supplementary materials and photocopies in class. Exam classes receive a student text book and student resource book as well as past exam papers.

English Only Agreement

To ensure you make the best possible progress with your English Language learning, Lexis schools have an **English Only Policy**.

This means **you must not speak your native language while you are here at the school**. Not only will this policy help you to learn English, it will also help you to make friends with students from all over the world!

Below is the English Only Declaration, which you will sign on your first day:

- **I understand that Lexis English Perth has an English Only Policy.**
- **While I am anywhere on the school campus or during college activities I will speak English only.**
- **If I am heard speaking any language other than English in the school or during a school activity, I agree to accept the consequences. These will include: Missing a class; Writing an essay for the Academic Manager; Giving a talk in English to my class; Missing a school day for repeat offenders.**
- **I will not be refunded for any classes that I miss as a result of the English Only Policy.**



Activities and Workshops

The school offers a wide activity and workshop program that runs every day from 2pm. The program is advertised on the student noticeboard at reception and in every classroom. You can sign up for each activity at reception.

Popular activities include; Surfing, Tennis, Conversation Club, Football and student BBQs.

Our weekly workshops include: Grammar and Job Workshop, where the teacher will help you with your resume and job searching.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						
						
						
						
						
						

Student Services

We recognise that coming to live and study in a foreign country may be challenging, so we provide a range of services for students as follows:

MAIL & PRINTING

If you want something printed send it lexisprinting@gmail.com and then collect it from Reception. It costs 10 cents per page you print. You can have mail and parcels delivered to the school and pick these up from Reception.

STUDENT SERVICES AND ACTIVITIES

For information on activities, payment of fees, medical insurance and student cards, enquire at the Reception.

ACCOMMODATION AND HOMESTAY

Lexis Perth can provide quality homestay with Australian families. Every host family is interviewed, and the house inspected before we place students.

We choose families who are reliable and interested in meeting international students. For more information about homestay, or any problems with your homestay, speak to our Homestay Officer, during one of your breaks.

There are also student houses in Scarborough and Glendalough where you can live together with fellow Lexis students. For information about these speak to our Student Support and Accommodation officers.

BANKING ASSISTANCE

Ask at the reception for more information on the most suitable bank accounts for students. To open an account you will need your passport, student card and money. You only need \$1 to open an account. If you have been in Australia for more than 6 weeks you will need extra phot identification, such as a driver's licence.

FINDING WORK

We try to make it easy for you to find work. Every week we post recently advertised jobs on our blog. Plus, we hold a weekly job workshop to help students write CVs and apply for work

Please note Reception / Student Support is open from 8am to 8.30pm Monday to Friday and 8am to 5pm on Friday

Health, Safety and Student Code of Conduct

SICKNESS

There is a first aid kit at Reception for minor cuts and bruises but the College will not issue any form of medication to students, not even aspirin, or paracetamol. If you are unwell, you should visit a chemist or doctor. Student Services are happy to arrange medical appointments for you.

DRIVING IN AUSTRALIA

In Australia, you must hold a current driving licence. If it is not in English you will need to carry an English translation. You must drive on the left and you and your passengers must wear seatbelts at all times. It is illegal to drive while talking on a mobile or while under the influence of drugs or alcohol.

STUDENT CODE OF CONDUCT

Illegal or socially unacceptable behaviour within the College or in any accommodation arranged by us is not permitted. **The use or distribution of illegal substances on the College premises is prohibited and will result in your expulsion from the College, without exception.**

You are expected to follow the reasonable directions of College staff at all times and be polite and respectful to other students, college staff and other users of the building.

As in any professional environment, students are expected to maintain a standard of dress that does not cause discomfort or offence to others. For health and safety reasons, footwear must also be worn at all times while on campus.

Examples of unacceptable clothing:

Bikini tops or any clothes that do not fully cover your buttocks or breasts.

Gentlemen – please keep your tops on at all times

If you are dressed inappropriately or have no shoes on you may be asked to return home to change before joining your class.

Failure to follow this Code of Conduct may mean you don't receive an Attendance Certificate or you may be suspended or expelled from the college.

WATER SAFETY

When you are visiting nearby beaches or waterholes, remember that water can be dangerous if you are not a confident swimmer. Even a sea that looks calm can have dangerous rips under the surface and you can easily be swept away from the beach. Please don't swim alone. At the beach, only swim where there are life guards and always swim between the red and yellow flags.

Homestay

Homestay gives you a great opportunity to experience life with an Australian family. You can make friends, learn about Australian culture and improve your English by speaking with your family. Homestay is very different to staying at a hotel.

Every host family has different house rules, so please ask for the rules when you arrive at your homestay. There are some rules which are common in all families:

ELECTRICITY: Electricity is very expensive in Australia, so most families ask that you please turn off the lights, TVs and fans (or air conditioning) when you leave your room.

WATER: Australia is a very dry continent and water is precious. When you have a shower, please try and keep your shower time to about 5 minutes in order to conserve our water.

Tap water in Australia is very clean and safe to drink.

MEALS: Bed and Breakfast homestay only includes a continental breakfast.

You are responsible for purchasing your own lunch and dinner.

Half Board homestay is a continental breakfast and dinner every day and lunch on weekends if you are home. *If you won't be home for dinner please tell your host family in advance.*

Please ask before you help yourself to food from the kitchen, or use the host family phone.

ROOM: Please keep your room clean and tidy. Throw out your trash please!

INTERNET: Internet is also expensive in Australia. Most families request that you don't download music or movies and keep Skype use to a minimum.
Some families ask their student to contribute a small amount of money if they wish to use the family wi-fi.

AT NIGHT: If you come home after 10pm please be as quiet as possible so you don't disturb host family members who may be asleep.
If you are calling your own family/friends at night, speak quietly.

If you have any problems with your homestay, or wish to extend or shorten your time with your host family, please ask to see the homestay coordinator at the Reception Desk. She will be happy to assist you.

We hope you will find your homestay a rewarding and enjoyable experience!

Student House

Student House is designed to offer affordable, good quality student accommodation for the duration of your stay in Perth. Living with other students from a range of cultures can be a wonderfully rewarding experience, but it also requires patience and mutual respect. Please follow these simple rules to ensure that the house remains a friendly and happy place to stay.

ACCESS: If tenants are locked out of the property you may call Lexis Perth on 6365 4377 (9:00am -5:00pm Monday to Friday). Outside of these working hours you can call an emergency number 0410 301 023 which will incur a callout fee of **\$50.00**, deductible from bond money. Replacement of lost house keys will be at your own expense; this may include having all house locks changed.

NOISE: There is a strict NO NOISE RULE from 10.00pm. Please ensure that music and television volumes are kept to an absolute minimum after this time.

SMOKING: Smoking is STRICTLY PROHIBITED in the house. Please do not smoke in the house or on the balcony or decks. Do not litter the ground with cigarette butts.

CLEANLINESS: Please keep the house clean. All tenants are responsible for keeping the communal areas clean. Washing up is never to be left in the sink. If the areas are found not to be to reasonable standards, warnings will be issued. If no action is taken, a **deduction of \$60 will apply to each tenant**. This money will cover the cost of having the area cleaned.

PRIVACY: Bedrooms are private areas. Please do not enter another student's bedroom without permission.

ELECTRICITY: When you leave the house, please turn off all lights and fans. Electricity is included in your rent, but if lights are left on continuously you may have a fee deducted from your bond.

NOTICE TO LEAVE: Two weeks must be given of your intention to leave the apartment. If you give less than two weeks' notice, your bond may not be refunded. Should your reservation be longer than a period of 4 weeks you will be liable for a minimum stay of 28 nights.

IMPORTANT: No visitors, gatherings or parties are allowed in student houses. Only occupants that have signed the contract are allowed to stay in the student houses. If additional occupants are found in the room or the occupancy has changed in any way, we reserve the right to end the tenancy with immediate effect and withheld the bond.

If you have any problems with your house, or wish to extend or shorten your time at the residence, please see the homestay coordinator. She will be happy to assist you.

We hope you will enjoy your stay with us and make great friends!

Critical Incidents

Lexis English Perth acknowledges that a 'duty of care' is owed to the students and careful provisions are in place to deal effectively and professionally in circumstances of a critical incident.

Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Non-life threatening events could still qualify as critical incidents.

Should you be involved or a victim of any of the above, please notify the college immediately by contacting one of the following people:

Lexis Perth (8am—5pm Mon-Fri) 6365 4377

Lexis Perth Emergency Phone 0410 301 023

Mr Ian Pratt (Managing Director) 0402 939 605

Ms Sam Mattiuzzo (General Manager) 0408 062 804

IN AN EMERGENCY CALL— 000

For Police, Fire or Ambulance

Legal Requirements

HOLIDAYS AND SICKNESS

Students on student visas may take one week of holiday for every twelve weeks of study. **You need to apply in writing a minimum of two weeks before the intended holiday.**

Student Visa students who are ill and absent from College must provide a medical certificate from a recognised practitioner explaining the reason for their absence. We cannot accept backdated certificates nor certificates from alternative medical practitioners such as Herbalists or Acupuncturists.

VISA EXTENSIONS

If you wish to study longer than planned you will need to extend your visa. Ask your agent to help you or Reception can provide you with the telephone number and website details of the government immigration offices.

If you need to renew your visa the application must reach immigration before the expiry date of your current visa. **It is best to lodge a visa renewal application 1 month before it expires.**

PRIVACY

In accordance with the laws of Australia, we respect your right to privacy. It is our policy to use any of your personal information that we collect or retain for legitimate business purposes only. We take precautions to ensure that your personal information is stored securely and is not easily accessed by personnel other than those who need the information for the performance of their duties. We endeavour to keep your personal information accurate and up-to-date, so to assist us in this process, we ask that you advise us of any changes to your details. Please advise us if you wish to gain access to the personal information we hold on you. If you wish to see a copy of our official Privacy Policy, a copy can be obtained from Reception.

Government

If you are on a Student Visa, any personal information you provide to us may be made available to various government or official bodies, if circumstances require us to provide such information. You should also note that we must advise the government of any changes to your enrolment, or any action of yours which places you in breach of your visa requirements, including unsatisfactory attendance or academic performance.

WORKING IN AUSTRALIA

It is usually easy to get casual work in Perth. Student Visa students may work on a casual or part-time basis up to a maximum of 20 hours per week during periods of study and full-time during non-study periods.

Visitor Visa students are not permitted to work during their stay in Australia.

We try to make it easy for you to find work. Every week we post recently advertised jobs on our blog. Plus, we hold a weekly job club to help students write CVs or apply for work. International students are protected in the workplace by Australian Fair Work laws. We will give you a fact sheet regarding working in Australia at the job club. If you have problems with a work environment or employer, you can speak to us or contact the Fair Work Ombudsman at www.fairwork.gov.au



Fire Safety and Escape Procedures

There are two fire escapes, please take note of these on the escape plan located in every classroom. The building has an electronic smoke detection system and an alarm. Fire extinguishers are also located around the school.

In the event of a fire, or the alarm sounding, please follow the instructions of your teacher or if you are not in a class at the time, proceed quietly to the nearest fire escape and then assemble in the car park, at the rear of the school, in your class groups so that teachers can check your name against the class lists.

Attendance Policy

Under Australia visa regulations, holders of student visas are required to attend a minimum of **80%** of tuition time, and as a provider, **Lexis English** is responsible for monitoring attendance records. You are asked to read the following information carefully .

Attendance is monitored as follows:

- Teachers mark the roll each session and attendance is calculated weekly.
- If you are not in class you will be marked absent.
- If you are more than fifteen minutes late without a satisfactory reason, you will be asked to miss the session and will be marked absent.
- If you are absent for three or more days due to sickness you will need to provide a doctor's certificate.

If your current attendance is 80%:

- We will telephone or email you and ask you to make an appointment with the Director of Studies to explain your absences.
- You will be issued with a verbal warning of poor attendance.
- If your current attendance does not improve and remains below 80% you will be issued with a written warning of poor attendance.
- If your **overall** attendance cannot be maintained at 80% for the remainder of the duration of your course, you will be asked to show cause as to why your attendance has been unsatisfactory
- If you cannot show cause at this point, you will be given a written notice of intention to report you to the Australian government authority.

If an official warning of intent to report is issued:

- You will have 20 working days to make an appeal. During this time your attendance will be monitored. (see appeals procedure)
- If your appeal is rejected, you will be provided with information in order to assess the external appeals process.
- If you choose not to use the external appeals process you will be reported to Department of Home Affairs via PRISMS and your visa may be cancelled.

You will be asked to read and sign that you have understood the Attendance Policy at your orientation session on your first day.

DETAILS AND CONDITIONS OF ENROLMENT

INDEMNITY DECLARATION

By signing this Declaration the student, or in the case of a student under the age of 18, the parent(s) and or legal guardian(s) agree that the College, its officers, teachers, employees, representatives and agents shall not be held responsible and/or be under liability as far as permitted by the law of the Country of Australia and/or will not make any claim against them for the student's death, bodily injury, disability, loss, damages and/or property damage which may be sustained by the student and/or which may be caused by the student in connection with or during the period of the student's attendance at any premises owned/leased, operated or controlled by the College, the student attending activities and/or excursions and/or in any accommodation arranged for the student. Further, the student, or in the case of a student under the age of 18, the parent(s) and/or legal guardian(s), agrees to pay any direct and/or indirect costs incurred by the College in relation to these activities where a student attends and participates in activities and/or excursions (whether sporting, cultural, social, educational, recreational or otherwise) organised by or on behalf of or with the assistance of the College or of which we have knowledge.

Where a student who is under 18 years of age is accepted for enrolment as a student at the College, the parent(s) and/or legal guardian(s) further consent and agree that the College at its absolute discretion may when it considers it desirable and/or essential seek and provide medical and/or optical and/or dental treatment for the student. In such cases, such costs whether direct and/or indirect will be met by the parent(s) and/or legal guardian(s). If the College has been obliged to incur costs on behalf of the student in such circumstances the costs will be repaid to the College by the parent(s) and/or legal guardian(s) on demand.

By signing the declaration I hereby give consent for the staff at Lexis English – Perth to release my academic results and/or attendance to government or statutory bodies, in accordance with the ESOS Act 2001. I give authority for Lexis English to use my photograph for the purpose of promoting the college. Such promotion may be under the name of Lexis English Centres, or Lexis English, Perth Furthermore, I authorise my photograph to be used in conjunction with a testimonial either provided by me or approved by me for this purpose.

The aforementioned shall also extend to executors, administrators and assigns of the signatory.

CANCELLATION AND REFUND POLICY

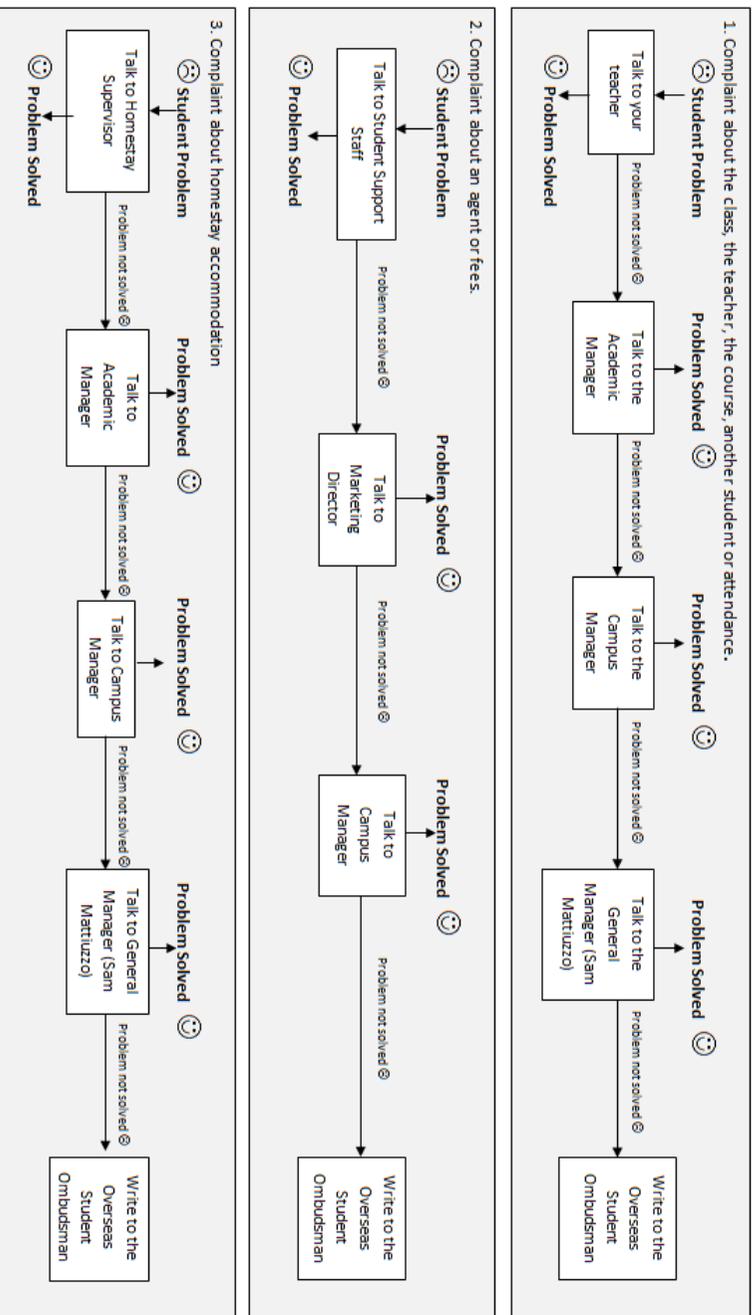
Lexis English - Brisbane; Byron Bay; Noosa/Sunshine Coast; Perth, are hereinafter referred to as the College

1. Your course is defined in study periods of 24 weeks or less. Enrolments greater than this are divided into study periods of 24 weeks or less dependent on the total course duration. E.g.: A General English student, who enrolls for 30 weeks, would have 2 study periods, the first 15 weeks duration and the second 15 weeks duration.
2. In the absence of any agreement to the contrary, your place in a course will not be confirmed until fees are received for the initial study period and our bank has confirmed your payment. Fees for any subsequent study periods must be received within 2 weeks prior to the commencement of the second study period.
3. Cancellations are not effective until they are received in writing
4. The registration fee is not refundable
5. If you are not granted a visa, all fees except the Registration Fee, will be refunded within 4 weeks of Lexis English receiving written notification.
6. If you cancel your course 28 days or more before your course commencement date, all fees received except the Registration Fee will be refunded. If you cancel your course less than 28 days before your course commencement date, a cancellation fee of 20% of paid tuition fees will apply. All other fees except the registration fee will be refunded. **No tuition fees will be refunded if you advise cancellation on or after your course commencement date.**
7. If you defer the date of commencement of your course, then later cancel your course, prior to the new commencement date, the cancellation policy will apply from the original course state date not the deferred start date.
8. The Accommodation Placement Fee and/or Airport Transfer Fee are not refundable if you advise us less than 2 weeks before your commencement date that you wish to cancel the service. You may also be liable for 2 weeks Accommodation fees if a replacement student cannot be found. No refund of the initial 4 weeks of Accommodation fees will be made if you leave your accommodation during that period. Cancellation and refund policies that apply to other forms of accommodation will be notified at the time of booking.
9. Where we do not offer an advertised course, or withdraw the delivery of the course prior to its completion, you will be offered within 2 weeks, a refund of the unused portion of course fees paid to date. Alternatively, you may be offered a suitable alternative course at no extra cost. You have the right to choose a refund or the offer of placement in another course. Acceptance of any offer must be confirmed in writing within 30 days of the offer being made.
10. Applications for refunds must be in writing and addressed to The Registrar – Lexis English.
11. Any refunds payable under this policy (with the exception of those payable under Clause 9) will be made within 4 weeks of receiving the initial refund application.
12. Refunds will only be paid in the same currency in which the fees were collected, and paid to the person who entered into the contract. We require written direction from the student to refund to another party.
13. Lexis English may make reasonable variations to the delivery of programs e.g. course times, timetables, classrooms. Students will be provided with reasonable advance notice should this occur and will have the opportunity to assess the internal complaints and appeals process should they feel disadvantaged by any such variation.
14. In all cases of suspension and/or expulsion due to non-compliance with the student Code of Conduct, no refund on monies paid to the College will be made unless required by law.

These regulations may be waived only in exceptional circumstances by the Executive Management of the College at their absolute discretion.

Complaints and Appeals Process- Students Complaints

The diagram below indicates the staff to be advised if a student has a particular complaint. If a complaint cannot be settled within the campus, or if they are concerned about the conduct of the campus, students may contact the Overseas Student Ombudsman (www.oso.gov.au). Students must continue to attend classes at all stages of the appeals process.



Legal Services:

- ◆ Legal Aid Western Australia -1300 650 579 | 32 St Georges Terrace

Legal Aid WA gives legal help to West Australians about criminal, family and civil law matters.

www.legalaid.wa.gov.au

- ◆ Community Legal Centres Western Australia- several locations

Community Legal Centres provide an initial consultation on most matters of law to any member of the community.

www.communitylaw.net

Emergency and Health Services

- ◆ Emergency departments—Call Triple Zero (000) *for any emergencies*
- ◆ call Health Direct (1800 022 222) - *24 hours qualified staff will advise you on what to do and if you need to go to a GP, pharmacy or emergency department*

Employment Rights

- ◆ Fair Work Ombudsman -13 13 94

advice and information on the Australian national workplace and employment rights.

www.fairwork.gov.au

Counselling

- ◆ Lifeline Australia - 13 11 14 -*Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services.*

www.lifeline.org.au

- ◆ beyondblue -1300 22 4636 -*beyondblue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.*

www.beyondblue.org.au/

Lexis Perth Schedules

General English

9:00 – 10:30 (1.5 hrs) – Session 1

10:45 – 12:15 (1.5 hrs) – Session 2

1:00 – 2:00 (1 hr) – Option Class

2:00 – 3:00 (1hr) – GIL/Workshops

Cambridge

9:00—10:15 (1 hr 15 mins) – Session 1

10:30 – 12:00 (1.5 hrs) – Session 2

12:45—2:00 (1.5 hrs) – Session 3

2:00 – 3:00 (1hr) – Cambridge GIL/Workshops

Evening Classes

17:45 – 20:00 (2 hrs 15 mins) – Session 1

20:15—22:00 (1hr 45 mins) – Session 2

Your English Level & Schedule:

Your test score:

	Beginner	Elementary	Pre-Intermediate	Intermediate	Upper-Intermediate	Advanced
Grammar						
Speaking/ Listening						
Writing						

Your Daily Schedule:

	Monday	Tuesday	Wednesday	Thursday	Friday
Core Class	Class: Teacher: Room:				
Option Class (if applicable)	Class: Teacher: Room:				

