



Hawthorn Melbourne

STUDENT HANDBOOK

Useful information to help
you during your studies at
Hawthorn-Melbourne

Welcome to Hawthorn-Melbourne

A Message from our Principal

Thank you for choosing to study English with Hawthorn-Melbourne. The staff at Hawthorn-Melbourne are dedicated to ensuring that you make significant progress in your English studies. We also hope you can experience the rich cultural lifestyle of Melbourne and make friends from around the world.

The information in this guide has been put together to help you while you are studying at Hawthorn-Melbourne. We hope that you find it useful. Staff members at Hawthorn-Melbourne are here to assist you during your studies, please ask if you need any help along the way.

Nick Kirk

Principal

n.kirk@hawthornenglish.vic.edu.au



General English

CRICOS Code 112461F

English for Academic Purposes

CRICOS Code 112462E

IELTS Preparation

CRICOS Code 063645G

Intensive Academic Preparation

CRICOS Code 112463D

English for Business

CRICOS Code 063640B

University of Melbourne English Language Bridging Program (UMELBP)

CRICOS Code 063648E

University of Melbourne English Language Bridging Program Preparation (UMELBP Prep)

CRICOS Code 0101910

English for High School 1 (Pre- Intermediate – Intermediate)

CRICOS Code 093348B,

English for High School 2 (Upper Intermediate – Advanced)

CRICOS Code 093349A



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MEET OUR STAFF

Your needs are important to us at Hawthorn, and we have a dedicated team of professionals to help you achieve your goals. Your English language journey is a challenging one, and central to your development is your commitment to speaking English. So while as language teachers, we celebrate and appreciate language diversity, at Hawthorn-Melbourne we ask you to speak English as much as possible, both inside and outside of school.

The Academic Team



Tupur Chakrabarty

Director of Studies – UMELBP

t.chakrabarty@hawthornenglish.vic.edu.au

If you are studying in the UMELBP or UMELBP Prep course, Tupur can help you with any questions or concerns you may have about the course.



Rodney Louw

Director of Studies – General Programs

r.louw@hawthornenglish.vic.edu.au

If you are studying the General Programs, Rodney can help you with any questions or concerns you may have about your course.



Alyssa Moore

Senior Teacher – Blended Learning

a.moore@hawthornenglish.vic.edu.au

Contact Alyssa if you have any questions about using or accessing Moodle, our learning management system, or if you forget your password!



Katie and Ammia

Study Hub Coordinators

Please visit Katie or Ammia for individual help with your study.

<https://moodle.hawthornenglish.edu.au/>



Teresa Devine (left) - Senior Teacher – General Programs (General English, English for Business) - t.devine@hawthornenglish.vic.edu.au

Diego Duran (right) - Senior Teacher – Academic Programs (EAP, IELTS Preparation, IAP) d.duran@hawthornenglish.vic.edu.au

Teresa or Diego can assist with any questions you may have about your course.



Christopher Anderson (Left) - C.Anderson@hawthornenglish.vic.edu.au

John Cooper (Right) - J.Cooper@hawthornenglish.vic.edu.au

Coordinators – English for High School Program

If you are studying in the English for High School Course, Mr Anderson or Mr Cooper can help you with any questions or concerns you may have.

The Teachers!

Hawthorn-Melbourne has a wonderful group of experienced and passionate teachers. Your teacher will be a great source of support for you during your studies. They are kind, knowledgeable and LOVE questions from students.

The Student Services Team



Robert Smeaton
Manager Student Services



Jim Morrison
Coordinator – Student Services



Daiana Gonzolez
Student Services Officer



Camilo Ramos
Student Services and Activities Officer

Speak to the Student Service team at Reception or email: StudentServices@hawthornenglish.vic.edu.au

The **Student Services team** can help you with:

- Campus orientation
- Appointments with Director of Studies, UMELBP Coordinator and other support staff
- Library and Study Hub
- Wi-Fi and IT support
- Musical instruments and board games
- Housing, health, and wellbeing
- Transport, travel, and safety
- Money, employment, and the law
- Sports, exercise, and culture
- Attendance
- Requests to defer or to finish your studies early
- Strategies for success in your studies
- Further study options
- Holiday breaks
- Excursions
- Relationships, stress, depression, or anything else on your mind

The Admissions Team

If you want to re-enrol to continue your studies at Hawthorn-Melbourne, our Admissions team can help.

Send them a message at: admissions@hawthornenglish.vic.edu.au



Anne Simons
Admissions Manager



Paul Marshall
Admissions Coordinator



Marcia Santos
Admissions Administrative Officer



Hien Trieu
Admissions Officer



Tip!

Check out the Hawthorn Activity Program calendar to sign up for activities and see what is happening around campus. Check back often as the calendar gets updated every month.

ACCOMMODATION

Hawthorn-Melbourne has a selection of Accommodation options.

OPTION 1: Homestay

Do you want to experience the Australian lifestyle and improve your English at the same time? Homestay is perfect for you. You will live with a local family who will welcome you into their home. Many Hawthorn-Melbourne students live in homestay for part of their study period. All hosts are personally interviewed by Student Services staff and have a set of guidelines that make their obligations clear. You will also receive a copy of these guidelines so that you understand your rights and responsibilities.

For more details, see: <https://www.hawthornenglish.edu.au/services/accommodation/homestay/>

OPTION 2: Independent Accommodation

We can provide advice on both short term and long-term independent accommodation options.

For more details, see: <https://www.hawthornenglish.edu.au/services/accommodation/independent/>

Visit Reception and speak with the Student Services team for more information.

PUBLIC TRANSPORT

Myki Card

If you are using public transport, you will need to have a myki card. You can use the same myki card on the trains, buses, and trams. A myki card is \$6, you then add credit to the card to cover the fare:

- If you travel occasionally, pay as you go with **myki Money**.
- If you travel often, buy consecutive days with a **myki Pass**. This allows you unlimited travel for the duration purchased (a week, a month etc.)

For further information check <https://www.ptv.vic.gov.au/tickets/myki/>



Getting to campus

Our campus is located at 333 Exhibition Street, Melbourne. It is a short walk from several public transport options.

Train:

- Parliament Station - 5-7min walk
- Melbourne Central - 7-10min walk

Tram:

- La Trobe Street trams, Stop 8 - 1 min walk

Google map: <https://maps.app.goo.gl/RMNW4C8zXbuyNpSE8>



CAMPUS MAP

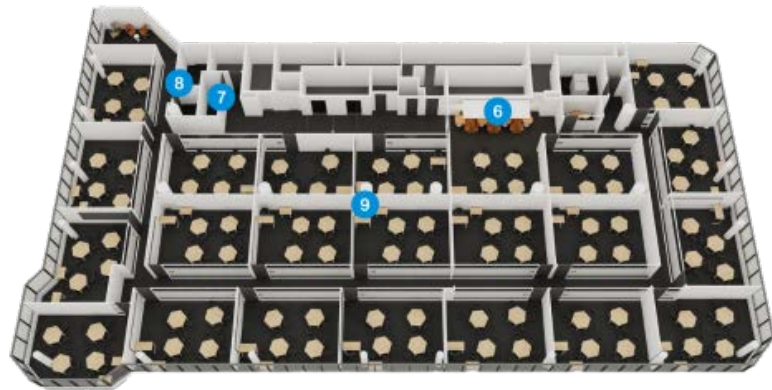
Level 1

1. Reception and Student Services
2. StudyHub
3. Student Kitchen
4. Student Lounge and Games Room
5. Classrooms 1 through to 5



Level 2

6. Private Study Booths
7. First aid room
8. Prayer Rooms
9. Classrooms 6 through to 28



CAMPUS FACILITIES

Study Hub

In the Study Hub, you can access a wide variety of ESL materials in print and electronic format, including the Clarity English suite of software. A quiet space for research and writing assignments and print facilities are also available. The Study Hub is staffed by a qualified teacher who can help you find the right resources to maximise your learning.

Student Kitchen

Our student kitchen has a sink, boiling water, filtered water and microwave ovens for students to use. Please be considerate of other students and clean any spills. Vending machines selling snacks and drinks are also available.

Student Games Room / Lounge

Here you will find table tennis facilities along with a variety of other board games and sporting equipment.

First-aid Room

A quiet space is available to rest if you are not feeling well. Please speak to the staff at Reception for access and assistance.

Prayer Rooms

Separate male and female prayer rooms are available for students use.



WiFi

Wifi is available throughout the campus. Our classrooms are smart and modern with whiteboards, projectors and power walls for charging your devices.

TECHNOLOGY AT HAWTHORN



Access WIFI

You can log into the Navitas Student WIFI using the following details:

Username: STUDENTS\HE[student number] e.g. STUDENTS\HE85412

Password: Your date of birth in the DDMMYYYY format e.g. 18072002

Moodle

Hawthorn-Melbourne uses Moodle, an online learning system, in all courses. You will use Moodle to complete activities, post in forums and access your course notes. The use of a device, such as a laptop or tablet, is both required and encouraged as part of the learning environment.

Access Moodle here: <https://moodle.hawthornenglish.edu.au/>

Printing, Scanning and Photocopying

You can access the student printer in the Study Hub on campus. Further instructions are available by the printer. Your first 100 pages of printing are free, and you can buy additional prints at Reception.

If you need assistance, please contact the Student Services team.

STUDYING AT HAWTHORN-MELBOURNE



Academic Integrity

1. Follow your teacher's instructions on what technology is allowed, and when.
2. Remember, your goal is to learn English, not simply to pass a test.
3. Trust in yourself and your teacher – don't rely on cheating.
4. Students who are caught cheating can have their enrolments cancelled and University of Melbourne or other further studies institution may be notified

Attendance Policy

Your attendance is very important for your course progress, and we expect all students to attend all their classes.

If you have a student visa, it is a condition of your visa that you maintain an attendance of 80% or above. Attendance is monitored per Confirmation of Enrolment (CoE), which can either be:

- One course per CoE
- Multiple courses grouped together under one CoE

Hawthorn-Melbourne requires all student visa holders to maintain minimum attendance levels on all CoEs; otherwise, we may need to inform the Department of Home Affairs (DHA).

- You must attend at least 80% of your classes for that CoE. We record your attendance every hour.
- If you are absent from class for more than 15 minutes, you will be marked absent for that hour.
- You will not be excused for any reason.
- If you are sick, go to the doctor and ask for a medical certificate. Keep your medical certificates. Do not give them to your teacher. We may ask to see them later.
- You can check your attendance on Moodle.
- If your attendance falls under 90% for that CoE, we will send you ONE WARNING LETTER ONLY.

[You can read the full attendance policy here.](#)

How can you inform the school if you are absent?

- **Underage Students:** Please email Student Services StudentServices@hawthornenglish.vic.edu.au
- **Adult Students:** Adult students (over 18 years of age) are encouraged to notify their teacher each day they are absent by sending a message in their Moodle classroom.

Class times

Timetable		Course
All classes are face-to-face		
8.20am to 12.40pm (include a 20-minute break)	General English CRICOS code 112461F English for High School* English for Business UMELBP Preparation^ UMELBP^	
12.45pm to 5.05pm (include a 20-minute break)	English for Academic Purposes IELTS Preparation Intensive Academic Preparation UMELBP Preparation^ UMELBP^	
* EfHS students have a compulsory supervised study hour from 1:10pm to 2:10pm ^ An evening timetable may run at peak times Each class has a maximum of 18 students.		

Classroom Etiquette

- Arrive on time, and try to come to school everyday
- Only use mobile phones and other electronic devices appropriately and respectfully (e.g. no texting, calling, recording or taking photos without permission)
- Do not chew gum, eat, or drink in class (water is ok)
- **Speak English as much as you can – it is the reason you are here**
- Pay attention and support other students in their learning
- Be respectful towards students and staff and be tolerant of other cultures
- Take responsibility for your own learning
- Talk about any problems with your teachers
- Complete all class work and homework on time

Code of Conduct

Students are expected to behave appropriately at all times. Hawthorn-Melbourne may suspend or cancel your course if you:

- refuse to or prove unable to maintain approved care arrangements (only for students under 18 years of age);
- engage or threaten to engage in behaviour that is reasonably believed to endanger you or others within Hawthorn-Melbourne;
- are at risk of committing a criminal offence;
- behave in a way that is unacceptable, inside or outside the classroom, including breaches of academic integrity.

If your enrolment is suspended or cancelled by Hawthorn-Melbourne there will be no refund of any remaining fees.

The Code of Conduct establishes the standard of behaviour that is required of all students at Hawthorn-Melbourne. Students must:

1. Follow the rules of Hawthorn and act on reasonable directions from staff.
2. Not submit work as your own that has been unreasonably aided by technology or by another person.
3. Use all equipment correctly and safely.
4. Show respect for all people.

The following behaviour is not acceptable:

- a. Doing anything unlawful, violent or unsafe in or out of class / on and off campus.
- b. Bullying, hitting, harassment (including sexual harassment), abuse, stalking, being aggressive
- c. Damaging or stealing property
- d. Carrying or using drugs or alcohol
- e. Carrying or using weapons
- f. Smoking in non-smoking areas
- g. Spreading gossip, or rumours
- h. Displaying or forwarding pornography
- i. Misuse of mobile phone cameras, using the internet or email for pornography or violent purposes
- j. Posting inappropriate, offensive or misleading content online, including in online forums.
- k. Discrimination under Australian law on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity.

5. Relationships of a sexual or otherwise intimate nature between staff and students are not acceptable in any circumstances.

[Make sure to read the full Code of Conduct that is available here.](#)

Complaints And Appeals

Hawthorn-Melbourne has a process to address complaints and appeals, as detailed in the Complaints and Appeals Policy and Procedure. You can follow this process if You are not satisfied with:

- a decision by Hawthorn-Melbourne that affects You;
- a service (teaching or support);
- a facility at Hawthorn-Melbourne;
- a registered Hawthorn-Melbourne education agent or,
- any Hawthorn-Melbourne related parties providing a service.

Step 1: Informal Discussion

If You are not satisfied with one of the above, You can contact a Hawthorn-Melbourne staff member (in person or by email). Every effort will be made to assist You and resolve the situation. You can come with a support person (someone to help You) if necessary.

Step 2: (a) Internal Complaints

Complaints can be submitted as follows:

1. Fill out the [Complaints Form](#) available online or collect the form from Reception.
2. Submit the form in hard copy, or by email to ComplaintsandAppeals@hawthornenglish.vic.edu.au
3. A written outcome will be provided to You within 10 working days of Hawthorn-Melbourne receiving Your complaint and will include the reasons for the outcome.
4. If You are not satisfied with the outcome provided to you by Hawthorn-Melbourne, You can submit an Internal Appeal.

(b) Internal Appeals

You can appeal for reasons like dissatisfaction with a complaint outcome, course progress issues, attendance, fee payment, or behaviour. You have up to 20 working days to submit an internal appeal as follows:

1. Fill out the [Appeals form](#) available online or collect the form from Reception.
2. Submit the form in hard copy, or by email to ComplaintsandAppeals@hawthornenglish.vic.edu.au
3. A written outcome will be provided to You within 10 working days of Hawthorn-Melbourne receiving Your appeal and will include the reasons for the outcome.
4. If You make an Internal Appeal about a Hawthorn-Melbourne decision to report You for deferral, suspension or cancellation of enrolment, Hawthorn-Melbourne will not report You until the *Internal Appeal* is complete.
5. If You are not satisfied with the outcome provided to You by Hawthorn-Melbourne, You can submit an External Appeal to an independent body.

Step 3: External Appeal.

If You are not happy with the outcome of the Internal Appeal, You can make an *External Appeal*. For those on student visas, this is handled through the National Student Ombudsman and is free of charge <https://www.nso.gov.au/> or, You can call 1300 395 775. You should let Hawthorn-Melbourne know if You are choosing to submit an external appeal.

For matters of appeal that are unable to be assessed by the Overseas Students Ombudsman, Hawthorn-Melbourne agrees to advise You of an appropriate independent person or organisation to assist You in finding a resolution to Your complaint.

More information on Complaints and Appeals can be found at: [Hawthorn-Melbourne Complaints and Appeals Process for Overseas Students](#).

Contact Details

While You are in Australia and studying with Hawthorn-Melbourne You must provide Hawthorn-Melbourne with Your contact details, including:

- residential address, mobile number and email address,
- who to contact in emergency situations

You must also advise Hawthorn-Melbourne of any changes to those details, within 7 days of the change.

Speak with the staff at Reception to update your details.

Course Progress Policy

The Department of Home Affairs has the view that if an international student is on a student visa, they should be attending class, studying and passing subjects within the period of their study.

If you are identified as a 'failing student' -your scores are below the required pass mark (e.g. 45% on a course with a 50% pass mark), you will be placed on a Study Plan at the earliest opportunity, you will also be invited to discuss your situation with Academic Manager as per Monitoring Academic Progress, Academic Counselling and Intervention Policy and Procedure.

You can read the full [Monitoring Academic Progress, Academic Counselling and Intervention Policy](#).

Critical Incident Policy

Hawthorn-Melbourne is committed to the safety and health of all students and staff. To protect safety and health, Hawthorn-Melbourne has a **Critical Incident** (emergency) response policy. A critical incident is a **sudden, unexpected and traumatic event** that might cause injury, severe stress or distress, destruction, loss of property, death or interruption to our school's activities. Students can help to respond to a critical incident by immediately informing a teacher or other staff member if they see any danger or risk on campus or outside of the school.

Reporting Abuse

Psychological, sexual, and physical abuse is never acceptable and should be reported immediately. Students are assured that their complaints will be taken seriously, and assistance will be provided to ensure their ongoing safety and welfare.

All reports of alleged or actual abuse are referred to senior staff to be thoroughly and sensitively investigated. Students who experience any form of abuse including the threat of abuse are asked to inform one of the following staff members.

- Principal (03) 9815 4010
- Director of Studies (General Programs) (03) 9815 4082
- Director of Studies (Bridging Program) (03) 9815 4042
- Coordinator English for High School (03) 9815 4084
- Student Services Manager (03) 9815 4013
- Class teachers

You can read the full [Critical Incident Policy here](#).

Further Studies in Melbourne

Thinking about further studies? You can enter many tertiary institutions directly after successfully completing your studies at Hawthorn-Melbourne. Speak to us for advice about:

- Study options at universities and TAFES in Australia
- Placement and enrolment procedures at educational institutions
- Course planning to help you get there

For institutions that recognise our courses, visit: <https://www.hawthornenglish.edu.au/academic-pathways>

Hawthorn Activity Program (HAP)

A big part of your Melbourne experience is making friends living in a new country. The Hawthorn Activity Program (HAP) provides a range of activities and excursions to assist you with this.

Check out the HAP Calendar to see *what's* [#HappeningAtHawthorn](#)



I am worried about my academic progress, what can I do?

Talk to your teachers who will help you make an individual Study Plan that is focused on your learning needs.

Holiday Breaks

Refer to your Letter of Offer for a list of your pre-arranged holidays breaks. If you are unsure if you have a holiday break scheduled in your enrolment, email the Admissions team to check for you or visit Student Services to check.

Hawthorn-Melbourne students in General English or IELTS Preparation classes have flexibility to choose when they have holidays, Academic Courses (including EAP and IAP) have set start and finish dates. Students cannot have a holiday during an Academic Course. Please consider this if you plan to join an Academic Course (EAP and IAP classes).

If you wish to change or schedule a holiday break, go to the Reception Desk to make an appointment to meet with the Manager of Student Services.

Please note the following rules when requesting a holiday break:

- A Holiday Request Form must be submitted **at least two weeks before** the start of your preferred holiday dates.
- A holiday must be taken in full weeks, Monday to Friday.
- Your attendance must be over 80% at the time of application for a holiday.
- A holiday will not be granted during your last week of study.
- Weeks taken as holidays will be added to the end of your enrolment and must not exceed the expiry date of your visa.
- If you are on a pathway or holding a packaged student visa you may not be eligible to apply for a holiday.
- Maximum holiday break durations are outlined in the table below:

Total number of study weeks	Break weeks allowed
0-10 weeks in total	0 weeks
11-20 weeks in total	2 weeks
21-30 weeks in total	4 weeks
31-40 weeks in total	6 weeks
41+ weeks	8 weeks

myWorkshop and mySupport

For further academic support, a range of workshops on topics that support your language learning are available each week outside of your class hours. You can also sign up for individual support with an academic team member if you have a particular issue to address in your learning. Schedules are available when you log into Moodle.

Special Consideration Policy

Hawthorn-Melbourne is committed to helping students succeed in their English studies. If, during your studies, you experience circumstances beyond your control that significantly affects your academic performance, you can apply for special consideration.

Special Consideration is an adjustment made for a student who experiences sudden and/or unexpected circumstances that significantly affect their academic performance. The purpose is to minimise the disadvantage faced by the affected student and maximise their chances of achieving their academic goals.

Examples of where special consideration may be applied include illness, bereavement (death of a loved one), being witness to a traumatic event, violence or sudden hardship.

[Further information on Special Consideration and how to apply is available here.](#)

Supporting Students with Special Needs

Hawthorn-Melbourne is committed to helping students succeed in their English studies and adopts an inclusive approach to enrolling and accommodating students with special needs or who may require study adjustments to participate in their learning.

If you are a student with special needs who requires a reasonable adjustment to study at Hawthorn-Melbourne, you are encouraged to provide the details of your circumstances at the earliest opportunity.

Please note: There is no obligation for a student to disclose any Special Needs, however, failure to disclose any Specials Needs that pose an imminent risk to safety or affect their ability to meet the requirements of the course may result in the cancellation of a student's enrolment.

[Further information on our Policy and Procedures for Supporting Students with Special Needs is available here.](#)

Tuition Fees

Study aspects such as tuition fees and service fees can be found on our website:
<https://www.hawthornenglish.edu.au/apply/fees/> (Fees are subject to change).

Transfer Policy

If You transfer to a course at another education provider (excluding English language studies) and You have met the education provider's published IELTS, TOEFL or PTE score, or You have achieved a satisfactory level of English through [Hawthorn-Melbourne's agreed pathways](#), You may be eligible for a transfer of Your unspent pre-paid tuition fees, less an administration fee of 30 percent. The full details are outlined in the Conditions of Enrolment available in your Letter of Offer or [on our website](#).

If you meet the conditions and would like to apply for a Transfer to another Education provider, please make an appointment to discuss your situation further with the Director of Studies - General Programs or Manager Student Services.

Worried about your Exams?

It is normal to feel tense and worried before exams, but did you know that anxiety may help you stay alert and focused? Anxiety can be a good thing; however, the more you push yourself to study for an exam, the more difficult it becomes for you to have control over your level of anxiety. Too much anxiety depletes your energy, confuses your thinking and makes your study efforts unproductive. It is a good idea to develop and practice effective coping strategies ahead of time to avoid the negative outcomes of feeling stressed.

- **Share your feelings with others and seek their support** - get an IELTS study buddy.
- Organise your notes and exam materials and **prioritise what you need to work on**.
- **Ask your teacher for help and guidance** if you don't understand something or you are not sure about the best way to prepare for different sections of the IELTS exam. Speak with experienced students who have done an IELTS exam and seek their advice.
- **Seek additional tutoring** if you believe it may be of assistance to you.
- **Study effectively** in short bursts and in a clearly organised way.
- **Remember there are many pleasurable ways to improve your English skills** including talking to people, reading newspapers, books and magazines, watching television and seeing movies in English, listening to music and following the words of the songs, singing Karaoke but in English of course!

If you need additional support, please speak with your teacher or contact Student Services.



Note!

All policies and forms are available on our website at [hawthornenglish.edu.au/apply/policies-procedures](https://www.hawthornenglish.edu.au/apply/policies-procedures)

UNDER 18 STUDENTS

Young student care arrangements

If You are under 18 years of age, the parent or legal guardian named in the enrolment form must nominate, in writing, either:

- a suitable relative (agreed by Department of Home Affairs at the time of the visa application), living in the city in which You will be studying and who will be responsible for Your welfare whilst studying at Hawthorn-Melbourne; or
- request that Hawthorn-Melbourne make arrangements for Your care and welfare (including registering family friends as hosts).

For further information on approval of accommodation, support for Under 18 students and general welfare arrangements see

<https://www.hawthornenglish.edu.au/wp-content/uploads/Policy-Under18-Students.pdf>

Who to contact when you need help

Type of problem or question	Who to contact
Academic For example: your class, English level, studies, your attendance	Ask your teacher or a senior teacher
Administration or accommodation For example: your fees, course changes, transport, homestay problem	Speak to Student Services at Reception
To make a complaint	EfHS Coordinator, Director of Studies or Student Services Manager
You have an injury For example: a cut, burn or feeling sick	First Aid Officer – ask at Reception
Not feeling happy For example: feeling sad, homesick, missing your family, want someone to talk to about how you are feeling	EfHS Coordinator, Director of Studies or Student Services Manager
Any problem or emergency outside of the school For example: you are lost, can't find your house key, you don't feel safe, you are in trouble	Call your Carer or Homestay Family. You can also call 1800 Navitas student helpline (1800 628 4827) any time, any day (24/7) to speak a senior Hawthorn-Melbourne staff member
Who to contact in an emergency situation For a serious emergency, for example: traffic accident, attack, or serious health issue. For any other emergencies:	Call the police and ambulance number: 000 (triple zero) Contact the school Principal, Director of Studies or Student Services Manager
How to seek assistance and report any incident of sexual, physical, or other abuse	If you experience any sexual, physical or other abuse, please talk to your carer, the Principal or Student Services Managers as soon as you can. We will listen to you, talk to you and we can help you. Hawthorn-Melbourne takes these matters very seriously and has a duty of care for all students.

- You can contact a Hawthorn-Melbourne staff member from **8am to 5pm** at the Sydney school by calling +61 (03) 9815 4000
- Hawthorn-Melbourne also has a **24-hour student assistance helpline**: 1800 Navitas (1800 628 4827). Please give your full name, name of your school and explain your problem to the operator who will contact a Hawthorn-Melbourne staff member if urgent.
- **Please remember!** If any of your contact information changes (the phone number and email address for you, your parents, your carer or homestay family please let the student services team know what these changes are as soon as possible.

Person	Position title	Question or problem	During school hours 8am-5pm
Nick Kirk	Principal	Serious issue or incident	9815 4085
Robert Smeaton	Student Services Manager	Serious issue or incident, accommodation, student services	9815 4013
Rodney Louw	Director of Studies – General Programs	Any involving General Programs	9815 4022
Chris Anderson	EfHS Coordinator	Any involving English for High School	9815 4021
John Cooper	EfHS Support	Any involving English for High School	9815 4014

STAY SAFE IN MELBOURNE

Melbourne is a safe city to live, but like many large cities it is important to be aware of your surroundings.

Safety Tips

- **Stay Alert in Crowded Areas:** Melbourne's CBD and popular spots like Federation Square can get busy. Keep an eye on your belongings to avoid pickpocketing.
- **Use Public Transport Wisely:** Melbourne's trams and trains are safe, but be cautious late at night. Always check tram timetables and know your route.
- **Stay in Well-Lit Areas:** Avoid walking through dark or isolated areas, especially at night. Stick to main streets and well-populated areas.
- **Follow Road Rules:** Pedestrians should always use designated crossings and obey traffic lights. Cyclists should wear helmets and be mindful of trams.
- **Stay Weather-Prepared:** Melbourne's weather can change quickly. Carry a light jacket or umbrella to stay comfortable and avoid weather-related risks.
- **Emergency Contacts:** In case of emergency, dial 000 for police, fire, or medical assistance.

Scams

What is a scam?

A scam is a trick (a lie!) to make you give your money or personal information to a criminal (a scammer).

How do I know if it's a scam?

- the email, text or phone call you get is unexpected, not familiar
- there's a deadline or sense of urgency or importance
- there's a promise of financial benefit or a threat of fines, debts, or jail

You can report a scam to a government agency: <https://www.scamwatch.gov.au/report-a-scam>

Accommodation Scams

- Please be aware of web-based rental schemes
- NEVER pay money over the internet unless you are absolutely sure of who you are dealing with.
- Always go and see the accommodation!

Bond

You are usually requested to pay 2-4 weeks rent for the owner as a "safety contract". When you leave, you will get the money back.



SAFETY ON CAMPUS

Keeping our campus safe is really important for everyone's well-being. We can all contribute by being aware of our surroundings and knowing what to do in emergencies.



- Please be careful and considerate of other people when using the facilities, lifts and stairs. Do not run up or down the stairs at any time.
- Do not leave your bag or belongings unattended. Hawthorn-Melbourne takes no responsibility for loss or theft of personal belongings.
- Report suspicious activity by informing a teacher or staff member if you notice anything unusual or concerning.
- Familiarize yourself with Hawthorn-Melbourne emergency procedures.

Emergency Procedures

Evacuation

In an emergency, we may need to exit the building. You will hear alarm sounds:

When you hear "Beep...beep"

1. Secure confidential / valuable items.
2. Proceed to floor / area nominated assembly point.
3. Follow floor/ area Warden/s instructions.

When you hear "Whoop...Whoop"

1. Evacuate building via designated / nearest safe exit & proceed to the nominated assembly area.
2. Remain at assembly area, unless otherwise directed by floor / area warden or Fire Officer, until everyone is accounted for.

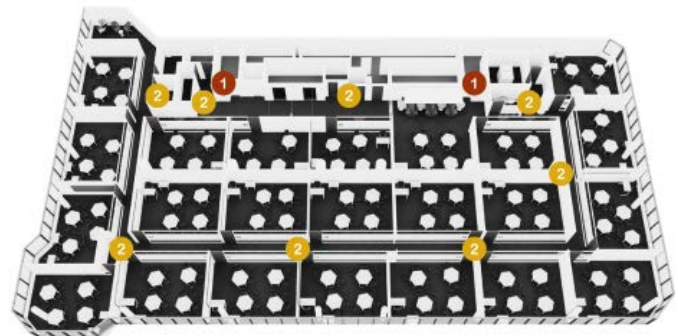
Fire

1. Assist any person who may be in immediate danger ONLY if it is safe to do so.
2. Close door/s behind you
3. Call Fire Brigade on 000
4. Attack fire if you have access to extinguisher and it is SAFE to do so
5. Evacuate building via designated/ nearest safe exit & proceed to the nominated assembly area.
6. Remain at assembly area, unless otherwise directed by floor / area warden or Fire Officer, until everyone is accounted for.

ASSEMBLY AREA
Grassed area in front of
The Royal Society of Victoria



□ Emergency Exits



Incident or Hazard Report

If you experience an injury or illness on campus, or if you see a safety hazard that can't be resolved, please report it using the following QR code.



MEDICAL SUPPORT

First Aid

First Aid assistance is available from:

Pamela Gong (Reception desk).

Note: we cannot provide you with medicine, headache pills or creams on campus.



If you feel sick:

- Tell your teacher and go home and rest.
- First Aid Officers can assist with simple first aid only – e.g. band aids and heat packs.
- If you need over-the-counter medicine, go to a chemist.
- If you are ill, make an appointment with a doctor.
- If it is an emergency, staff will assist by calling an ambulance, so you can be taken to hospital.

If you need a doctor or a dentist

In Australia, for most health and medical issues, you see your local general practitioner (GP) doctor. The doctor will then refer you to specialists if required.

- Look for a general practice medical centre near your home or contact a medical centre near school. See below for a list of local medical centres.
- If you are a Student Visa holder, you can go to the website for your Overseas Student Health Cover (OSHC) provider to find or book a doctor. Hawthorn-Melbourne uses Allianz Care OSHC: <https://www.allianzcare.com.au/en/student-visa-oshc.html>. Allianz Care OSHC also offers Telehealth telephone and video call GP appointments from your home.

Ask for an interpreter if you are not confident speaking English. Interpreters are free for medical appointments.

Ask the doctor for a medical certificate if you cannot come to school due to illness. Keep your medical certificates in case you need to show evidence of your illness.

Ask for a receipt if you need to claim medical expenses on your health insurance.

If you are seriously injured or ill, go to the Emergency Department at your nearest hospital. **For emergency help, telephone 000 for ambulance, police, and fire.**

Local Chemist

You can purchase over-the-counter medicines for headaches, pain relief, colds etc at a chemist, some are also available in supermarkets. The Chemist below is within a short walk from our campus.

Exhibition Pharmacy

[7/242 Exhibition Street](#)

Local Medical Centres

Melbourne City Medical Centre

[68 Lonsdale Street](#)

<https://www.melbournecitymedical.com.au/>

Collins Place Medical Centre

[3/71 Collins Street](#)

<https://www.cpmc.com.au/>



SERVICES FOR STUDENTS IN MELBOURNE

Key Positions and Contacts at Hawthorn-Melbourne

If you need have a question or problem during school hours, speak to the Student Services team at Reception or contact the relevant staff member below:



Person	Position title	Question or problem	During school hours 8am-5pm
Nick Kirk	Principal	Serious issue or incident	9815 4085
Anne Simons	Admissions Manager	Any involving Admissions	9815 4064
Alberto de Freitas	Manager Business Development	Any involving agents/marketing	8613 0638
Kylie Wills	Assistant Marketing Manager	Any involving agents/marketing	9815 4050
Robert Smeaton	Student Services Manager	Serious issue or incident, accommodation, student services	9815 4013
Tupur Chakrabarty	Director of Studies - UMELBP	Any involving UMELBP	9815 4082
Rodney Louw	Director of Studies – General Programs	Any involving General Programs	9815 4022
Chris Anderson	EfHS Coordinator	Any involving English for High School	9815 4021
John Cooper	EfHS Support	Any involving English for High School	9815 4014

24-Hour Telephone Assistance

In an emergency, always call triple zero (000). POLICE, FIRE, AMBULANCE

If you need help, outside of school hours, in the evenings and on weekends, can call 1800 NAVITAS (1800 628 4827). This service is available to students currently studying at Hawthorn-Melbourne.

Kids Helpline: Call 1800 551 800 for counselling service specifically for young people aged between 5 and 25.

City of Melbourne

The City of Melbourne provides a range of services, advice and support for international students. Join us for the My Melbourne program and get to know your city, make new friends and enjoy local attractions, exclusive events, festivals, behind-the-scenes tours, ticket giveaways and more.

More information: <https://www.melbourne.vic.gov.au/community/health-support-services/international-students/Pages/international-students.aspx>

Headspace

Online and telephone support and counselling for people aged 12 to 25 who are experiencing personal difficulties.

Visit: www.headspace.org.au

LGBTQIA+ Support

Rainbow Door is a free service connecting LGBTQIA+ to the services they need. You can call, text or email. Hawthorn-Melbourne is committed to creating a diverse and inclusive learning environment where everyone is welcome.

More information: <https://www.rainbowdoor.org.au>

Partners in Wellbeing: Free counselling services

If you are not coping or have been feeling distressed, anxious or sad over several weeks, free one-on-one support is available through Partners in Wellbeing service.

The free service offers support to help you improve your wellbeing, develop strategies to cope and provide emotional support when and as you need it.

Work out what is wrong together

Get things under control

Get on with life

Keep Connected

Call 1300 375 330 or More information here: <https://partnersinwellbeing.org.au/>

Study Melbourne Hub

A space to study - free wifi - learn more about Melbourne - make new friends - meet industry experts - learn job skills - professional development - get legal, financial, psychological and accommodation advice!

The Hub is open 9pm to 5pm, Monday to Friday

17 Hardware Lane, Melbourne

More information: <https://studymelbourne.vic.gov.au/our-study-hubs/study-melbourne-hub-victoria>

The Couch International Student Centre

The Couch is dedicated to providing international students with a safe place to make friends, learn new skills, have fun, access free cooked meals, give back through volunteering, and connect with the local community through events and activities.

The Couch is open 6pm to 8.30pm, Monday to Thursday

69 Bourke St, Melbourne

More information: <https://www.facebook.com/thecouch614>



TIPS FOR LEARNING ENGLISH

How can you learn English outside the classroom? Visit some of our Teacher Recommended websites below!



Speaking and Pronunciation

- [BBC learning English– Pronunciation](#) - Video guides to on pronunciation workshops
- [Shiporsheep.com](#) - Minimal pairs pronunciation practice
- [BBC learning English– The English we speak](#) - Videos covering new words and phrases with pronunciation

Grammar

- [Perfect English Grammar](#) - Explanations and exercises
- [English Page](#) - Grammar and vocabulary exercises and weekly lessons
- [British Council Learn English](#) - Grammar, vocabulary videos and more!
- [English File Student’s site—OUP ELT](#) - Grammar and vocabulary activities connected to your books

Listening

- [lyricstraining.com](#) - learning English through your favourite songs
- [esl-lab](#) - listening quizzes at various levels with vocabulary exercises
- [BBC lingoHack](#) - New stories with scripts and vocabulary exercises
- [BTN \(Behind the News\)](#) - Australian news stories with scripts to help you understand
- [News in easy English](#) - Read and listen to news stories

Vocabulary

- [British Council learn English](#) - Vocabulary, grammar videos and more!
- [Learning Chocolate](#) - Building Basic Vocabulary with games
- [Quizlet– ESL vocabulary](#) - Search for different quizzes and vocabulary

Reading

- [Breaking news English](#) - Thousands of news stories with vocabulary exercises
- [News in Levels](#) - Read and listen to news stories at different English levels
- [ESL Lounge Reading](#) - Stories at different levels with reading exercises
- [Dreamreader](#) - A variety of different readings with quizzes

Clarity English

Log into Moodle to access even more useful resources through the Clarity English links.

Teacher Tip!

I believe the best way to improve is by immersing oneself in the language as much as possible. Ideally, it would be great to find an activity or hobby that one is genuinely interested in, and read/watch/listen as much as possible about it in English; not for the sake of 'studying', but purely out of interest. I call this 'studying without studying'.

Andrew



WORKING IN MELBOURNE



Job Search support

If you are thinking of doing a part time job while you are in Melbourne, Jobs Victoria is a great place to start. With dedicated support for international students looking for work, the Jobs Victoria team can provide information, advice and support in person, online, and on the phone.

More information about Jobs Victoria is available here: <https://jobs.vic.gov.au/help-for-jobseekers/personalised-support/support-for-international-students>

Tax File Number (TFN) Information

A tax file number (TFN) is an important part of your tax and super records. It is free to apply for a TFN. Without a TFN you pay more tax. You also won't be able to apply for government benefits, lodge your tax return electronically or get an Australian business number (ABN).

If you need to apply for a Tax File number, please contact the Australian Taxation Office (ATO) : www.ato.gov.au

Student Visa Holders

Student visa holders can work up 48 hours a fortnight (a fortnight = 2 weeks) when their course has started.

If you would like further information about your visa conditions, including permission to work, please contact the Department of Immigration on 131 881. Website: <https://immi.homeaffairs.gov.au/help-support/contact-us>

Your work rights

The Fair Work Ombudsman provides information and advice about your workplace rights and obligations. You can remain anonymous and Translators are available.

For more information see: www.fairwork.gov.au

Study Melbourne can provide you with free and confidential guidance on any concern or issue relating to employment.

<https://studymelbourne.vic.gov.au/living-here/help-in-tough-times/get-legal-advice/free-employment-and-accommodation-legal-advice>

Legal Services

While your time in Melbourne will be filled with new people and new experiences, there may be times when you find yourself in need of legal support or guidance. Whether you need help recovering unpaid wages from your employer, or your landlord has changed your property agreement, there's plenty of help available.

<https://studymelbourne.vic.gov.au/living-here/help-in-tough-times/get-legal-advice>

Get free legal support

If you're looking for legal support and assistance, the Study Melbourne can provide you with free and confidential guidance on any concern or issue relating to accommodation or employment. [Get free legal advice](#)

EMERGENCY AND HEALTH SERVICES

	TELEPHONE	WEBSITE
Emergency Services		
Police, Ambulance, Fire	000	
State Emergency Service	132 500	
National Security Hotline	1800 123 400	Australian National Security
Hospitals & Medical		
Local hospitals	The Alfred Hospital - 9076 2000	
	Royal Melbourne Hospital - 9342 7000	
	St. Vincent's Hospital - 9231 2211	
Nurse-On-Call Provides immediate expert health information 24/7	1300 60 60 24	http://www.healthdirect.gov.au/
Allianz medical insurance for overseas students	1800 651 349	http://www.oshcallianzassistance.com.au/
Counselling Services		
Lifeline	Call 13 11 14 or text 0477 13 11 14	Lifeline Australia – 13 11 14 – Crisis Support. Suicide Prevention.
Beyond Blue	Call 1300 22 4636	Beyond Blue 24/7 Support for Anxiety, Depression and Suicide Prevention – Beyond Blue
Kids helpline Includes services for 5 to 17-year-olds plus young adults 18 to 25-year-olds	Call 1800 55 1800	Kids Helpline Phone Counselling Service 1800 55 1800
MensLine Australia	1300 78 99 78	
Griefline	1300 845 745	https://griefline.org.au/
SuicideLine Victoria	1300 651 251	suicideline.org.au
Sexual Assault Crisis Line Victoria	1800 806 292	http://sacl.com.au
Community Bodies		
Australian Red Cross	1800 733 276	http://www.redcross.org.au/
Salvation Army	13 72 58	http://www.salvos.org.au/
Specialist Services		
Victims of Crime Helpline	1800 819 817	http://victimsofcrime.vic.gov.au
Funeral Advice	1300 363 350	http://www.funeraladvice.com.au/
Road Trauma Support	1300 367 797	Amber Community Road incident support and education
Study Melbourne Hub	1800 056 449	
VITS – interpreting services	9280 1900	
Accommodation Services		
Australian Homestay Network (AHN)	1300 69 7829	www.homestaynetwork.org
Student Accommodation Services (SAS)	9485 1900	www.student-accommodation.com.au

NOTES

Hawthorn-Melbourne

Level 1, 333 Exhibition Street
Melbourne VIC 3000 Australia

E enquiries@hawthornenglish.vic.edu.au
T +61 3 9815 4000

  @hawthornmelbourne

The information in this guide is correct at September 2024. Hawthorn-Melbourne reserves the right to alter any matter described in this guide without notice.
Hawthorn Learning Pty Ltd, ABN 50 124 208 171, CRICOS provider code: 02931G