Student Information Booklet
2007
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WELCOME to Victoria University

English Language Institute (ELI)

You are now enrolled as an ELICOS student at Flinders Lane Campus, level 5, 301 Flinders Lane.

All the staff at the English Language Institute and the International Branch hope your stay is a rewarding and enjoyable one.

This booklet provides important general information about the course you are undertaking.

Please read the booklet carefully and use the book as a source of reference for any queries you may have. Feel free to ask your teacher or any other staff in the University if you have any questions. The English Language Institute staff are always ready to assist you.

IMPORTANT NOTE

Conditional offers
Combined offers for ELICOS and a mainstream Victoria University course are conditional offers. The English Language Institute must confirm that students have reached the required English level before students can enrol in their chosen course.
# English Language Institute Staff

<table>
<thead>
<tr>
<th><strong>Director:</strong></th>
<th>Amanda Pearce</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Head of Department:</strong></td>
<td>Harvey Broadstock 9919 1175</td>
</tr>
<tr>
<td><strong>Program Manager:</strong></td>
<td>Dianne McKeagney (Monday, Tuesday &amp; Thursday) Nadia Chighine (Wednesday &amp; Friday) 9919 1054</td>
</tr>
<tr>
<td><strong>Administrative Officer:</strong></td>
<td>Jittra Knox</td>
</tr>
<tr>
<td><strong>ELI phone number:</strong></td>
<td>9919 1175</td>
</tr>
<tr>
<td><strong>ELI fax number:</strong></td>
<td>9919 1298</td>
</tr>
<tr>
<td><strong>ELI email address:</strong></td>
<td><a href="mailto:eli@vu.edu.au">eli@vu.edu.au</a></td>
</tr>
</tbody>
</table>

**ELICOS Teachers:**
- Nadia Chighine
- Chris Valcanov
- Cheryl Wake
- Su Schneider
- Richard Holland
- Dianne McKeagney
- Rob Walker
- Anne Bell
- Silvia Day
- Warwick Edmonds
- Rob Lee
- Tao Bak
- Jo Pupillo
Campus Locations

The English Language Institute is located at City Flinders Campus -

Level 5, 301 Flinders Lane, Melbourne.  
Telephone no. 9919 1175.

City Flinders Campus

Where: 301 Flinders Lane

Flinders Lane is the set in the heart of the city, it is easily accessible by public transport and houses the International Branch, Student Services, and the Faculty of Human Development. Victoria University's English Language Institute is also located here and provides English Language training for international students preparing for courses on all campuses of the University.

Basement - Information Technology Services  
Student Services  
Student Administration  
Facilities Management

Ground -  
Level 1 - Faculty of Human Development  
Business Industry training Specialists

Level 2 -  
Level 3 - International Branch

Level 4 - Osteopathy Clinics

Level 5 - English Language Institute
Some of your classes may be undertaken at another campus. This will allow you to become familiar with Victoria University of Technology and enable you to use all the facilities that are available.

Below is a map detailing the locations of the City Campuses.

**Key to Map**

1. City King Campus - 225 King Street, City
2. City Queen Campus 1 - 295 Queen Street, City
3. City Queen Campus 2 - 283 Queen Street, City
4. City Flinders Lane Campus - 301 Flinders Lane, City
5. City Flinders Campus (Main Building) - 300 Flinders Street, City
# Course Dates for 2007 & 2008

<table>
<thead>
<tr>
<th>Course Intake Number</th>
<th>Commencement Date</th>
<th>Finishing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake #2, 2007**</td>
<td>19 February 2007</td>
<td>23 March 2007</td>
</tr>
<tr>
<td>Intake #3, 2007</td>
<td>26 March 2007</td>
<td>4 May 2007 (including 1 week Easter Holiday)</td>
</tr>
<tr>
<td>Intake #4, 2007*</td>
<td>7 May 2007</td>
<td>8 June 2007</td>
</tr>
<tr>
<td>Intake #5, 2007</td>
<td>12 June 2007</td>
<td>13 July 2007</td>
</tr>
<tr>
<td><strong>Course Break 16 - 20 July 2007 (one week break)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intake #6, 2007**</td>
<td>23 July 2007</td>
<td>24 August 2007</td>
</tr>
<tr>
<td>Intake #7, 2007</td>
<td>27 August 2007</td>
<td>28 September 2007</td>
</tr>
<tr>
<td><strong>Course Break 1 - 5 October 2007 (one week break)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intake #8, 2007*</td>
<td>8 October 2007</td>
<td>9 November 2007</td>
</tr>
<tr>
<td>Intake #9, 2007*</td>
<td>12 November 2007</td>
<td>14 December 2007</td>
</tr>
<tr>
<td><strong>Course dates for 2008</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intake #1, 2008</td>
<td>7 January 2008</td>
<td>8 February 2008</td>
</tr>
<tr>
<td><strong>Course Break 11 - 15 February 2008 (one week break)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intake #2, 2008**</td>
<td>18 February 2008</td>
<td>Thursday 20 March 2008</td>
</tr>
<tr>
<td><strong>Course Break Friday 21 - 28 March 2008 (one week EASTER break)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intake #3, 2008</td>
<td>31 March 2008</td>
<td>2 May 2008</td>
</tr>
</tbody>
</table>

*10 week University Preparation Course UP2(Undergraduate) is available only intake 2,4,6,8 & 9.
**10 week University Preparation Course UP1(Postgraduate) is available only intake 4,8 & 9.

## Course Breaks

There are a number of course breaks throughout the year. **Students are not permitted to take any time off other than the listed course breaks.** If you take any other time off, you will be marked absent. Only in special circumstances is permission for extra leave granted.
Attendance

Regular attendance is a requirement of your student visa.

- If you know that you are going to be absent from class, please inform your teacher in advance. This will be recorded as an absence with a reason in the attendance register.
- If you are unable to attend class, you can ring and leave a message at reception on 9919 1175. This will also be recorded as an absence with a reason in the attendance register.
- If you are sick and see a doctor, you should ask for a doctor's certificate. If you show your teacher a doctor's certificate, this will be photocopied and recorded as an absence with a certificate in the attendance register. You must keep all original medical certificates.

ATTENDANCE REMINDERS

- A first attendance reminder will be issued if your attendance falls below 80% in any 2 week period. You will then be required to attend an interview with the Program Manager.
- A second and final attendance reminder will be issued if your attendance falls below 80% in any subsequent 2 week period. You will then be required to attend an interview with the Head of Department and will be asked to sign a student agreement form.
- If, after receiving the second and final reminder your attendance rate falls again and you cannot achieve 80% attendance by the end of your ELICOS program, your name will be forwarded to the Victoria University Government Liaison Officer at Flinders Lane Campus, who will then obliged to report you to the Department of Immigration and Citizenship (DIAC). You will then be required to attend an interview at DIAC and explain your absences. You must take all medical and any other documents with you to explain your absences.

- While 80% is the level required by DIAC, your attendance rate should be as high as possible in order to achieve your pathway.

- In order to be granted a certificate at the end of your course, students must have completed all tasks to a satisfactory level and must have a minimum of 80% attendance.

Punctuality

You are required to be on time for classes. It is considered good manners to arrive in time for class in Australia.
### ELICOS Classes: Levels and Pathways

<table>
<thead>
<tr>
<th>University Preparation</th>
<th>Course Type</th>
<th>TAFE Preparation</th>
<th>IELTS Entry/Exit Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginners</td>
<td>GE</td>
<td>Beginners</td>
<td>1.0 – 2.0</td>
</tr>
<tr>
<td>Elementary (ELICOS 4)</td>
<td>GE</td>
<td>Elementary</td>
<td>3.0 – 4.0</td>
</tr>
<tr>
<td>Lower Intermediate (ELICOS 3)</td>
<td>GE</td>
<td>Lower Intermediate</td>
<td>4.0 – 4.5</td>
</tr>
<tr>
<td>Intermediate (ELICOS 2)</td>
<td>EAP</td>
<td>Intermediate</td>
<td>4.5 – 5.0</td>
</tr>
<tr>
<td>Upper Intermediate/Advanced (ELICOS 1)</td>
<td>EAP</td>
<td>Upper Intermediate/Advanced TAFE Direct Entry</td>
<td>5.0 – 5.5</td>
</tr>
</tbody>
</table>

**UP2**  
Advanced  
University Preparation 2 (UP2)  
Direct Entry to University Undergraduate Programs  
10 weeks  
5.5 – 6.0

**UP1**  
Advanced  
University Preparation1 (UP1)  
Direct Entry to University Postgraduate Programs Masters PhD  
10 weeks  
6.0 – 6.5

GE = General English  
EAP = English for Academic Purposes

NB: You need at least 10 weeks to make 0.5 progress on the IELTS scale. This progress depends on a number of factors such as your performance in class, language learning aptitude and background in learning and using English.
Course Overview

General English (GE) Course

This course aims to improve your skills in the areas of speaking, listening, reading and writing in order that you can communicate effectively in English in both a formal and informal setting. Some students take General English in order to enter an English for Academic Purposes (EAP) course. Other students take General English in order to return to their own country with enhanced English skills which can be utilised in employment.

English for Academic Purposes (EAP) Course

The EAP course has 2 streams;

• EAP Direct Entry University Preparation Courses (University Preparation 1 & University Preparation 2)
• EAP TAFE entry. (Upper Intermediate and Intermediate classes)

The purpose of the EAP course is to provide you with the opportunity to improve your English language in preparation for future studies in Australian colleges and universities.

Course Structure

General English (Beginner/Elementary/Lower Intermediate)

General English is offered at beginner, elementary and pre intermediate/lower intermediate levels. The course aims to develop students' confidence in using English for general purposes. It also enables students to develop their English proficiency so they can focus on English for Academic Purposes once they have attained an intermediate level of English.

The following grid illustrates some of the topics and tasks covered in the General English course.

<table>
<thead>
<tr>
<th>Study Areas/Topics</th>
<th>Assessment Tasks</th>
<th>Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal information</td>
<td>Personal Journal</td>
<td>1-10</td>
</tr>
<tr>
<td>Relationships</td>
<td>Writing Folio</td>
<td></td>
</tr>
<tr>
<td>Housing</td>
<td>Vocabulary Book</td>
<td></td>
</tr>
<tr>
<td>Getting Around</td>
<td>Oral Presentation</td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td>Role-Plays</td>
<td></td>
</tr>
<tr>
<td>Future Plans</td>
<td>Reader</td>
<td></td>
</tr>
</tbody>
</table>
Intermediate and Upper Intermediate EAP( ELICOS 1 & 2)

Your teacher will give you information about the course structure on Day 1 of the Course. This grid shows the 20 Week EAP/GE course. This course is offered at Intermediate and Upper Intermediate levels of English.

<table>
<thead>
<tr>
<th>Module</th>
<th>Study Areas</th>
<th>EAP/GE Tasks</th>
<th>Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A.</td>
<td>Orientation, Description, Narrative</td>
<td>Essays, Oral presentation, Reader, Newspaper journal</td>
<td>1-5</td>
</tr>
<tr>
<td>1B</td>
<td>Comparison, Contrast, Graphs, Tables</td>
<td>Essays, Oral presentation (5-15 mins), Lecture file, Reader, Newspaper journal</td>
<td>6-10</td>
</tr>
<tr>
<td>2A</td>
<td>Pathways, Processes</td>
<td>Essays, Oral presentation (5-15 mins), Project, Reader, Newspaper journal</td>
<td>11-15</td>
</tr>
<tr>
<td>2B</td>
<td>Argument, Issues, Opinions</td>
<td>Essays, Debate (5-15 mins), Lecture file, Reader, Newspaper journal</td>
<td>16-20</td>
</tr>
</tbody>
</table>

Resources

Students in Intermediate and Upper Intermediate classes will receive a resource booklet at the beginning of each module. It is highly recommended that students purchase an English dictionary from the VU Bookshop.

- Collins CoBuild Essential Dictionary.

VU students get discounts at the bookshop on presentation of their student card.
University Preparation 1 and University Preparation 2

The University Preparation Course prepares students to successfully participate in a tertiary course at Victoria University of Technology. The course is divided into two ten-week programs; University Preparation 1 (UP1) and University Preparation 2 (UP2). In both programs, students will consolidate their language proficiency, sharpen their academic skills and gain an understanding of Australian academic culture.

After satisfactory completion of UP2, students can gain direct entry into undergraduate courses that require an IELTS score of 6. Satisfactory completion of UP1 gains direct entry into postgraduate courses that require an IELTS score of 6.5.

<table>
<thead>
<tr>
<th>Skill Area</th>
<th>Assessment</th>
<th>Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Speaking and</td>
<td>• Oral Presentation</td>
<td>1-20</td>
</tr>
<tr>
<td>Listening</td>
<td>• Participation in a group discussion</td>
<td></td>
</tr>
<tr>
<td>• Group discussion skills</td>
<td>• Taking notes from a lecture</td>
<td></td>
</tr>
<tr>
<td>• Academic Presentations</td>
<td>• Academic Essay</td>
<td></td>
</tr>
<tr>
<td>• Listening to lectures</td>
<td>• Research Report</td>
<td></td>
</tr>
<tr>
<td>Academic Writing</td>
<td>• Summarising</td>
<td></td>
</tr>
<tr>
<td>• Essay Writing</td>
<td>• Summary Writing</td>
<td></td>
</tr>
<tr>
<td>• Report Writing</td>
<td>• Academic Writing</td>
<td></td>
</tr>
<tr>
<td>Academic Reading</td>
<td>• Note taking</td>
<td></td>
</tr>
<tr>
<td>• Predicting</td>
<td>• Library Tasks</td>
<td></td>
</tr>
<tr>
<td>• Skimming/Scanning</td>
<td>• Referencing</td>
<td></td>
</tr>
<tr>
<td>• Identifying main ideas</td>
<td>• Word Processing</td>
<td></td>
</tr>
<tr>
<td>Research Skills</td>
<td>• Independent learning</td>
<td></td>
</tr>
<tr>
<td>• Library Skills</td>
<td>• Oral Presentation</td>
<td></td>
</tr>
<tr>
<td>• Referencing</td>
<td>• Taking notes from a lecture</td>
<td></td>
</tr>
<tr>
<td>• Word Processing</td>
<td>• Academic Essay</td>
<td></td>
</tr>
</tbody>
</table>

Resources

University Preparation students are required to buy a module booklet and an English-English dictionary for their course. These books are available from the Victoria University bookshop. Teachers at ELI recommend the following:

- Collins Cobuild English Dictionary for Advanced Learners.

* VU students get discounts at the bookshop on presentation of their student card.
Requirements to enter UP2

Upper Intermediate ‘Achieved’ in ALL SKILLS on your report (Speaking, Listening, Reading, Writing) OR IELTS Overall 5.5 with:
- Reading 5.5
- Writing 6.0
- Listening 5.0 (minimum)
- Speaking 5.0 (minimum) OR Upper Intermediate ‘Achieved’ in Reading and Writing

UP2 (10 weeks) OR UP2 (10 weeks) OR ELICOS 1 (5 weeks)

If you complete University Preparation 2 (UP2) you can enter:
- Bachelor Undergraduate courses at Victoria University (VU)
- Masters Qualifying semester at VU

Requirements to enter UP1

- Advanced ‘Starting’ in ALL SKILLS on your report (Speaking, Listening, Reading, Writing)
- Successful completion of UP2 OR IELTS Overall 6.0 with:
- Reading 6.0
- Writing 6.0
- Listening 6.0
- Speaking 6.0

UP1 (10 weeks) OR UP1 (10 weeks)

If you complete University Preparation 1 (UP1) you can enter:
- All VU Postgraduate Courses except MA TESOL or Master of Law
Other Courses Offered

IELTS Preparation Course

Some students may want to take an IELTS test. An IELTS Preparation course is offered at the English Language Institute. The course is organised around themes and focuses on improving students’ English level as well as developing their test taking strategies. Students must be at an upper intermediate level of English to enter the IELTS course. IELTS materials are available from the Self Access Centre (SAC) and the library on Level 2, Flinders Lane Campus. Several of the teachers are qualified IELTS examiners, so if you would like a practice IELTS interview or help with your IELTS preparation, speak to your teacher or the Program Manager.

If you are interested in taking the IELTS test, please see the Administrative Officer to obtain an application form. (Make sure you apply in plenty of time to obtain a place on the test day of your choice.)

IELTS Test Centres

The test fee is $240. For further details about the IELTS test contact:

**HAWTHORN Melbourne**
442 Auburn Road
HAWTHORN VIC 3122
Tel: 9810 3151
Email: enquiries@helc.unimelb.edu.au
Website: [www.hawthornenglish.com](http://www.hawthornenglish.com)

*How to get there by public transport*
- **Train:** No. 75 from the city
- **Tram:** Lilydale or Glen Waverley line trains then get off at Glenferrie station and catch tram no. 69 or get off at Auburn station and catch bus no. 624

**RMIT-CELL**
Level 6, 393 Swanton Street
MELBOURNE VIC 3000
Tel: 9657 5800
Email: englishworldwide@rmit.edu.au
Web: [www.rmitenglishworldwide.com](http://www.rmitenglishworldwide.com)

*How to get there by public transport*
- **Train:** any tram from Swanston Street and get off at La Trobe Street

**MONASH UNIVERSITY**
International Centre, building 73, Wellington Road, Clayton VIC
Tel: 9905 5261
Web: [www.monash.edu/englishcentre/ielts](http://www.monash.edu/englishcentre/ielts)

*How to get there by public transport*
- **Train:** Pakenham or Cranbourne train line and get off at Clayton station and then catch the bus going to Monash University (zone 1 & 2). Alternatively get off at Huntingdale station and then catch the bus (zone 1)

**NORTHERN MELBOURNE INSTITUTE OF TAFE**
Building B, Room 102, 77-91 St Georges Rd, Preston VIC 3072
Tel: 9269 1550
Email: ielts.enquiries@nmit.vic.edu.au

*IELTS test centre website: www.ielts.org* 

*How to get there by public transport*
- **Bus:** No. 513, Glenroy - Eltham route
- **Train:** No. 112, South Melbourne/St. Kilda - West Preston route
- **Tram:** Epping Line - Bell Station (zone 1) or Preston Station (zone 1 & 2)
ELI is required by the National Code of Practice to check your course progress to ensure that you are doing well with your studies. This is important for you because you are in Australia to study and achieve good results.

Assessments of course progress will take place throughout each module and at the end of each module of ELICOS courses. You will receive written feedback on all assessment tasks completed.

**ELICOS 1, 2, 3 & IELTS**
At the end of Modules 1B & 2B, you will receive a written report from your teachers. Both teachers will assess the level of your reading, writing, speaking and listening. For example, your speaking and reading may be at an intermediate level and your listening and writing may be at an upper intermediate level of English. This will be recorded on your report. Within each level it is possible to receive ‘S’, ‘C’ or ‘A’. ‘S’ means that you are starting this level. ‘C’ stands for consolidating. This means that you are performing well at this level. ‘A’ means that you have achieved this level. At the end of Module 1A and Module 2A you will not receive a report, however your teacher will have an interview with you and give you feedback about your English progress. Throughout the course, you will also receive detailed feedback about your English.

**UP 1 & UP2**
You will receive a mid course and final report in University Preparation 1 and 2. Assessment tasks will cover all four macroskills – Reading, Writing, Speaking and Listening. Your teacher will also be assessing your language skills during class. You will make good progress with your English language studies if you use English as much as possible, participate regularly during classes and complete all of your homework, course assignments, tests and activities.

Some of the activities which may be included as assessment tasks are:

- In-class participated
- Homework tasks
- Formal and informal class tests
- Research assignments
- Completion of online language tasks
- Completion of CALL tasks
- Participation in group activities
- Essays
- Oral Presentations

If your teacher considers that you are not making satisfactory course progress, he or she will meet with you to talk about it, or refer you to the Program Manager. You may be given the opportunity to move to an easier class or to do extra activities to help you. Some of these may be:

- Developing a learning contract with your teacher and the Program Manager.
- Having some individual sessions with your teacher (there may be an extra cost for this).
- Having extra tasks set by your teacher to work on a particular area of weakness, e.g. computer assisted language learning, reading tasks, grammar exercises, trial tests etc.
- Having a student mentor appointed to help you during classes.

ELI will do everything it can to help you with your studies. However, if you still do not achieve satisfactory progress after being assisted by the college, we must report this to the Australian...
Government. You will receive a notice of intention to report which includes information on accessing an appeals process.

If you believe that you have been treated unfairly, you may make an appeal through the college’s complaints and appeals process. Details of EU’s appeals processes are outlined on page 18 of this booklet.

Your ELICOS Course will involve a number of assessment tasks. Your teacher will explain the assessment tasks that you require to do at the beginning of each module.

**Student Promotion**

<table>
<thead>
<tr>
<th>Student Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Elementary – Lower Intermediate</strong> (Pre Intermediate)</td>
</tr>
<tr>
<td><strong>Lower Intermediate – Intermediate</strong></td>
</tr>
<tr>
<td><strong>Intermediate – Upper Intermediate</strong></td>
</tr>
<tr>
<td><strong>Upper Intermediate – University Preparation 2</strong></td>
</tr>
<tr>
<td><strong>Upper Intermediate – University Preparation 1</strong></td>
</tr>
<tr>
<td><strong>University Preparation 2 – University Preparation 1</strong></td>
</tr>
</tbody>
</table>

**End of Course Reports**

At the end of your course you will receive an End of Course Report and a Certificate. 

*Please note that in order to be granted a Certificate at the end of the course - students must have completed all tasks to a satisfactory level and must have an attendance rate of at least 80%.*
You complete Listening, Speaking, Reading, Writing tests in class. There are ongoing Assessment tasks throughout the 5 week module.

↓

Your writing is assessed by a group of teachers.

↓

You receive your report.

↓

If you are unhappy or do not agree with your report/assessment see Jittra to make an appointment to see the Program Manager or the Head of Department.

↓

You can discuss the report with the Program Manager or the Head of Department.

↓

The Program Manager and Head of Department will check your report.

↓

Report

😊  😞  😞  😞

↓

Sit an IELTS

- ELI recommends that you sit an IELTS test during your ELICOS program in Melbourne if you do not agree with your ELI report and assessment.
- The Program Manager and Head of Department are happy to discuss your study pathway at any time.
- We strongly recommend that you submit an IELTS test result as part of your application for a mainstream VU course.

**Recommendation Letter**

Please note that after successful completion of your ELICOS course you will be given a recommendation letter. You need ELICOS 1 to enter TAFE with Upper Intermediate Consolidating or above on all skills. You need a 60% pass in UP2 to enter Undergraduate courses. You need a 60% pass in UP1 to enter Postgraduate courses. Note that some Postgraduate courses in TESOL and Law require a 70% pass. You need to take the Recommendation Letter to International Branch so you can then enrol in your chosen course.
Facilities at the English Language Institute and Victoria University

**Self Access Centre (SAC)**

The Self Access Centre is located on Level 5, 301 Flinders Lane and is open from 9.00am-5.00pm. The SAC is equipped with up to date computers and learning programs, which enable students to improve their English.

All students have a minimum of three SAC lessons per week. During SAC time students focus on their individual language learning needs.

**Multi Media Centre (MMC)**

The Multi Media Centre is located on Level 5, 301 Flinders Lane. All ELICOS students complete a minimum of two hours of Computer-Assisted Language Learning (CALL) classes per week. CALL and the regular use of computers is an important part of the ELICOS program.

**Student Lounge**

The Student Lounge, situated on the Ground Floor, is where you will be able to relax in a warm and comfortable environment. The Student Lounge is equipped with drink and food dispensing machines and hot water to make drinks. There is also a microwave oven in the lounge.

**Libraries**

The Flinders City Campus (Level 15, 300 Flinders Street), Footscray Nicholson Street Campus and Footscray Park Campus Libraries have a good collection of books (eg grammar texts), magazines, newspapers and other material useful for ELICOS students. They also have a collection of IELTS practice materials and graded readers.

Hours of operation for the library on Level 2 Flinders Lane Campus are:

- Monday to Thursday: 9.00am – 8.00pm
- Friday: 9.00am – 5.00pm
- Saturday: 1.00pm – 5.00pm

These times may change during University semester breaks.

**Prayer Rooms**

Victoria University has prayer rooms available for student use. The Flinders Lane prayer room is located in the Basement.

**Lost Property**

There is a lost property box at reception. If you lose something, ask the Administrative Officer at reception to see if it has been placed in the lost property box.

If you lose something on the train network, please contact Connex Train Lost Property.

**Connex Train Lost Property**

- Flinders Street Station
- Enquiries: 9610 7512 from 8.00 am – 5.00 pm. Monday to Friday except Public Holidays

**Microwaves**

There are three microwaves located in the basement and one in the Student Lounge.
Student Services

Student Cards
You will receive a student card after you enrol at the English Language Institute. This student card enables you to gain concessions on entry prices to the cinema and tourist attractions, such as the zoo or the museum. **Student cards will be ready by the end of week one. Your teacher will explain how to get a student card.**

Assistance offered at Victoria University
Students wishing to make an appointment with either a counsellor, doctor, International Student Advisor, Housing Officer, Finance Officer or Careers Officer can do so by calling **9919 8801**. Students can also dial **8801** on the grey phone on the wall next to the Alumni Office as you walk towards the Student Lounge.

Homestay/Rental Accommodation
For information about homestay or renting a flat or a house, please contact the Administrative officer at reception and she will arrange for Sharon Hurley, the Housing Officer to speak to you. Sharon Hurley’s e-mail address is **housing@vu.edu.au**. Information about housing can be found at the website **www.vu.edu.au/sss/housing**. There is a display of information related to housing in the SAC. **If you have any problems with your accommodation, please speak to the Program Manager.**

Doctors
**Victoria University Campus Health Care**
Footscray Park Campus, Level 2, Building M. Medical sessions are available during the following times:
Mondays, 12.00 - 4.40 pm,
Wednesdays, 10.00 am. - 4.20 pm.
Phone 9919 4418 to make an appointment or see the Administrative officer at reception for assistance.

**Swanston Street Medical Centre** (Medibank card is accepted & Chinese speaking Doctors)
393 Swanston Street, Melbourne (between Swanston Street & La Trobe Street
Telephone: 9654 2722

**William Angliss Health Centre**
555 La Trobe Street, Melbourne (Between La Trobe and King Street)
Telephone: 9606 2208

**Dr. D. L. Sweeney**
8th Floor 412 Collins Street (Between Queen & William Sts)
Melbourne 3000
Telephone: 9670-7303/9341 0222
Monday- Friday
8.00 am- 6.00pm
Sydenham Medical Centre (Male Arabic speaking Doctors)
558 Melton Hwy
Sydenham, Melbourne, VIC 3037
Telephone: 9390 3099

Dr. A Abraham (Female Arabic speaking Doctors - 3 times a week)
97 Main Road East
St Albans, VIC 3021
Telephone: 9364 5855

First Aid

First Aiders are located on all campuses and can provide assistance in an emergency or if medical treatment is necessary. To contact a first aider, notify your teacher or go and speak to the Administrative Officer or the Program Manager at reception.

Dentist

You can make an appointment with the following dentist.
Dr Saich
520 Collins Street,
MELBOURNE
Telephone: 9629 7970

In an emergency, you can go directly to the Royal Dental Hospital Clinic at 711 Elizabeth Street, Melbourne (9341-0222)

Overseas Health Cover

For Overseas Health Cover, from July 2006 VU has changed from Medibank to OSHC Worldcare.

How to get an OSHC Worldcare membership card

You can apply Overseas Health Cover (OSHC) online by following the instructions on page 21. If you have any problems, you should contact the OSHC Worldcare Officer at VU
International(VUI)Office on Level 3, 301 Flinders Lane on Tuesday & Thursday 1.00pm – 4.00pm. You must take your student card with you.

After applying online If you have not received your OSHC card but need to go a doctor, you must keep your receipts. You can claim back the money when you get your OSHC card
Order my OSHC Membership Card

Step 1
- Log onto www.oshcworldcare.com.au

Step 2
Go to the Students toolbar and click ‘Order a Membership Card’

Step 3
Enter your Policy OR
- Student ID number, Family Name and Date of Birth

Step 4
Enter your current Australian address, phone number and email address and press Continue

Step 5
Click on Order a membership card
Confirm your details and then click Order a New Membership Card

Your card will be posted to your home address within 5 working days
www.oshcworldcare.com.au
Communication & Banking

Change of Address

Upon arriving in Australia you are required to advise the University of your residential address and telephone number and you must inform the University within seven days of any subsequent changes to your residential address. This is a mandatory condition of your student visa. Failure to notify the University of your change of address may result in the cancellation of your student visa.

Student Mail

You can get your mail sent to the English Language Institute. Please have your letters addressed in the following way:

- Your Name (underline your family name)
- Your class number (e.g. ELICOS 1A)
- C/-The English Language Institute
  Victoria University of Technology
  Level 5,
  301 Flinders Lane,
  Melbourne, 3000

Post Offices

Post Office trading hours are from 9.00 am to 5.00 pm Monday to Friday. The closest Post Office is located at 246-250 Flinders Lane.

Banking

The most common bank account is a savings account. If you would like to open a bank account, you will need to take your passport and confirmation of enrolment letter to a bank. If you would like some help to open a bank account, please see the Administrative officer at Reception.

Commonwealth Bank
Flinders Street (Corner of Elizabeth Street)

National Australia Bank
164 Bourke Street

National Australia Bank
330 Collins Street
Department of Immigration and Citizenship (DIAC)

If you have any queries about visas you should ask the Administrative Officer at Reception.

The Department of Immigration and Citizenship (DIAC) in Melbourne is located at:

**Address:** Ground Floor, 2 Lonsdale St., Melbourne  
**Phone No:** 131881  
**Website:** [www.immi.gov.au](http://www.immi.gov.au)

**Working – Permission to Work**

If you want to work while you are in Australia, you are required to apply for Permission to Work. There are two ways to apply for Permission to work as follows:

**1. E-lodgement**

1. DIAC gives priority to applications lodged online. You will need to ask the ELI Administrative Officer to confirm electronically that you have commenced classes.
2. Then go to [http://www.immi.gov.au/e_visa/students.htm](http://www.immi.gov.au/e_visa/students.htm) and follow the prompts. Please note, a credit card is required to e-lodge.
3. Once you receive confirmation of your application, visit a DIAC office to have your “work rights” visa label printed and placed in your passport.

**2. Paper Application**

1. If you are unable to lodge your Permission to Work application on the internet, you will need to download an application form (157P) from the DIAC website.
2. Complete the application form (157P) and then ask the ELI Administrative Officer to confirm that you have commenced your classes.
3. You can either take the application form (157P) to the nearest DIAC or send your application to:
   - DIAC PTW Application
   - Client Services
   - GPO Box 241
   - Melbourne 3001

There is a 30-day processing period for paper applications for permission to work. Applications will not be acknowledged on receipt, so it is suggested that you post your application by registered mail.

Payment options include:

- Money Order (from Post Office) or Bank Cheque (from any banks) Made payable to “DIAC”

Please bring your Confirmation of Enrolment (CoE) when you ask the ELI Administrative Officer to confirm that you have commenced your classes.

**TAXATION OFFICE**

If you need a Tax File Number, you can either go to the Taxation Office or apply online

- **Level 1, 2 Lonsdale Street**
- **Phone:** 132 861
- **Web site:** [www.ato.gov.au](http://www.ato.gov.au)
Emergency Information

Evacuation Procedure

- If you hear an alarm, everyone must evacuate the building immediately. Your teacher will direct you to the stairs. **You are not allowed to use the lifts.**

- Students in classrooms 5.04 and 5.05 and the SAC are to evacuate the building using the stairs next to the lifts.

- Students in classrooms 5.08 to 5.15 are to use the emergency exit stairs at the end of that corridor.

- Students and teachers are to assemble in front of MacDonald’s in Elizabeth Street. **You must meet at this assembly area.** Here your teacher will mark you present in the class register.

- Your teacher will tell you when it is safe to return to the building.

Emergency Contacts

- Fire, Police and Ambulance: 000

- Victoria University Security: 9919 6666

Problem?

Who do you talk to?

<table>
<thead>
<tr>
<th>Problem</th>
<th>You should talk to...</th>
</tr>
</thead>
</table>
| Class Placement  
ELICOS Study Plan  
Future Courses  
Refunds | Harvey/Dianne/Nadia  
(Head of Department/Program Manager) |
| Overseas Health Cover (OSHC)  
with Worldcare | OSHC Worldcare officer  
at International Office on level 3, 301 Flinders Lane  
on Tuesday & Thursday 1.00pm – 4.00pm. |
| Accommodation | Jittra  
(Administrative Officer) |
| Assessment Tasks  
English Progress | Your Teacher |
| Problem with reports and assessment levels | Harvey/Dianne  
(Head of Department/Program Manager) |
| Visas | International Office  
Level 3, 301 Flinders Lane  
℡ 9919 1164 |
| TAFE Courses | Victoria University International  
Level 3, 301 Flinders Lane  
℡ 9919 1248 |
| Study & Cultural Adjustment | International Student Advisor  
Samantha Thompson  
Flinders Lane Campus |
<table>
<thead>
<tr>
<th>Problem</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Problem</td>
<td>Tuesday &amp; Wednesday Flinders Lane Campus</td>
</tr>
<tr>
<td></td>
<td>Fiona Leach</td>
</tr>
<tr>
<td></td>
<td>Financial Advisor</td>
</tr>
<tr>
<td></td>
<td>Student Services</td>
</tr>
<tr>
<td></td>
<td>Level 2, Building M</td>
</tr>
<tr>
<td></td>
<td>Footscray Park Campus</td>
</tr>
<tr>
<td></td>
<td>Phone: 9919 8801</td>
</tr>
<tr>
<td>Financial Problem</td>
<td>Fiona Leach</td>
</tr>
<tr>
<td></td>
<td>Financial Advisor</td>
</tr>
<tr>
<td></td>
<td>Student Services</td>
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<tr>
<td></td>
<td>Level 2, Building M</td>
</tr>
<tr>
<td></td>
<td>Footscray Park Campus</td>
</tr>
<tr>
<td></td>
<td>Phone: 9919 8801</td>
</tr>
<tr>
<td>Housing Problem</td>
<td>Ok Chang</td>
</tr>
<tr>
<td></td>
<td>Telford Building</td>
</tr>
<tr>
<td></td>
<td>Footscray Nicholson Campus</td>
</tr>
<tr>
<td></td>
<td>Phone: 9919 8801</td>
</tr>
</tbody>
</table>

### Problem?

**SEEKING HELP INSIDE ELI AND VU**

- **Student problem**
  - Talk to class teacher
  - Problem not solved
  - Problem solved

- **Problem solved**
  - Talk to Dianne Mckeagney/Nadia Chighine (Program Manager, ELI)
  - Problem not solved
  - Problem solved

- **Problem solved**
  - Talk to Harvey Broadstock (Head of Department, ELI)
  - Problem not solved

- **Problem not solved**
  - Talk to International Student Adviser

**SEEKING HELP OUTSIDE VU**

- Write to: English Australia
  - Level 3
  - 162-164 Goulburn St
  - Sydney NSW 2010
  - Tel: (02) 9264 4700

- Or: National Liaison Committee (NLC)
  - Suite 64 Trades Halls
  - 54 Victoria St
  - Carlton south Vic
  - Ph: 9650 8908

You may take someone with you to represent you at any of the meetings.
If your problem is still not solved you can contact an external organization. You may take someone with you to any of the meetings.

<table>
<thead>
<tr>
<th>EA</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>English Australia</td>
<td>Level 3</td>
</tr>
<tr>
<td>162-167 Goulburn Street</td>
<td>Surry Hills NSW 2010</td>
</tr>
<tr>
<td>℡ 02 9264 4700</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NLC</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>National Liaison Committee</td>
<td>Suite 64 Trades Hall</td>
</tr>
<tr>
<td>54 Victoria Street</td>
<td>Carlton South VIC</td>
</tr>
<tr>
<td>℡ 9650 8908</td>
<td></td>
</tr>
</tbody>
</table>
Useful Services/Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance</td>
<td>000</td>
</tr>
<tr>
<td>Fire</td>
<td>000</td>
</tr>
<tr>
<td>Police</td>
<td>000</td>
</tr>
<tr>
<td>Directory Assistance</td>
<td>12455 / 1223</td>
</tr>
<tr>
<td>International Directory Assistance</td>
<td>1225</td>
</tr>
<tr>
<td>Yellowpages Direct</td>
<td>131 319</td>
</tr>
<tr>
<td>Translating &amp; Interpreting Services</td>
<td>131 450</td>
</tr>
<tr>
<td>Metlink - trains, buses &amp; trams</td>
<td>131 638</td>
</tr>
<tr>
<td>V/Line - Country &amp; Interstate Transport</td>
<td>136 196</td>
</tr>
<tr>
<td>Travellers’ Aid</td>
<td>9654 2600</td>
</tr>
<tr>
<td>Airport Bus - Skybus</td>
<td>9335 3066</td>
</tr>
<tr>
<td>Ticketmaster 7</td>
<td>136 166</td>
</tr>
<tr>
<td>Ticketek</td>
<td>132 849</td>
</tr>
</tbody>
</table>

24 Hour Counselling

- Crisis Line: 9329 0300
- Lifeline: 131114
- Direct Line: 94161818 for drug and alcohol counselling and information
- G-Line: 1800 622 122 or 9696 2112 - for gambling problems

Other Counselling Services

- Women’s Information Centre: 9654 6844
- Embassies/Consulates: Found in White Pages Phone Book, A-K.
- Gay & Lesbian Switchboard: 9510 5488 – Confidential Information
- Legal Aid Commission: 9607 0234 - for legal advice
- Family Planning Clinic: 9654-4766
  (for information about birth control – Action Centre, 277 Flinders Lane)
- Melbourne Sexual Health Centre: 9347 0244 - for free advice and treatment

Local Hospitals

- St Vincent’s Hospital: 9288 2211 (public hospital)
- Royal Melbourne Hospital: 9342 7000 (public hospital)
- Alfred Hospital: 9276 2000 (public hospital)
- Epworth hospital: 9426 6666 (private hospital)
**Assistance with English after ELI**

After you have completed your English course and have started your VU course you can still get help with English Language or Academic Skills.

<table>
<thead>
<tr>
<th>Postgraduate &amp; Undergraduate courses</th>
<th>TAFE courses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact:</strong></td>
<td><strong>Contact:</strong></td>
</tr>
<tr>
<td>Marion Gray or Monica Kemp</td>
<td>Phil Moore</td>
</tr>
<tr>
<td>Student Learning Unit (SLU)</td>
<td>Concurrent Assistance</td>
</tr>
<tr>
<td>Building M, Level 3,</td>
<td>Room T137, Footscray Nicholson Campus</td>
</tr>
<tr>
<td>Footscray Park Campus</td>
<td>Email: <a href="mailto:Phillip.Moore@vu.edu.au">Phillip.Moore@vu.edu.au</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:studentlearning@vu.edu.au">studentlearning@vu.edu.au</a></td>
<td>Tel: 9919 7049</td>
</tr>
<tr>
<td>Tel: 9919 4744</td>
<td>Or</td>
</tr>
<tr>
<td>Website: <a href="http://tls.vu.edu.au/sls">http://tls.vu.edu.au/sls</a></td>
<td>Contact:</td>
</tr>
<tr>
<td></td>
<td>Victoria University International (VUI)</td>
</tr>
<tr>
<td></td>
<td>Level 3, 301 Flinders Lane</td>
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<tr>
<td></td>
<td>Flinders Lane</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:International@vu.edu.au">International@vu.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>Tel: 9919 1164</td>
</tr>
</tbody>
</table>