



ASHLEY
ENGLISH LANGUAGE INSTITUTE

CRICOS CODE: 03680B

English Matters



GENERAL ENGLISH
INTERNATIONAL

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. Our mission is to provide you with the highest quality English language education that empowers you to achieve your personal, academic, and professional goals.

As the Director of Studies, my primary focus is to ensure that you receive the highest quality education and support during your time with us. Our dedicated and experienced instructors are committed to helping you achieve your language learning goals and excel in your studies.

We offer a comprehensive curriculum designed to meet the diverse needs of our students. Whether you are here to improve your general English skills, prepare for exams, or advance your career, we have courses tailored to your specific goals. Our approach is student-centred, meaning we prioritize your individual learning needs and provide personalized support to help you succeed.

In addition to our academic programs, we offer a range of student support services, including academic counselling, language workshops, and cultural activities. These resources are designed to enhance your learning experience and ensure you have the support you need to overcome any challenges you may face.

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,

Daniya Abduljabbar

Director of Studies

Ashley English Language Institute

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OUR MISSION AND VALUES

Ashley English Language Institute Pty Ltd (ABN 52 619 783 309) is a leading provider of English language training in Australia. 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. Our institute is committed to providing high-quality education and support services to international students from around the world.

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 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.

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.

CRICOS

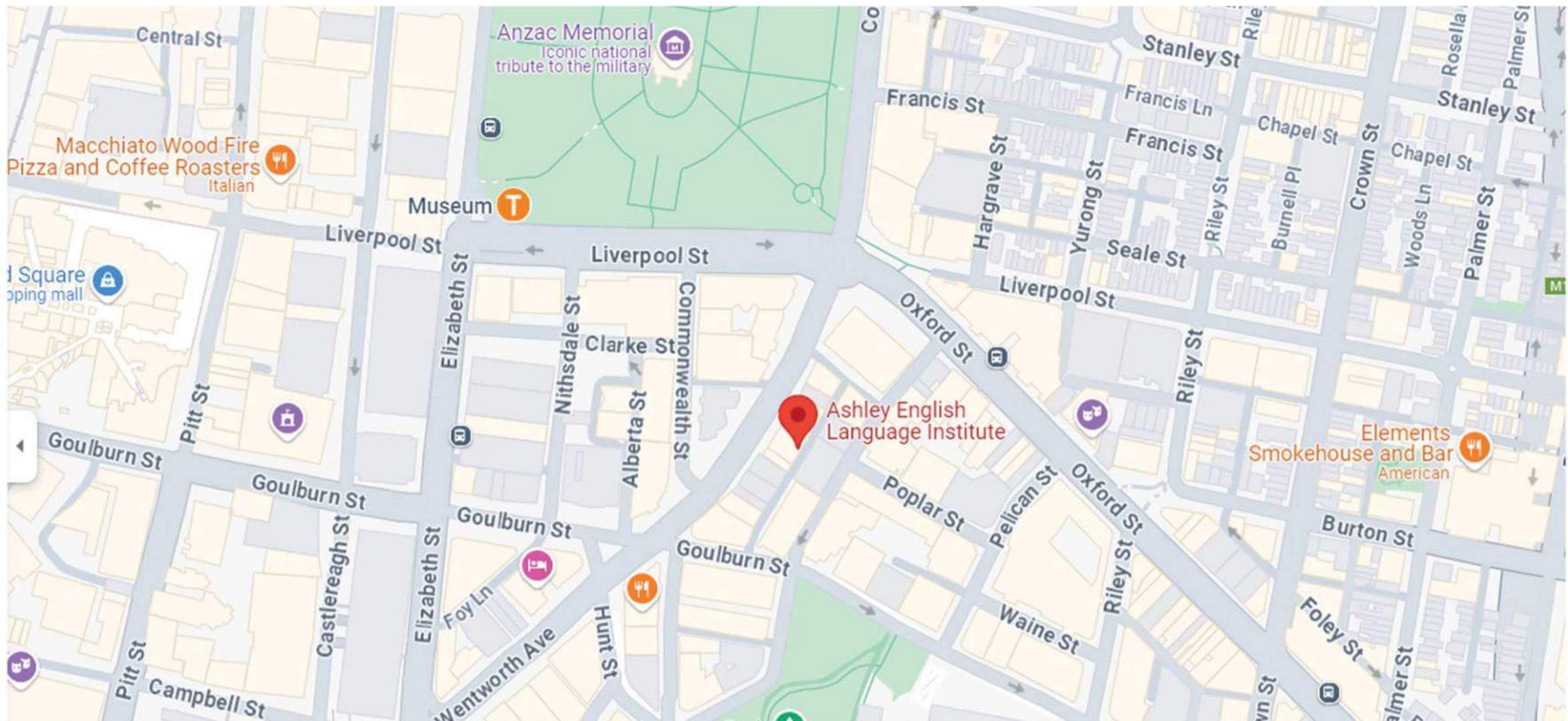
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COLLEGE INFORMATION



📍 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:** Usually held on Fridays, Saturdays, and Sundays.
- **Evening Classes:** Typically held from Monday to Friday.

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.

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 | Campus Manager | Email: lokesh@ashley.nsw.edu.au Phone: 0415 514 116 |
| 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.

STUDENT SERVICES

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, and 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.

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

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.



SOME USEFUL JOB WEBSITES ARE:

- **Seek:** <https://www.seek.com.au/>
- **Indeed:** <https://au.indeed.com/>
- **CareerOne:** <https://www.careerone.com.au/>
- **One Shift:** <https://au.oneshiftjobs.com>



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-atwork/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>



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

The General English Program course gives students a firm grounding in the vocabulary, pronunciation and grammar of English. These areas of proficiency are combined and integrated with the four macro skills of speaking, listening, reading and writing. These areas of proficiency form the basis of the learner aims, objectives and outcomes for the course.

CRICOS COURSE CODE

097130K

DURATION

Up to 48 weeks with 12 weeks per level from Elementary to Upper Intermediate

STUDY HOURS PER WEEK

20 Hours

MODE OF STUDY

In class mode – face to face

ASSESSMENT METHOD

Student progress is monitored through summative and formative assessment tasks which are linked directly to the learning outcomes. These assessment tasks take the form of test scores, writing and feedback from the teachers.

OVERVIEW SAMPLE

| General English Course level | Day & Time | Classroom | Course Duration (weeks in the Level) | Required Hours of Study | Assessment Details |
|--------------------------------|--|-----------|--------------------------------------|-------------------------|--|
| Elementary -upper Intermediate | Day Class Friday, Saturday 8 am-2:30pm <i>(Break - 11:30am - 12)</i> Sunday 8 am-5 pm <i>(Break - 12pm - 1pm)</i> | 1 - 4 | 12 Weeks | 20 Hours per week | Formative Assessment= Weekly Summative Assessment= Week 6 & Week 12 |
| | Evening Class Monday - Thursday 5 pm - 10 pm <i>(Break 7pm - 7:30pm)</i> | | | | |

ENGLISH FOR ACADEMIC PURPOSE (EAP)

CONTENT OBJECTIVES

The English for Academic Purposes (EAP) course prepares students for further study in an academic setting while also improving their underlying proficiency in English. After completing the course, students may seek to continue their study in foundation studies programs, universities or other tertiary education institutions. The course integrates the four macro skills of Reading, Writing, Speaking and Listening, as well as Grammar, Vocabulary, and Academic Skills.

| | |
|---|--|
| CRICOS COURSE CODE 107979G | DURATION 12 weeks |
| STUDY HOURS PER WEEK 20 Hours | MODE OF STUDY In class mode – face to face |

OVERVIEW SAMPLE

| EAP Course Level | Day & Time | Classroom | Course Duration (Weeks in the Level) | Required Hours of Study | Assessment Details |
|------------------|---|-----------|--------------------------------------|-------------------------|---|
| EAP Foundation | Day Class Friday, SAT 8 am – 2: 30pm (Break- 11:30 am -12) | 1 -2 | 10 Weeks | 20 Hours per week | Formative Assessment - Weekly Summative Assessment - Week 5 & Week10 |
| EAP Advanced | Sunday 8 am – 5 pm (Break - 12 pm- 1 pm) | | | | |
| | Evening Class MON - THU 5 pm - 10 pm (Break 7pm – 7:30pm) | | | | |

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM (IELTS)

CONTENT OBJECTIVES

IELTS Preparation at Ashley English Language Institute focus on enhancing proficiency across four key skills: listening, reading, writing, and speaking. For listening, students will develop the ability to understand main ideas, infer meaning, and comprehend details. In reading, they will practice skimming, scanning, understanding detailed information, and deducing conclusions. Writing objectives include responding effectively to tasks, organizing ideas coherently, expanding vocabulary, and using grammar accurately. For speaking, students aim to improve fluency, coherence, vocabulary, grammatical range, and pronunciation. Overall, the course equips students with the skills and strategies needed to succeed in the IELTS exam, building confidence through regular practice and feedback.

CRICOS COURSE CODE
107979G

DURATION
12 weeks

STUDY HOURS PER WEEK
20 Hours

MODE OF STUDY
In class mode – face to face



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

