



ASHLEY
ENGLISH LANGUAGE INSTITUTE

CRICOS CODE: 03680B

English Matters



ELICOS STUDENT
HANDBOOK

STUDENT HANDBOOK

WELCOME TO

Ashley English Language Institute (AELI)!

We are thrilled to have you join our diverse and dynamic community where language learning meets cultural exchange.

At AELI, we believe that language is more than just words—it's a bridge to new opportunities, experiences, and connections.

Let's Get Started

- **Student Handbook:** Read through the Student Handbook, which provides important information while you study with us.
- **Orientation:** Join our orientation sessions to get acquainted with our campus, meet your instructors, and learn about the resources available to you.
- **Contact Us:** Have any questions or need assistance? Our friendly administrative staff is here to help. Feel free to reach out to us at [studentservices@ashley.nsw.edu.au].

Our Commitment

We are committed to fostering an environment where you can thrive and achieve your language learning goals. We believe in the power of language to transform lives and open doors to new opportunities.

Once again, welcome to Ashley English Language Institute. We are excited to be part of your journey and look forward to witnessing your growth and success.

Warm regards,
Ashley English Language Team

TABLE OF CONTENTS

Welcome to Ashley English Language Institute (AELI)!	2
Table of contents	3
Our Vision, Mission and values	4
Registration and Accreditations	5
College information	6-7
Meet the team	8
Facilities and services	9-12
Emergency and Evacuation Procedures	13
Admission Requirements	14
AELI English Courses	15
English for Academic Purpose (EAP)	16
International English Language Testing System (IELTS)	17
Pearson Test of English (PTE)	18
Occupational English Test (OET) Preparation	19
Orientation Program	20
Recognition for prior Learning (RPL)	21-22
Academic Support	23
Counselling Services	24-26
International Students	27
Overseas Student Visa Requirements	28
Overseas Student Health Cover (OSHC)	29-32
Certificate Issuance	33-35
Fees	36-37
Code of Conduct	38-39
Other areas of focus	40
Important reminders	41
About Australia - your place of study	42-43
Contacts to keep	44-46

OUR VISION, MISSION AND VALUES

Ashley English Language Institute is committed to providing high-quality education and support services to international students from around the world.

Our Vision

Our vision is to be a leading provider of English language education in Australia, empowering students from diverse backgrounds to achieve their academic, professional, and personal goals.

Our Mission

Our mission is to provide a supportive and inclusive learning environment that fosters academic excellence, cultural diversity, and personal growth. We aim to empower our students with the language skills, knowledge, and confidence they need to succeed in their academic, professional, and personal lives.

Our Values

At Ashley English Language Institute, we value:

- **Excellence:** We strive for excellence in everything we do, from teaching and learning to student support and administration.
- **Inclusivity:** We believe that everyone deserves equal opportunities and respect, regardless of their background, culture, or beliefs.
- **Innovation:** We encourage creativity, innovation, and continuous improvement in our teaching, learning, and support services.
- **Integrity:** We act with integrity, honesty, and transparency in all our dealings with students, staff, and stakeholders.



REGISTRATION & ACCREDITATIONS

Ashley English Language Institute is a leading provider of English language training in Australia. We are committed to delivering high-quality education and training services that meet the needs of our students. To ensure that we meet the highest standards of quality and compliance our courses are accredited and recognised by all relevant government bodies.

AUSTRALIAN BUSINESS NUMBER (ABN)

Ashley English Language Institute is a registered Australian business, Our Australian Business Number (ABN) is:
ABN: 52 619 783 309

CRICOS

Ashley English Language Institute is proud to be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
Our CRICOS provider code is 03680B.

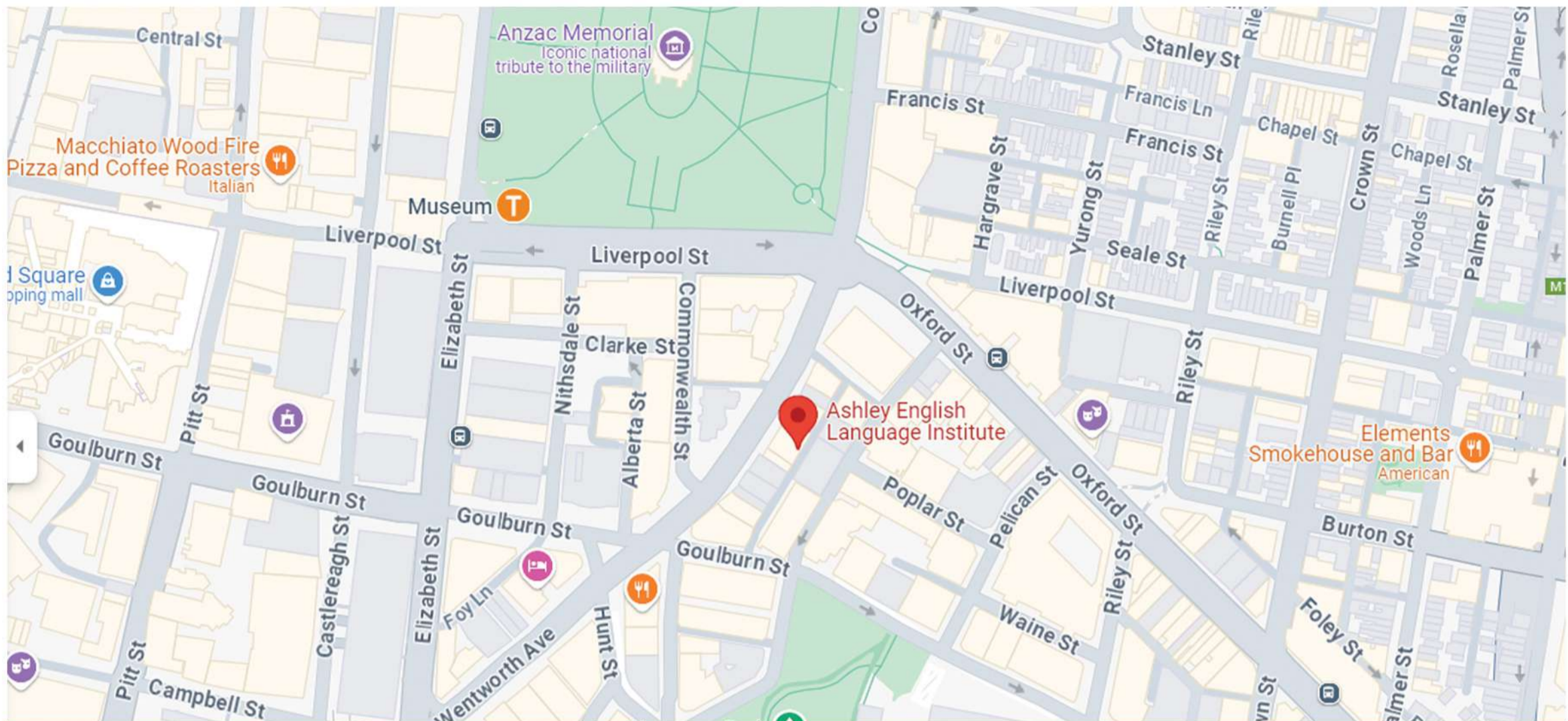
This registration confirms our compliance with the Education Services for Overseas Students (ESOS) framework, ensuring high standards of education and support for international students.

ENGLISH AUSTRALIA

English Australia is the national peak body for the English language sector of international education in Australia. English Australia represents member colleges throughout Australia that provide quality English language programs to students and professionals from around the world.



COLLEGE INFORMATION



📍 2/16-22 WENTWORTH AVE, SURRY HILLS NSW 2010, AUSTRALIA

CONTACT DETAILS

- ☎ +61 2 9994 0882
- ✉ admissions@ashley.nsw.edu.au
- ✉ studentservices@ashley.nsw.edu.au
- 🌐 www.ashley.nsw.edu.au

AFTER HOURS EMERGENCY CONTACTS

- | | |
|-------------------------------|--|
| Mr Ram Shrestha
CEO | Mr Lokesh Singh
Campus Manager |
| ☎ 0425 327 953 | ☎ 0415 514 116 |
| ✉ ram@ashley.nsw.edu.au | ✉ lokesh@ashley.nsw.edu.au |



BUSINESS OPERATING HOURS

Ashley English Language institute opening hours are from:

Monday to Friday 09:00 AM to 5:00 PM

CLASS SCHEDULES

At Ashley English Language Institute, we offer flexible class schedules to accommodate our students' diverse needs. Our classes run over different timetables and confirm accordingly, but typically follow these patterns:

- **Daytime Classes:** Held on Fridays and Saturdays from 8 am – 2:30 pm. Sundays 8 am – 5pm.
- **Evening Classes:** Held from Monday to Friday 5 – 9 pm.

Please speak to student services and/or your teacher for more information

PUBLIC HOLIDAYS AND CHRISTMAS HOLIDAYS

Public Holidays AELI will be closed on all Australian public holidays.

Christmas Holidays AELI will be closed over the Christmas and New Year holiday period. Relevant communication will be made accordingly.

MEET THE TEAM

All staff at Ashley English Language Institute are dedicated to supporting you every step of the way. We are always available to answer any questions you may have about studying and living in Australia.

Our team comprises of the following:

- 1. Admissions Team:** Our Admissions Team provides personalized support and guidance to prospective students throughout the application and enrolment process.
- 2. Student Services Team:** Provides support services to students, including:
 - Student counselling and welfare support
 - Accommodation assistance
 - Airport pickup and transportation
 - Social activities, events and much more
- 3. Academic Team:** Our Academic Team is comprised of experienced and qualified professionals who are passionate about teaching and learning. Our team provides high-quality academic programs and support services to our students.
- 4. Health and Safety:** At Ashley English Language Institute, we prioritize the health, safety, and wellbeing of our students, staff, and visitors. Our Health and Safety staff are responsible for ensuring that our institute provides a safe and healthy environment for everyone.

Details can be found here:

Concern/Inquiry	Contact Person	Contact Details
General Information support	Reception/student services	Email: studentservices@ashley.nsw.edu.au Phone: +61 2 9994 0882
About my enrolment	Admissions team	Email: admissions@ashley.nsw.edu.au Phone: +61 2 9994 0882
About my studies and teacher	Director of studies	Email: daniya@ashley.nsw.edu.au Phone: 0406 749 709
General Information support	Reception/student services	Email: accounts@ashley.nsw.edu.au Phone: +61 2 9994 0882

FACILITIES AND SERVICES

At Ashley English Language Institute, we provide a range of facilities and services to support our students' academic success and overall wellbeing.

CAMPUS FACILITIES

Modern Classrooms:

Our classrooms are equipped with state-of-the-art technology, including interactive whiteboards, projectors, and audio-visual equipment.

Computer Labs

Our computer labs provide students with access to computers, printers, and software applications.

Student Lounge

Our student lounge provides a comfortable space for students to relax, socialize, and study.

Library

Ashley has a small resource library that contains additional reading materials available for student loan, fees apply.

STUDENT SERVICES

Mental Health and wellbeing/ Student Counselling

Our student counsellors provide support and guidance on academic, personal, and cultural issues

Academic Support

Our academic support team aids with language skills, study skills, and academic writing.

Career Counselling

Our career counsellors provide guidance on career options, job search strategies, and resume writing.

Social Activities

Our social activities program provides opportunities for students to engage in cultural, recreational, and social activities.

SUPPORT SERVICES

Airport Pickup

We assist with airport pickup services for new students as requested.

Accommodation Assistance

We assist students in finding accommodation in Sydney.

Health and Wellness:

We provide guidance to health and wellness services, including medical centres, gyms, & fitness classes.

TECHNOLOGY AND RESOURCES

- **Wi-Fi and Internet Access:** We provide free Wi-Fi and internet access throughout the campus.
- **Online Learning Platform:** Our online learning platform provides access to orientation, course materials, assignments, and grades as needed.

GETTING COFFEE OR EATING OUT

AELI is located close to Darlinghurst. Near the college, there are many great coffee shops and food courts you can visit for a short break or a meal. To find more information about it, please ask at Reception.



SAFETY AT AT COLLEGE

At Ashley English Language Institute (AELI), we prioritize the safety and wellbeing of our students, staff, and guests. To maintain a secure learning environment, we have installed 24/7 security cameras to monitor access to our college location.

While we take every precaution to ensure a safe learning environment, it is essential that everyone on campus takes responsibility for their own health and safety. This includes following safety rules and guidelines to prevent injuries to yourself and others.

Throughout our college building, you'll find signs explaining the safe use of equipment and facilities, including:

- Toilet facilities
- Classrooms and study areas

If you have any health and safety concerns, such as damaged or faulty equipment, please notify Reception or your teacher immediately. Your safety is our top priority.

PERSONAL BELONGINGS

At Ashley English Language Institute, your personal safety and belongings are important to us. However, it is your responsibility to always take care of your own personal items.

By enrolling at Ashley, you acknowledge that you will not hold the Institute responsible for any loss, damage, or mishap to your personal belongings.

Please note that Ashley English Language Institute cannot store or hold luggage or bags for students.

LOST AND FOUND

When you find an item in the College premises that does not belong to you, please take it to Reception for safekeeping. If you have lost an item, please check at Reception in case we may have your item with us.

FIRST AID AND ACCIDENT REPORTING

A fully stocked and regularly maintained first aid kit is available at Reception.

REPORTING INCIDENTS

If you witness an accident or sustain a personal injury while on campus, please report it immediately to:

- Your teacher
- Reception
- Student Support

Our staff will record the details of the incident on a Critical Incident Form to ensure that we can provide you with the necessary support and follow-up care.

REPORTING INCIDENTS

If you witness an accident or sustain a personal injury while on campus, please report it immediately to:

- Your teacher
- Reception
- Student Support

Our staff will record the details of the incident on a Critical Incident Form to ensure that we can provide you

NO SMOKING

AELI is in a non-smoking building. There is no smoking anywhere inside the College or the building. This includes in the toilets, stairs or lift and lobby areas.

NOTICE BOARDS

Notice boards are in the College near reception.

Notice boards display:

- › Important announcements/events
- › Class and Assessment timetables
- › Health, safety and welfare information
- › Emergency evacuation plans and more

IMPORTANT: Students **MUST NOT** put any unauthorised notices on any of the college notice boards. If you would like to put an ad or a notice for other students to see, please see Reception first.

PRIVACY AND PERSONAL INFORMATION

At Ashley English Language Institute, we are committed to protecting your privacy and personal information. We comply with all relevant NSW and Australian legislation, including:

- The Privacy Act 1988
- The Education Services for Overseas Students Act (ESOS) 2000
- The Education Services for Overseas Students Regulations (ESOS) 2001
- The National Code 2018

DISCLOSURE OF PERSONAL INFORMATION

We may disclose your personal information to:

- The Department of Home Affairs (DHA) regarding changes to your enrolment or student visa breaches
- The Australian Government and designated authorities
- The Tuition Assurance Scheme
- The ESOS Assurance Fund Manager

However, we will only disclose your personal information with your consent, unless authorized or legally required by law.

ACCESSING YOUR PERSONAL INFORMATION

Accessing Your Personal Information If you have concerns about your personal information, please contact us. You also have the right to contact the Australian Privacy Commissioner on **1300 363 992** or visit www.oaic.gov.au.



EMERGENCY AND EVACUATION PROCEDURES

WORKPLACE HEALTH AND SAFETY

At Ashley English Language Institute, we are committed to providing a safe and healthy learning environment for our students and staff. We comply with all relevant Workplace Health and Safety regulations and take proactive steps to identify and mitigate potential hazards.

EMERGENCIES/INCIDENTS

In the event of an accident or incident, please report it immediately to your teacher, trainer, or nearest Ashley English Language Institute staff member.

FIRST AID AND EMERGENCY RESPONSE

Our Critical Incident Management team is trained to respond to emergencies and provide first aid if required. In serious cases, Emergency Services may be called

EMERGENCY EVACUATION

In the event of an emergency, Ashley English Language Institute has a comprehensive evacuation procedure in place. Students and staff must evacuate the building in an orderly manner using fire stairs, assemble at the designated point, and follow instructions from Fire Wardens and staff. The evacuation procedure is designed to ensure everyone's safety, and regular drills are conducted to ensure preparedness. Familiarizing yourself with the evacuation diagrams located around the campus is essential. Remember to take only your personal belongings and not use the elevator during an evacuation.



EMERGENCY EVACUATION PLAN

ADMISSION REQUIREMENTS

To be eligible for admission to Ashley English Language Institute, applicants must meet the following requirements:

ENGLISH LANGUAGE PROFICIENCY

- ▶ No English language proficiency test scores are required for our English language programs.
- ▶ Students will be required to complete an English language proficiency test on their first day to determine their current level of English proficiency.

ACADEMIC REQUIREMENTS

- ▶ Students must provide a copy of their passport.
- ▶ Students must provide proof of their highest level of academic achievement.

ADDITIONAL REQUIREMENTS

- ▶ Students must have health insurance that covers them for the duration of their studies.
- ▶ Students must agree to abide by the Institute's rules and regulations.

APPLICATION PROCESS

To apply, please submit the following documents:

- Completed application form
- Copy of passport
- Proof of academic achievement
- Proof of health insurance

Applications can be submitted online or in-person at our campus.



AELI ENGLISH COURSES

At Ashley English Language Institute, we are committed to providing a diverse range of courses tailored to meet the needs of our students.

Our offerings include:

GENERAL ENGLISH

CONTENT OBJECTIVES

Improve your English language skills and enhance your communication abilities with our General English program at Ashley English Language Institute.

CRICOS COURSE CODE

097130K

COURSE OVERVIEW

The General English program is designed to help you develop practical English language skills in reading, writing, listening, and speaking. With a focus on real-life communication, you'll learn to express yourself confidently and effectively in everyday situations.

COURSE OBJECTIVES

- Improve your overall English language proficiency.
- Develop practical communication skills for everyday situations.
- Enhance your reading, writing, listening, and speaking abilities.
- Build confidence in using English in real-life contexts.

COURSE STRUCTURE

- 20 hours of face-to-face instruction per week.
- Small class sizes to ensure personalized attention (1:18).
- Experienced and qualified teachers.
- Summative and formative assessment tasks to monitor your understanding with feedback.

LEVELS

General English Programs are offered across four levels: Elementary, Pre-Intermediate, Intermediate and Upper Intermediate. These are designed to cater to your individual needs and goals.

START DATES

The General English Program offers weekly intakes every Monday, with classes starting on the following Friday. This flexibility allows you to join us at a time that suits you.

DURATION

The General English course can be undertaken for as little as 1 week or as long as 52 weeks, depending on your goals and visa requirements. Each level from Elementary to Upper intermediate, typically takes 12 weeks to complete.

ENGLISH FOR ACADEMIC PURPOSE (EAP)

Prepare for success in your tertiary studies with our English for Academic Purposes (EAP) program at Ashley English Language Institute.

COURSE OVERVIEW

Our EAP program is designed to help you develop the English language skills and academic literacy needed to succeed in an Australian tertiary education environment. You'll learn to navigate academic texts, participate in lectures and tutorials, and produce high-quality written assignments.

COURSE OBJECTIVES

Improve your academic English language proficiency

- Develop skills in reading, writing, listening, and speaking for academic purposes
- Enhance your ability to participate in lectures, tutorials, presentations and seminars
- Build confidence in producing written assignments and participating in academic discussions

COURSE STRUCTURE

20 hours of face-to-face instruction per week

- Small class sizes to ensure personalized attention
- Experienced and qualified teachers
- Regular progress assessments and feedback

LEVELS

We offer EAP programs at two levels, EAP Foundation and EAP Advanced, to cater to your individual needs and goals.

START DATES

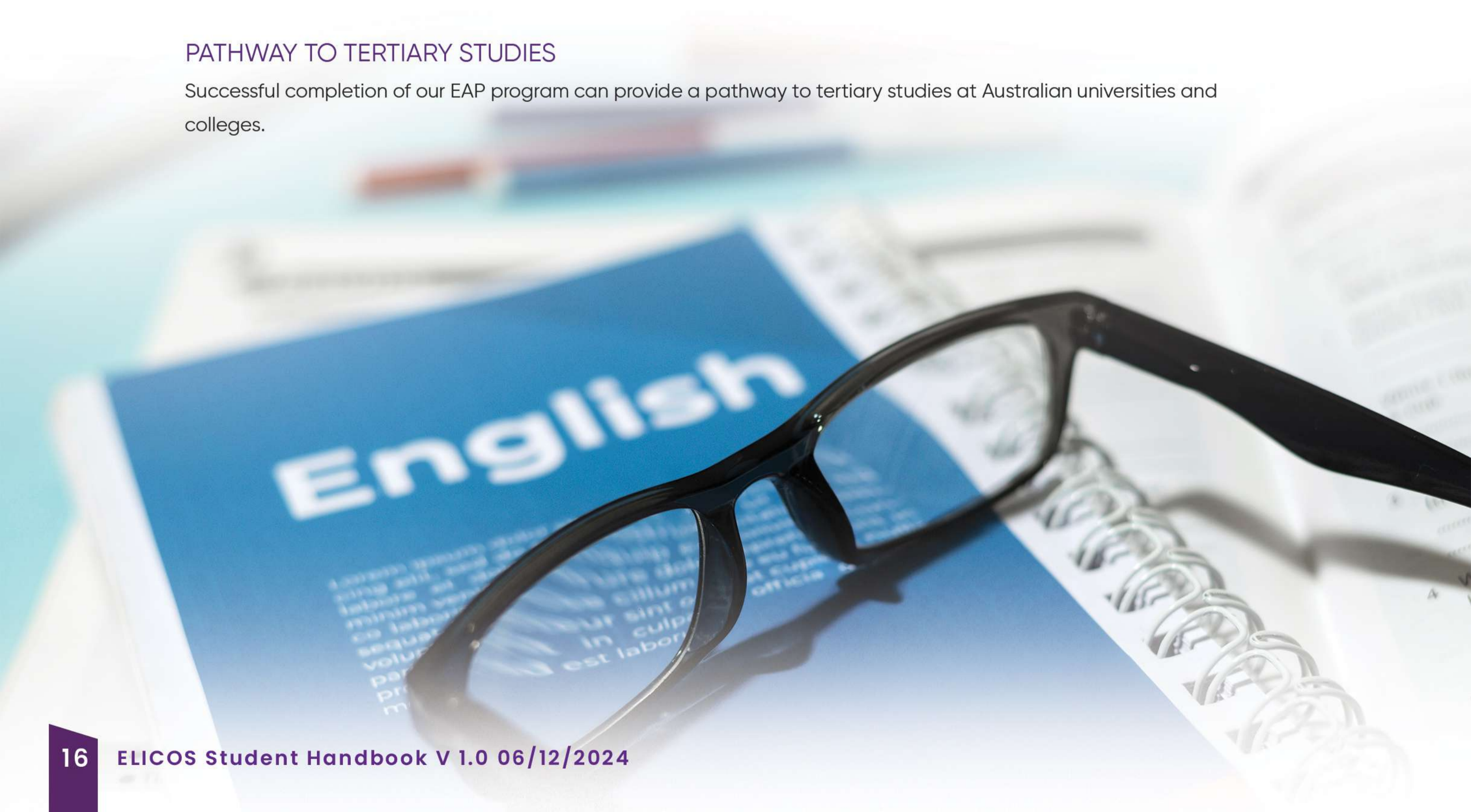
Our EAP program offers weekly intakes every Monday, with classes starting on the following Friday. This flexibility allows you to join us at a time that suits you.

DURATION

You can study EAP with us for 10 to 20 weeks, depending on your goals and visa requirements.

PATHWAY TO TERTIARY STUDIES

Successful completion of our EAP program can provide a pathway to tertiary studies at Australian universities and colleges.



INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM (IELTS)

Prepare for success in your IELTS exam with our expert preparation program at Ashley English Language Institute. We offer IELTS Advanced Preparation course aimed at developing the core English skills of reading, writing, listening and speaking to help students achieve a high score on the official IELTS test.

CRICOS COURSE CODE
107979G

COURSE OVERVIEW

Our IELTS preparation program is designed to help you develop the English language skills and test-taking strategies needed to achieve your desired IELTS band score. You'll learn to navigate the four components of the IELTS exam: Listening, Reading, Writing, and Speaking.

COURSE OBJECTIVES

- Improve your overall English language proficiency
- Develop strategies for each component of the IELTS exam
- Enhance your test-taking skills and confidence
- Achieve your desired IELTS band score

COURSE STRUCTURE

- 20 hours of face-to-face instruction per week
- Small class sizes to ensure personalized attention
- Experienced and qualified IELTS instructors
- Regular practice tests and feedback

LEVELS

We offer IELTS preparation program Advanced. The IELTS preparation program is designed for students who have an upper intermediate level of English or higher.

START DATES

Our IELTS preparation program offers weekly intakes every Monday, with classes starting on the following Friday. This flexibility allows you to join us at a time that suits you.

DURATION

You can study IELTS preparation with us 12 weeks, depending on your goals and visa requirements.

IELTS EXAM REGISTRATION

We can assist you with registering for the IELTS exam at an official test centre.

PEARSON TEST OF ENGLISH (PTE)

Prepare for success in your PTE exam with our expert preparation program at Ashley English Language Institute.

CRICOS COURSE CODE
107980C

COURSE OVERVIEW

Our PTE preparation program is designed to help you develop the English language skills and test-taking strategies needed to achieve your desired PTE score. You'll learn to navigate the three components of the PTE exam: Speaking and Writing, Reading, and Listening.

COURSE OBJECTIVES

- Improve your overall English language proficiency
- Develop strategies for each component of the PTE exam
- Enhance your test-taking skills and confidence
- Achieve your desired PTE score

COURSE STRUCTURE

- 20 hours of face-to-face instruction per week
- Small class sizes to ensure personalized attention
- Experienced and qualified PTE instructors
- Regular practice tests and feedback

LEVELS

We offer PTE preparation program Advanced. The PTE preparation program is designed for students who have an upper intermediate level of English or higher.

Our PTE preparation program is designed for students who have an intermediate level of English or higher (PTE 50 or equivalent).

START DATES

Our PTE preparation intakes commence every week on Monday and classes start every Friday, allowing you to join us at a time that suits you.

DURATION

You can study PTE preparation with us for 12 weeks, depending on your goals and visa requirements.

PTE EXAM REGISTRATION

We can assist you with registering for the PTE exam at an official test centre.



OCCUPATIONAL ENGLISH TEST (OET) PREPARATION

Prepare for success in your OET exam with our expert preparation program at Ashley English Language Institute.

CRICOS COURSE CODE

107979G

COURSE OVERVIEW

Our OET preparation program is designed to help professionals develop the English language skills and test-taking strategies needed to achieve their desired OET grade. You'll learn to navigate the four components of the OET exam: Reading, Writing, Speaking, and Listening.

COURSE OBJECTIVES

- Improve your English language proficiency in a Professional work context
- Develop strategies for each component of the OET exam
- Enhance your test-taking skills and confidence
- Achieve your desired OET grade

COURSE STRUCTURE

- 20 hours of face-to-face instruction per week
- Small class sizes to ensure personalized attention
- Experienced and qualified OET instructors
- Regular practice tests and feedback

LEVELS

Our OET preparation program is designed for professionals who have an upper intermediate level of English or higher.

START DATES

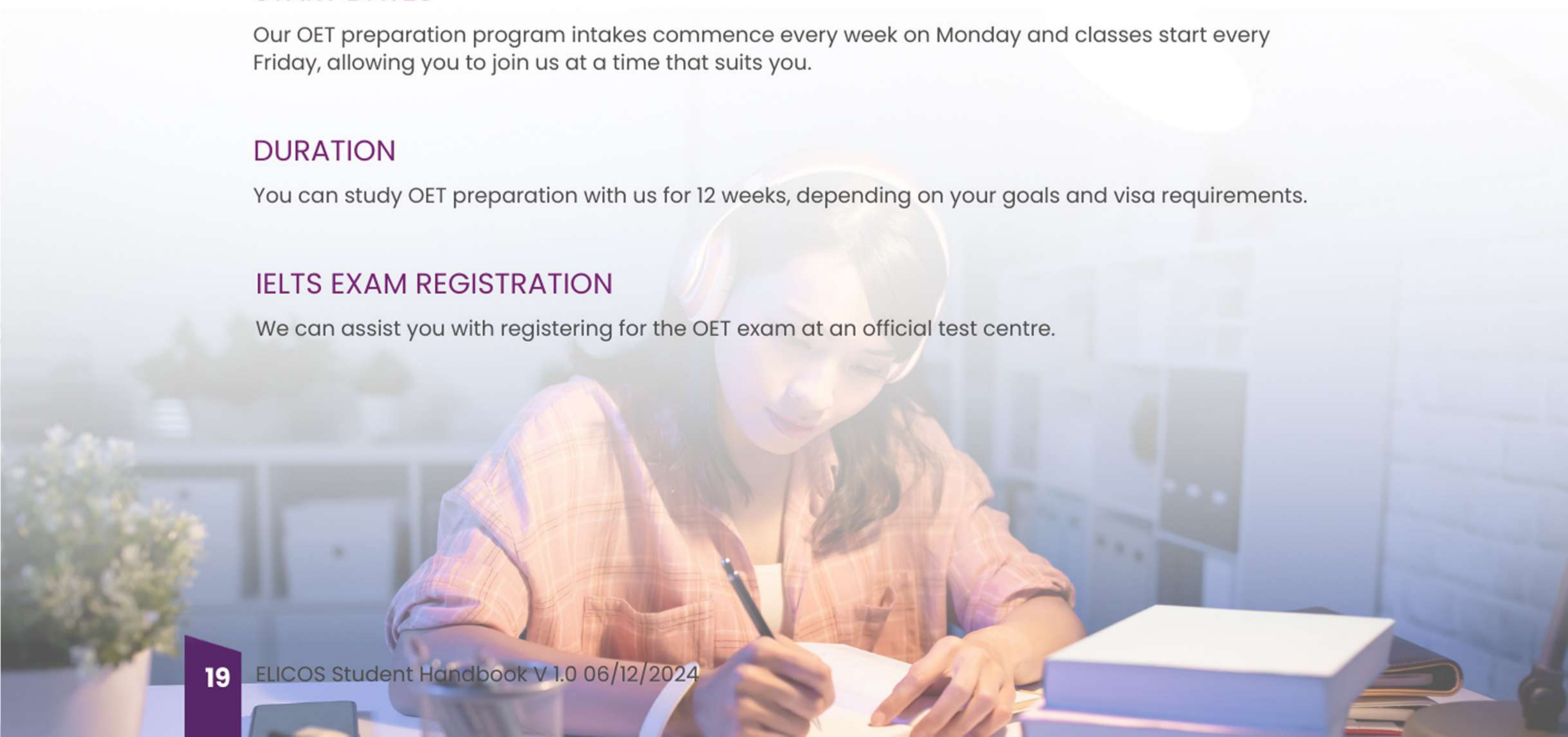
Our OET preparation program intakes commence every week on Monday and classes start every Friday, allowing you to join us at a time that suits you.

DURATION

You can study OET preparation with us for 12 weeks, depending on your goals and visa requirements.

IELTS EXAM REGISTRATION

We can assist you with registering for the OET exam at an official test centre.



ORIENTATION PROGRAM

ATTENDANCE

All students are required to attend the Orientation Program before starting classes. This is a compulsory event, and you'll receive important information to help you settle into your studies.

SCHEDULE

The Orientation Program is held on your first day (as stated on your Confirmation of Enrolment) at 10 am for all students.

WHAT TO EXPECT

During the Orientation Program, you'll:

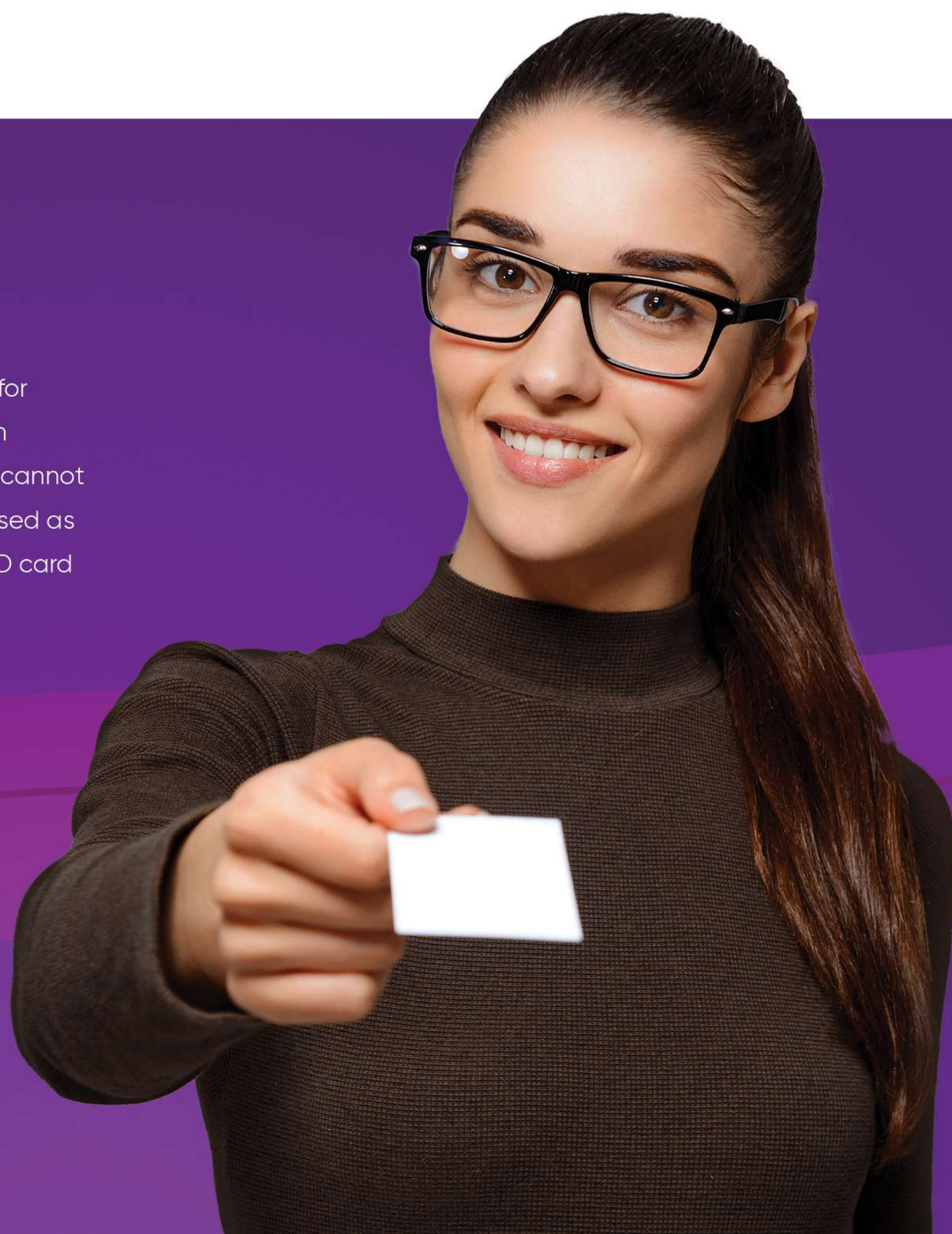
- Take an English placement test to determine your language level and class placement
- Receive information on studying and living in Australia, including social and cultural customs
- Learn about general safety information, including safety and emergency procedures
- Familiarize yourself with student expectations, college rules, facilities, and resources
- Take a campus tour
- Receive information on class timetables, study assistance, and academic intervention
- Learn about course attendance and progress requirements
- Understand visa requirements and college policies and procedures
- Discover student support services, including accommodation, welfare, and emergency services

IMPORTANT

If you're unable to attend the Orientation Program, please contact us immediately. We'll inform you of the next available orientation date.

STUDENT ID CARD

During the Orientation Program, we'll take your photo for your student ID card. You can collect your ID card from Reception a week later. Please note that your ID card cannot be used for public transport discounts, but it can be used as proof of identity. You're required to always carry your ID card with you while on campus for security reasons.



RECOGNITION FOR PRIOR LEARNING (RPL)

At Ashley English Language Institute, we recognize that you may have already acquired English language skills through formal education, training, or experience.

WHAT IS RPL?

RPL involves the assessment of your prior learning to determine whether you can receive credit or exemptions for certain courses or modules.

ACCEPTED FORMS OF RPL

We accept formal English language proficiency documents, such as:

- IELTS
- TOEFL
- PTE
- Equivalent qualifications

SUBMISSION REQUIREMENTS

To apply for RPL, please submit the following documents during the enrolment process:

- Supporting documents (written and/or translated in English)
- Certified copies of documents by a Justice of the Peace, registered education agent, or validated by Ashley English Language Institute

BENEFITS OF RPL

If your RPL application is approved, you may be eligible for:

- Reduced course duration
- Exemptions from certain courses or modules

Note: RPL approval is subject to assessment and validation by Ashley English Language Institute.





TRAVEL RESTRICTION ANNOUNCED BY GOVERNMENT

When a travel restriction announced by government hinders students from travelling to AELI to attend classes, all face-to-face courses will be available through Zoom as a distance learning. When this occurs, students will be notified of the distance studies starting date, Zoom ID and password that students can use to log in and attend classes remotely. Distance learning is only a temporary strategy to assist students from continuing their studies only when there is a travel restriction, or it is unsafe to attend classes due to the pandemic. For more information, please get in touch with AELI.

ACADEMIC SUPPORT

At Ashley English Language Institute, we are committed to providing our students with the academic support they need to succeed. Our academic support services include:

ACADEMIC COUNSELLING

- One-on-one counselling sessions with our experienced academic counsellors
- Guidance on course selection, academic goals, and study plans
- Support with academic challenges, such as language barriers, learning difficulties, or time management



LANGUAGE SUPPORT

- Additional language classes for students who need extra support
- Language support workshops on topics such as grammar, vocabulary, and pronunciation
- Access to online language learning resources



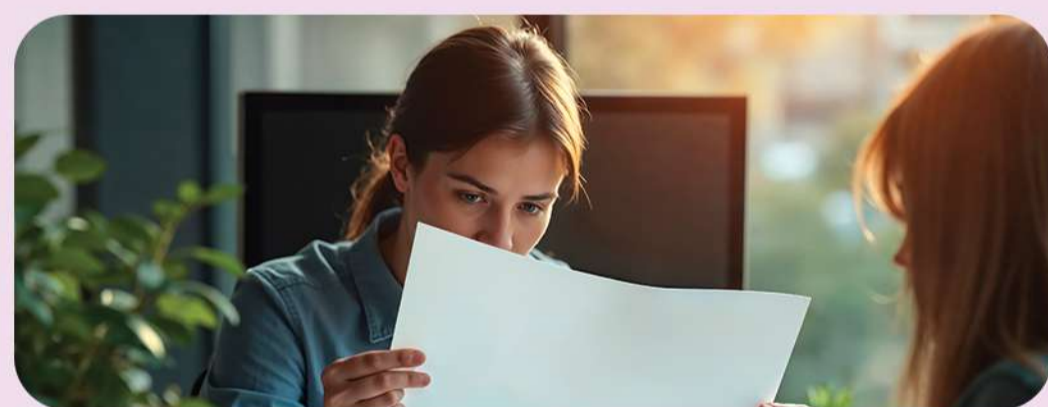
STUDY SKILLS SUPPORT

- Workshops on study skills, such as time management, note-taking, and exam preparation
- One-on-one support with our study skills advisors
- Access to online study skills resources



ASSESSMENT SUPPORT

- Guidance on assessment tasks, such as essays, reports, and presentations
- Support with understanding assessment criteria and feedback
- Access to online resources on academic writing and referencing



PROGRESS MONITORING

- Regular progress monitoring with our academic counsellors
- Identification of areas of improvement and development of strategies for success
- Celebration of academic achievements and successes



At Ashley English Language Institute, we are committed to providing our students with the academic support they need to succeed. Our academic support services include:

COUNSELLING SERVICES

At Ashley English Language Institute, we understand that studying in a new country can be challenging. Our counselling services are designed to support you in achieving your academic goals and overcoming any personal challenges you may face.

CONFIDENTIAL AND SUPPORTIVE ENVIRONMENT

Our experienced counsellors provide a confidential and supportive environment where you can discuss your concerns and feelings. We are committed to helping you develop coping strategies and achieve your goals.

COUNSELLING SUPPORT

We offer counselling support in the following areas:

- **Academic Stress:** Managing study workload, exam anxiety, and academic pressure.
- **Homesickness and Culture Shock:** Adapting to a new culture, managing homesickness, and building social connections.
- **Personal Issues:** Dealing with relationship problems, family issues, or personal concerns.
- **Mental Health:** Managing stress, anxiety, depression, or other mental health concerns.

COUNSELLING SESSIONS

Counselling sessions are available:

- **Face-to-Face:** In-person sessions with our counsellors.
- **Phone or Video Calls:** Remote sessions for students who prefer online support.

REFERRAL SERVICES

If needed, we can refer you to external support services, such as:

- **Mental Health Professionals:** Psychologists, psychiatrists, or other specialists.
- **Community Support Groups:** Local support groups for specific concerns or issues.

HOW TO ACCESS COUNSELLING SERVICES

Our counselling services are free and confidential. If you need support, please don't hesitate to reach out to us on studentservices@ashley.nsw.edu.au or phone +61 2 9994 0882





CAREER SUPPORT SERVICES

At Ashley English Language Institute, we are committed to helping you achieve your career goals. Our career support services are designed to provide you with the skills, knowledge, and opportunities you need to succeed in your chosen career.

CAREER COUNSELLING

- One-on-one career counselling sessions with our experienced career advisors
- Guidance on career options, job search strategies, and professional development
- Support with resume writing, cover letter writing, and interview preparation

CAREER WORKSHOPS AND SEMINARS

- Regular workshops and seminars on career-related topics, such as:
 - Job search strategies
 - Resume writing and interview skills
 - Networking and professional development
 - Industry trends and insights

JOB SEARCH SUPPORT

- Access to our job search database, featuring job listings from top employers
- Support with job applications, including resume and cover letter review
- Practice interviews and feedback from our career advisors

INDUSTRY CONNECTIONS

- Opportunities to connect with top employers and industry professionals through our career events and networking sessions
- Access to our alumni network, featuring successful professionals in various industries

CAREER RESOURCES

- Access to our career resources library, featuring books, articles, and online resources on career development and job search strategies

Our career support services are designed to help you achieve your career goals and succeed in your chosen profession. If you need career support, please don't hesitate to speak to our student services team for more information.

TIPS TO GET YOU PREPARED

ACADEMIC TIPS

1. **Attend classes regularly:** Regular attendance is crucial for academic success. Make sure to attend all your classes and arrive on time.
2. **Actively participate in class:** Don't be afraid to ask questions, share your opinions, and engage in discussions. Active participation will help you learn more effectively.
3. **Complete homework and assignments:** Homework and assignments are essential to reinforcing your learning. Make sure to complete all tasks on time and to the best of your ability.
4. **Seek help when needed:** If you're struggling with a particular concept or subject, don't hesitate to ask for help. Our teachers and support staff are here to assist you.

LANGUAGE LEARNING TIPS

1. **Practice English regularly:** To improve your English skills, practice speaking, listening, reading, and writing regularly.
2. **Immerse yourself in the language:** Watch English movies, listen to English music, and try to speak with native English speakers as much as possible.
3. **Focus on grammar and vocabulary:** Grammar and vocabulary are the building blocks of language. Focus on improving your grammar and vocabulary skills to enhance your overall language proficiency.
4. **Use language learning apps:** There are many language learning apps available that can help you improve your English skills. Some popular apps include Duolingo, Babbel, and Rosetta Stone.

WELLBEING TIPS

1. **Take care of your physical health:** Regular exercise, healthy eating, and sufficient sleep are essential for maintaining your physical health.
2. **Prioritize your mental health:** Make time for activities that bring you joy, practice stress-reducing techniques like meditation or deep breathing, and don't hesitate to seek help if you're struggling with your mental health.
3. **Stay connected with loved ones:** Staying connected with family and friends from back home can help you feel more supported and less homesick.
4. **Get involved in campus life:** Joining clubs, attending events, and participating in campus activities can help you meet new people, build friendships, and create lasting memories.

TIME MANAGEMENT TIPS

1. **Create a study schedule:** Plan out your study sessions in advance to ensure you're making the most of your time.
2. **Prioritize tasks:** Focus on the most important tasks first, and then move on to less pressing ones.
3. **Take breaks:** Taking regular breaks can help you stay focused and avoid burnout.
4. **Stay organized:** Keep all your notes, materials, and deadlines organized to save time and reduce stress.

By following these tips, you'll be well on your way to achieving academic success, improving your language skills, and maintaining your overall wellbeing.

INTERNATIONAL STUDENTS

ESOS FRAMEWORK

Ashley is committed to providing you with quality education and protecting your rights. The Australian Government requires overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework, and they include the Education Service for Overseas (ESOS) Act 2000 and the National Code 2018.

Please find out more about the ESOS framework and your rights as an international student at:

- ▶ <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- ▶ <https://www.education.gov.au/esos-framework-resources/international-students-factsheet>
- ▶ <https://www.studyaustralia.gov.au/en/tools-and-resources/news/protecting-the-international-student-experience>
- ▶ <https://www-australia-gov-au/information-and-services/education-and-training/international-student>

PROTECTION FOR OVERSEAS STUDENTS

As an overseas student on a student visa, you must study with an education provider and in a course, that can be found on the Commonwealth Register of Institutions and Courses for overseas Students (CRICOS) at <http://www.studyinaustralia.gov.au/> CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course including location, match the information on CRICOS.

The ESOS Act provides consumer protection, ensuring that you either receive a refund or are placed in an alternative course if your education provider is unable to deliver your course for any reason. This protection is administered through the Tuition

Protection Service (TPS). For more information, visit <https://tps.gov.au/Home>.



OVERSEAS STUDENT VISA REQUIREMENTS

If you are granted a student visa, it is crucial to adhere to its conditions. Failure to do so may result in the cancellation of your visa. The conditions include, but are not limited to, the following:

- **Meet Visa Conditions:** Comply with all the conditions set in your student visa.
- **Enrolment:** Be enrolled in a registered course of study.
- **Attendance:** Maintain at least 80% attendance in your course.
- **Academic Progress:** Achieve satisfactory results to show progress in your studies.
- **Institution Requirements:** Follow any specific requirements set by AELI.
- **Health Cover:** Maintain Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia.
- **Update Contact Details:** Notify AELI in writing of any changes to your address, contact details, or emergency contact information within 7 days of the change. Failure to do so may affect your visa status.
- **Work Limitations:** You can work up to 40 hours per fortnight while your course is in session.
- **Work During Breaks:** You can work more than 40 hours per fortnight during recognised course breaks.
- **Start of Paid Work:** You cannot commence paid work until you have started your course.
- **Financial Capacity:** Maintain sufficient financial capacity to support your study and stay in Australia.
- **Course Completion Requirements:** Achieve the required course outcomes to receive a Certificate of Completion, which includes a minimum pass mark as specified and maintaining at least 80% attendance.
- Adhering to these conditions is essential to ensure your visa remains valid throughout your studies in Australia.



OVERSEAS STUDENT HEALTH COVER (OSHC)

The Australian government requires all Student Visa holders to have Overseas Student Health Cover (OSHC). OSHC must be purchased before arriving in Australia and cover students from their arrival date until their visa end date. Students who arrange their OSHC independently or through an education agent must directly contact their OSHC provider for any inquiries, refund requests, or claims. When visiting a doctor, students must pay at the time of the visit and keep the receipt to make a claim.

For more information, please visit the Department of Home Affairs (DHA) website:

<https://immi.homeaffairs.gov.au/> and <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>. You can also compare Australian Government approved OSHC providers at: <https://oshcaustralia.com.au/en>.

WORKING WHILE STUDYING

You are permitted to work up to 48 hours per fortnight (2 weeks) while studying full time.

However, please note the following:

- **Funding Your Studies:** You should not rely solely on work to fund your studies.
- **Visitor Visa Restrictions:** If you are on a Visitor visa, you are not allowed to work at all. Please check your visa conditions on the Department of Home Affairs (DHA) website at <https://immi.homeaffairs.gov.au/home>.
- **Tax File Number (TFN):** To work in Australia, you will need a Tax File Number (TFN), which you can apply for online at <https://www.ato.gov.au/Individuals/Taxfile-number/Apply-for-a-TFN/>.

Ensuring you understand and comply with these conditions is essential for maintaining your visa status and staying within the legal working limits.



YOUR WORKPLACE RIGHTS

Australia's workplace laws offer protection for overseas workers. You can find information about your employment rights and how to address workplace issues at the following links:



<https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation>



<https://www.fairwork.gov.au/>



<https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work>



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

For details on pay rates, shift calculations, leave arrangements, notice periods, and redundancy entitlements, you can use the Fair Work Ombudsman Pay and Conditions Tool (PACT) available at Fair Work Ombudsman on <https://www.fairwork.gov.au/>

Ensuring that you are aware of these resources will help you understand and protect your rights in the workplace.

STUDYING, LIVING AND WORKING IN AUSTRALIA

Further information about studying, living and working in Australia, please visit the websites below to find out all about visa requirements, student support services, cost



Sydney
<http://www.study.sydney/>



Study in Australia
<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>



Living in Australia
<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>



Life in Australia Book
<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>



CERTIFICATE ISSUANCE

Ashley English Language Institute issues certificates to students who have successfully completed their course of study. The type of certificate issued depends on the student's completion status.

FULL COMPLETION CERTIFICATE

A Full Completion Certificate is issued to students who:

- Complete the entire course duration
- Attend at least 80% of classes
- Meet the course requirements and pass all assessments

PARTIAL COMPLETION CERTIFICATE

A Partial Completion Certificate is issued to students who:

- Complete a portion of the course duration (minimum 4 weeks)
- Attend at least 80% of classes during their enrolment period
- Meet the course requirements and pass all assessments during their enrolment period

CERTIFICATE ISSUANCE PROCESS

- 1. Application:** Students must apply for their certificate by submitting a request form to the Student Services team.
- 2. Verification:** The Student Services team verifies the student's completion status and ensures that all course requirements have been met.
- 3. Certificate Preparation:** Once verified, the certificate is prepared and signed by the Institute's Director.
- 4. Certificate Issuance:** The certificate is issued to the student, either in-person or by mail, depending on the student's preference.

CERTIFICATE DETAILS

- Certificates are issued on official Ashley English Language Institute letterhead.
- Certificates include the student's name, course details, completion date, and the Institute's seal.
- Certificates are signed by the Institute's Director.

If you have any questions or concerns about certificate issuance, please don't hesitate to reach out to our Student Services team.



ATTENDANCE AND COURSE PROGRESS

Regular attendance is essential for academic success. At Ashley English Language Institute, we expect students to attend all scheduled classes.

ATTENDANCE REQUIREMENTS

- Students are expected to attend at least 80% of scheduled classes.
- Attendance is monitored and recorded for all classes.
- Students who fail to meet the attendance requirement may be subject to disciplinary action, including termination of studies.

LEAVE AND ABSENCE

- Students must apply for leave in advance using the Leave Application Form.
- Leave will only be approved for compassionate or compelling reasons.
- Students who are absent without approval may be marked as absent and may face disciplinary action.

COURSE PROGRESS

At Ashley English Language Institute, we are committed to helping students achieve their academic goals. Our course progress policy is designed to ensure that students are making satisfactory progress in their studies

COURSE PROGRESS REQUIREMENTS

- Students are expected to make satisfactory progress in their studies, as determined by the Institute.
- Students who fail to meet the course progress requirements may be subject to disciplinary action, including termination of studies.

PROGRESS MONITORING

- Student progress is monitored regularly by teachers and the academic team.
- Students who are not making satisfactory progress will be provided with additional support and guidance to help them get back on track.

INTERVENTION STRATEGIES

- Students who are struggling with their studies will be provided with additional support, including:
 - o Extra tutoring
 - o Academic counselling
 - o Study skills workshops
 - o Modified learning plans

By monitoring attendance and course progress, we can provide you with the support you need to succeed in your studies. If you have any questions or concerns, please don't hesitate to reach out to our academic team.

ASSESSMENT AND SUBMISSION

At Ashley English Language Institute, we use a range of assessment methods to measure student progress and understanding.

ASSESSMENT TYPES

- **Formative Assessments:** Ongoing assessments that provide feedback on student progress.
- **Summative Assessments:** Final assessments that evaluate student learning at the end of a course or semester.

ASSESSMENT METHODS

- **Written Exams:** Formal exams that test student knowledge and understanding.
- **Assignments:** Written or practical tasks that assess student learning.
- **Presentations:** Oral presentations that evaluate student communication skills.
- **Class Participation:** Ongoing assessment of student engagement and participation in class.

SUBMISSION

At Ashley English Language Institute, we use a range of assessment methods to measure student progress and understanding.

SUBMISSION REQUIREMENTS

- **Deadline:** Assessments must be submitted by the specified deadline.
- **Format:** Assessments must be submitted in the required format (e.g., hard copy, electronic copy).
- **Original Work:** Assessments must be the student's original work.

LATE SUBMISSION

- **Penalty:** Late submissions may incur a penalty, unless an extension has been approved.
- **Extension:** Students can apply for an extension, but must provide valid reasons and supporting documentation.

ACADEMIC INTEGRITY

- **Plagiarism:** Plagiarism is not tolerated. Students must properly cite sources and acknowledge the work of others.
- **Collusion:** Collusion is not tolerated. Students must work individually on assessments, unless otherwise instructed.

By following these policies, we can ensure that assessments are fair, valid, and reliable, and that students are held to high standards of academic integrity.



FEES

TUITION FEES

Under the Education Services for Overseas Students (ESOS) legislation, you are required to pay no more than 50% of your tuition fees before starting your course. However, you may choose to pay more if you wish.

Please note that your enrolment is not confirmed until you have paid the required fees for the study period.

It is essential to read your written agreement carefully.

The 50% limit does not apply to shorter courses with a duration of 24 weeks or less.

Once you have commenced your course, you may need to pay additional tuition fees if you wish to make changes to your enrolment, such as extending your studies.

Tuition fees are non-transferable to another college or student.

Important: Failure to pay all outstanding fees by the due date may result in cancellation of your enrolment.

NON-TUITION FEES

Additional fees may apply, including:

- A non-refundable enrolment fee
- Late payment fees
- Material fees
- Student ID card replacement fee
- Airport pick-up service
- Overseas Student Health Cover (OSHC)

Once you've started your course, you may need to pay an administration fee to make changes to your enrolment.

Important:

- Failure to pay outstanding fees by the due date may result in enrolment cancellation.
- Keep receipts for all paid fees.
- All fees are in Australian dollars (\$AUD) and subject to change without notice.

For the most up-to-date list of fees, please inquire at Reception.

TYPE OF FEE	COST (\$AUD)
Enrolment fee (non-refundable)	\$250
Material fees	\$20
Student ID card/Certificate replacement fee	\$250
Airport pick up service	\$250 one way
Accommodation Placement Assistance	\$250
Late payment fee	5% of the required fee
Course Variation Administration Fee	\$250
Photocopying/Printing fee	\$0.10 per copy (black and white) \$0.20 per copy (Colour)

CHANGES TO THE FEES

AELI reserves the right to change tuition and non-tuition fees at any time. However, as a student, you are only required to pay the tuition fees specified in your offer letter.

Please note that any changes to non-tuition fees will be communicated through:

- Reception
- Our website

We will keep you informed of any updates.

REFUND

To request a refund, please submit a completed Refund Request Form along with supporting documentary evidence (in English). This evidence may include a Visa Refusal letter.

We will review your request and provide a written response within 14 working days.

REFUND SITUATIONS

No.	Refund Situation	Offshore Applicable Refund	Onshore Applicable Refund
1.	Provider default	Full refund of prepaid Tuition Fees	Full refund of unused prepaid Tuition Fees (less application Fee)
2.	Student default	No refund	No refund
3.	Visa Refusal (New Visa application / Visa extension / Visa renewal)	Full refund of Tuition Fee (less Application Fee)	Full refund of unused prepaid Tuition Fees (less Application Fee and material fee)
4.	Offer withdrawn due to incorrect/misleading/fraudulent or incomplete information	Refund of 85% of Tuition Fee (less application fee)	Refund of 50% of the 1st Term's Tuition fees (less application fees and material fees)
5.	Student withdraws at least 10 weeks prior to course commencement	Refund of 85% of the total Tuition Fees (less application fee)	Refund of 85% of the total Tuition Fees for 1st Term (less application and material fees)
6.	Student withdraws at least 7 weeks prior to course commencement	Refund of 80% of the total Tuition Fees (less application fee)	Refund of 80% of the total Tuition Fees for 1st Term (less application and material fees)
7.	Student withdraws at least 4 weeks prior to course commencement	Refund of 70% of the total Tuition Fees (less application)	Refund of 70% of the total Tuition Fees for 1st Term (less application and material fees)
8.	Student withdraws less than 4 weeks prior to course commencement	Refund of 50% of the total Tuition Fees (less application)	Refund of 50% of the total Tuition Fees for 1st Term (less application and material fees)
9.	Student withdraws after the agreed course commencement date	If a Visa is granted - No refund	No refund
10.	Visa cancelled due to student actions	No refund	No refund
11.	Expulsion for misconduct	Not applicable	No refund
12.	Withdrawal from study (current students)	Not applicable	Refund policy applies as stated above for any future course



CODE OF CONDUCT

RULES, POLICIES AND LEGAL COMPLIANCE

CODE OF CONDUCT

At Ashley English Language Institute, we expect all students to behave in a respectful and responsible manner. Our Code of Conduct outlines the expected standards of behaviour, including:

- Respect for others, including teachers, staff, and fellow students
- Honesty and integrity in all academic work
- Compliance with Institute policies and procedures
- Respect for Institute property and facilities

INSTITUTE RULES

We have established the following rules to ensure a safe and supportive learning environment:

- **Attendance:** Students are expected to attend all scheduled classes.
- **Punctuality:** Students are expected to arrive on time for all classes.
- **Mobile Phones:** Mobile phones must be turned off or silenced during classes.
- **Smoking and Alcohol:** Smoking and alcohol consumption are prohibited on Institute premises.

POLICIES

We have developed the following policies to support our students and ensure a positive learning experience:

- **Academic Integrity Policy:** We take academic integrity seriously and expect all students to submit original work.
- **Anti-Bullying Policy:** We are committed to providing a safe and supportive learning environment, free from bullying and harassment.
- **Complaints and Appeals Policy:** We have a fair and transparent process for handling student complaints and appeals.
- **Student Support Policy:** We are committed to providing support services to help students achieve their academic goals.



LEGAL COMPLIANCE

At Ashley English Language Institute, we are committed to complying with all relevant laws and regulations, including:

- **Education Services for Overseas Students Act (ESOS Act):** We comply with the ESOS Act, which regulates the provision of education services to overseas students.
- **National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students:** We comply with the National Code, which sets out standards for the registration of education providers and the delivery of education services to overseas students.
- **Privacy Act:** We comply with the Privacy Act, which regulates the handling of personal information.
- **Work Health and Safety Act:** We comply with the Work Health and Safety Act, which regulates workplace health and safety.

By following our Code of Conduct, Rules, Policies, and complying with all relevant laws and regulations, we can ensure a positive and supportive learning environment for all students.



OTHER AREAS OF FOCUS

DISCRIMINATION AND HARASSMENT

AELI is committed to providing a discrimination-free and harassment-free environment. Discrimination and harassment are against the law in Australia and will not be tolerated at the Institute.

- If you experience or witness discrimination or harassment, please report it to the Ashley team immediately
- You can also contact the Australian Human Rights Commission to submit a complaint in writing

PENALTIES FOR MISCONDUCT

Penalties for misconduct will be imposed based on the nature and extent of the misconduct. Students found to be in violation of the Code of Conduct may face disciplinary action, including:

- Suspension or cancellation of enrolment
- No refund of fees paid
- Reporting to relevant government authorities
- Permanent exclusion from Ashley English Language Institute

FINANCIAL OBLIGATIONS

As a student at Ashley English Language Institute, you are expected to maintain up-to-date payments for your course. Failure to do so may result in penalties, including cancellation of your enrolment.

CONSEQUENCES OF NON-PAYMENT

If you fall more than one month behind in your payments, you will be notified that you must pay all outstanding amounts within seven days. Failure to do so may result in:

- Cancellation of your enrolment
- Reporting to the Department of Home Affairs (DHA)
- No refund of fees paid

ASSISTANCE WITH FEE ARRANGEMENTS

If you're experiencing financial difficulties, our Student Services Team can help you arrange a payment plan or postpone your fees. Please contact us immediately to discuss your options.

STUDENT RESPONSIBILITIES

It is your responsibility to familiarize yourself with and adhere to all relevant Ashley English Language Institute policies and procedures.

IMPORTANT REMINDERS

DEFERMENT, SUSPENSION AND CANCELLATION OF COURSE

At Ashley English Language Institute, we understand that circumstances can change. You can defer, suspend, or cancel your course under certain conditions. Deferment is possible before commencement, while suspension is allowed for up to three months. Cancellation is also an option, but refunds are subject to our Refund Policy. Please note that suspension or cancellation due to unacceptable behavior or non-payment of fees may result in no refund.

STUDENT COMPLAINTS AND APPEALS

Ashley English Language Institute's Student Complaints and Appeals Policy ensures a fair and transparent process for students to submit complaints and appeals. The policy outlines the procedures for informal and formal complaints, as well as appeals, with a focus on fairness, transparency, timeliness, respect, and confidentiality. Students can submit complaints and appeals in writing, and the Institute will provide a written outcome within 10 working days.

External appeals can be made to the Overseas Students Ombudsmen (OSO) for international students, or other external bodies such as the Administrative Appeals Tribunal or the Department of Fair Trading. All complaints and appeals will be documented and stored in the student's file. If you have any questions or concerns about this policy, please contact us at +61 2 9994 0882 or studentservices@ashley.nsw.edu.au.

ABSENCE AND SICKNESS

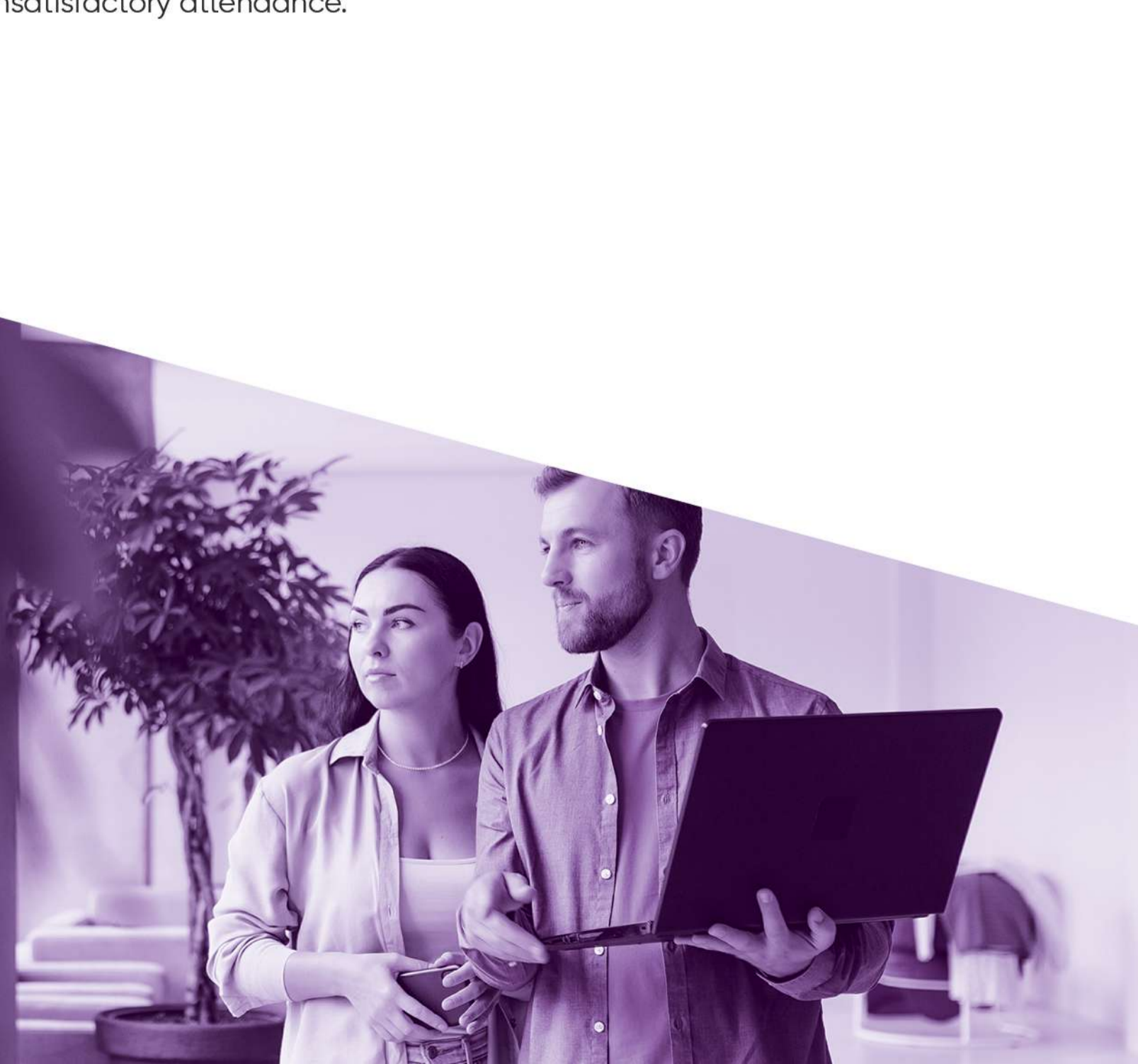
If you're unable to attend classes due to illness, please obtain a medical certificate from a qualified medical practitioner. To notify us, simply:

- Scan or screenshot the medical certificate
- Email it to our Student Services team
- Keep the original certificate in a safe place

If you're absent from class for an extended period due to illness, please contact us to discuss your situation.

Important Note

While medical certificates won't directly improve your attendance record, they may be taken into consideration by the Department of Home Affairs (DHA) if you're reported for unsatisfactory attendance.



ABOUT AUSTRALIA

YOUR PLACE OF STUDY

DEFERMENT, SUSPENSION AND CANCELLATION OF COURSE

Australia is a multicultural, friendly, and welcoming country. As a student at Ashley English Language Institute, you'll have the opportunity to experience the unique Australian lifestyle and culture.

CLIMATE

Australia has a diverse climate, ranging from tropical in the north to temperate in the south. Sydney, where Ashley English Language Institute is located, has a mild climate with warm summers and mild winters.

CULTURE

Australian culture is shaped by its indigenous heritage, British colonial history, and immigration from around the world. Australians value equality, fairness, and respect for others.

COST OF LIVING

The cost of living in Australia can vary depending on your lifestyle and location. As a student, you'll need to budget for accommodation, food, transportation, and other expenses.

TRANSPORTATION

Australia has a well-developed public transportation system, including buses, trains, and ferries. You can use the Opal card to pay for your fares.

SAFETY

Australia is generally a safe country, but it's still important to take precautions to ensure your personal safety. Be aware of your surroundings, keep valuables secure, and avoid walking alone at night.

EMERGENCY SERVICES

In case of an emergency, you can contact:

- **Police: 000**
- **Ambulance: 000**
- **Fire Brigade: 000**

HEALTH AND MEDICAL SERVICES

Australia has a high-quality healthcare system. As an international student, you'll need to have Overseas Student Health Cover (OSHC) to access medical services.



ACCOMMODATION

Ashley English Language Institute can help you find accommodation in Sydney. Options include homestay, shared accommodation, and student residences.

FOOD AND SHOPPING

Sydney offers a diverse range of food options, from restaurants and cafes to supermarkets and markets. You can also shop at local malls and shopping centers.

STUDENT LIFE

As a student at Ashley English Language Institute, you'll have access to a range of student services and activities, including social events, sports, and cultural activities.



CONTACTS TO KEEP

EMERGENCY, HEALTH SERVICES & SUPPORT SERVICES

EMERGENCY - NATIONAL

- Police: Call 000 or 112 (from Mobile)
- Ambulance: Call 000 or 112 (from Mobile)
- Fire Services: Call 000 or 112 (from Mobile)
- Download the Emergency+ app: Available for free on your phone
- Flood and Storm Crisis: 132 500

WORK / DISCRIMINATION - NATIONAL

- Australian Human Rights Commission
- Fair Work Ombudsman
- Fair Work Commission

WORK / DISCRIMINATION - BY STATE

- NSW: SafeWork NSW

MENTAL HEALTH SUPPORT / SOCIAL WORKER

- Uprise: 1300 209 371
- Beyondblue: 1300 22 4636
- Lifeline: 13 11 14
- Menline Australia: 1300 78 99 78
- Suicide Call Back Service: 1300 659 467

OTHER SUPPORT SERVICES

- Human Rights Commission: 1300 656 419
- Job Access: 1800 464 800
- Health Direct: 1800 022 222
- Alcohol & Other Drugs Information Services (ADIS):
1800 250 015

BUS/TRAIN & FERRY INFORMATION

- Sydney: Transport NSW

LEGAL ADVICE

- Sydney: Legal Aid - 1300 888 529

POLICE

- Sydney:
 - The Rocks Police Station:
132 George Street, The Rocks - 02 8220 6399
 - Day Street Police Station:
192 Day Street, Sydney - 02 9265 6499

RAPE/SEXUAL HARASSMENT CRISIS CENTRES

- New South Wales:
 - NSW Rape Crisis Centre: 1800 424 017
 - Sexual Assault Counselling Australia: 1800 211 028
 - 1800 RESPECT national hotline for sexual assault and domestic violence: 1800 737 732

GAMBLING HELPLINE

- New South Wales: Gambling Help Online
- 1800 858 858



RENTAL PROBLEM RESOLUTION

- New South Wales: Fair Trading - 13 32 20

DENTIST

- Sydney: Bupa Dental - Shop 2D, 52 Martin Place
(entry via Elizabeth Street) - 02 9248 5699

MEDICAL CLINIC

- Sydney: City Medical Practice - 2 York Street
- 02 9291 9111

FAIR TRADING/CONSUMER AFFAIRS

- New South Wales: Fair Trading - 13 32 20
(Mon to Fri 8:30 am to 5 pm)

COUNCIL OF INTERNATIONAL STUDENTS OF AUSTRALIA (CISA)

- Council of International Students of Australia (CISA)

HOSPITAL

- Sydney:
 - The Prince of Wales Hospital: Barker Street,
Randwick NSW 2031 - 02 9382 2291
 - Royal Prince Alfred Hospital: Missenden Road,
Camperdown NSW 2050 - 02 9515 6111



ADDITIONAL SUPPORT SERVICES

GENERAL SUPPORT SERVICES

- **Salvation Army:** Provides a range of community services, including emergency relief, housing, and support for individuals and families in need.
 - Website: Salvation Army Australia
 - Phone: 13 SALVOS (13 72 58)
- **Red Cross Australia:** Offers support services including emergency relief, migration support, and assistance for people experiencing vulnerability.
 - Website: Red Cross Australia
 - Phone: 1800 733 276

HEALTH AND WELLBEING

- **Headspace:** National youth mental health foundation providing early intervention mental health services to 12-25-year-olds.
 - Website: Headspace
 - Phone: 1800 650 890
- **Kids Helpline:** Free, private, and confidential 24/7 phone and online counselling service for young people aged 5 to 25.
 - Website: Kids Helpline
 - Phone: 1800 55 1800
- **Relationships Australia:** Provides support services including counselling, family dispute resolution, and relationship education.
 - Website: Relationships Australia
 - Phone: 1300 364 277

LEGAL SUPPORT

- **Legal Aid NSW:** Offers free legal services to disadvantaged people across New South Wales.
 - Website: Legal Aid NSW
 - Phone: 1300 888 529

HOUSING AND HOMELESSNESS

- **Mission Australia:** Supports people experiencing homelessness, housing instability, and provides services for mental health, disability, and employment.
 - Website: Mission Australia
 - Phone: 1800 888 868
- **Launch Housing:** Provides housing and homelessness services to people in need across Melbourne.
 - Website: Launch Housing
 - Phone: 1800 825 955

DOMESTIC VIOLENCE SUPPORT

- **1800RESPECT:** National sexual assault, domestic and family violence counselling service.
 - Website: 1800RESPECT
 - Phone: 1800 737 732
- **Women's Domestic Violence Helpline:** Provides support for women experiencing domestic violence, including counselling, referral to safe accommodation, and legal advice.
 - Website: Women's Domestic Violence Helpline
 - Phone: 1800 737 732

DRUG AND ALCOHOL SUPPORT

- **Turning Point:** Provides treatment, education, and research in the field of alcohol and drug use.
 - Website: Turning Point
 - Phone: 1800 888 236
- **Alcoholics Anonymous Australia:** Support groups and resources for individuals struggling with alcohol addiction.
 - Website: Alcoholics Anonymous Australia
 - Phone: 1300 222 222

USEFUL WEBSITES AND APPS

- **Study in Australia:** Official Australian government website for international students.
 - Website: Study in Australia



CONTACT INFORMATION

- 📍 Level 2, 16-22 Wentworth Avenue, New South Wales 2010 Australia
- ☎ +61 2 9994 0882
- ✉ admissions@ashley.nsw.edu.au
- 🌐 www.ashley.nsw.edu.au

