

STUDENT BROCHURE



*The Smart Step
to the New World*

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ABOUT MELBOURNE



✓ BEST IN THE WORLD FOR "STUDENT MIX"

Melbourne was identified as the best city in the world for 'student mix', measuring the number of international students in a city, their diversity, and how well they're accepted and included. More than 200,000 international students from 170 countries call Melbourne home, and are welcomed into our diverse and tolerant local community through a wealth of events and programs.

✓ HOME TO UNBEATABLE LIFESTYLE

Known as Australia's cultural capital, Melbourne is home to exciting food and nightlife, beautiful beaches and a year-round calendar of major sporting and cultural events. With all of that, it's no wonder Melbourne has been named Australia's most liveable city and the 10th in the world in the Global Liveability Index 2022. On top of everything this vibrant city has to offer, international students can enjoy Study Melbourne's own events and initiatives to help them make the most of their time in Victoria.

✓ PLENTY OF EMPLOYMENT OPPORTUNITIES

Employability is always a key concern for international students, and Melbourne's rank as the 10th best city in the world for 'employer activity' makes it an even more attractive destination. Students looking to work while they study are afforded a generous 40 hours of work per fortnight during semester, and have a wealth of part time and casual work opportunities available to them. While they're here, international students can also enjoy the benefits of Study Melbourne's LIVE program, designed to give students the opportunities and skills to leave Melbourne as highly employable graduates.

**RANKED 5th
WORLD'S BEST
STUDENT CITY**

QS Best Student Cities Rankings



in the world for Student Mix
with a score of 98.9

**AUSTRALIA'S
MOST
LIVEABLE CITY**

Global Liveability Index 2022

**CHOOSE
MELBOURNE**

WELCOME!

WHY CHOOSE SMART ENGLISH?



Communicative Learning

20 hours of regular face-to-face class. SMART English will release a learning schedule every 10 weeks

Dynamic Learning

Eg. Monthly class competition, Job club, Language exchange, Melbourne walking tour.

Academic Support

After the first week of school, the teacher will conduct a 15-minute assessment session with the student to give them an individual study plan. PSP will focus on the students' weaknesses to help them achieve their goals more quickly.

Continuous Short Course

Extra 10 hours of academic activities. Our academic activities are designed as short courses for students who want to practice and get better at a specific skill.

WHERE WE ARE

We are strategically located in the heart of Melbourne CBD, with Flagstaff Station at just 5 minutes' walk and Southern Cross Station one block away from our campus. If you want to catch a tram, we are in the Free Tram Zone, so no ticket is needed to travel in the CBD. After class, you can spend some time at the majestic State Library, visit the Immigration Museum, the Melbourne Zoo, the Royal Botanic Gardens, or a common place to study for the students of Melbourne's universities.



FACILITIES



Free WiFi



Computer Lab



Student Lounge



Spacious Classrooms



Kitchen & Dining Area



Food Vending Machine



Multi-Charging Station



WHO WE ARE

Our team consists of passionate and professional people who have been in the Australian Education industry for many years, in different roles and therefore fully understand what students need academically and on a personal level. So, we are here to offer students a high-quality teaching and an unforgettable learning experience.

WHAT WE DO

We want our students to have the best learning experience, so our classes are student-centred, and their needs are our focus. Our teaching staff is multi-qualified and has taught English around the world. We deliver a wide range of English courses, including Study Tours and give reliable and professional student support services.



GENERAL ENGLISH

CRICOS 097448K

General English will help you develop the English language skills for everyday use, like speaking, listening, reading, writing, vocabulary, idioms, grammar, pronunciation and urgency. You'll progress through the levels based on academic achievement which will be constantly monitored.

SMART English Melbourne strongly encourages you to review the key language taught in class and ask teachers for help at any time. Our General English course does not have a minimum language entry requirement. In fact, we welcome everyone to make the best of their time throughout this incredible journey.

GENERAL ENGLISH

CRICOS 097448K

COURSE OVERVIEW

- ✓ **Level:** Elementary to Advanced (5 levels)
- ✓ **Class Hours:** 20 contact hours
- ✓ **Duration:** 2-52 weeks (10 weeks per level)
- ✓ **Class Size:** Maximum 18 students
- ✓ **Mode of Study:** Face to face
- ✓ **Intake Day:** Every Monday
- ✓ **Entry Requirement:**
 - Completion of Year 10 or equivalent.
 - No academic requirement is needed. Students will take an English placement test to determine their entry level.

ASSESSMENTS

Weekly tests and structured teacher's feedback based on academic scores and in-class assessment.

END OF THE COURSE

- End-of-course report
- Certificate of completion or participation based on attendance and assessment scores.

In our General English, we...

- ✓ Use a communicative approach
- ✓ Use authentic material
- ✓ Show a variety of accents
- ✓ Encourage class culture
- ✓ Supplement from challenging teaching resources
- ✓ Encourage flipped classrooms

COURSE OUTCOMES

- ★ Confidence
- 💬 Fluency
- 🗣️ Pronunciation
- ✍️ Writing
- 🎧 Listening
- 📖 Reading
- ♥️ Everyday Language Use





IELTS PREPARATION

CRICOS 109128A

IELTS is the world's leading English language proficiency test. International students may be required to achieve an IELTS score for university or immigration purposes in Australia. Our IELTS Preparation course will prepare you to get your target IELTS score through valuable information, strategies, tips, and practice.

The course will mainly focus on the four macro skills: speaking, reading, writing and listening. Pronunciation, grammar, fluency, confidence, and vocabulary will also be developed.

IELTS PREPARATION

CRICOS 109128A

COURSE OVERVIEW

- ✓ **Level:** Intermediate to Advanced
- ✓ **Class Hours:** 20 contact hours
- ✓ **Duration:** 12 weeks per level
- ✓ **Class Size:** Maximum 18 students
- ✓ **Mode of Study:** Face to face
- ✓ **Intake Day:** Every Monday

- ✓ **Entry requirement:**
 - Minimum IELTS score of 5.0 or equivalent.
 - Completion of Year 10 or equivalent.

ASSESSMENTS

Weekly tests and structured teacher's feedback based on academic scores and in-class assessment.

END OF THE COURSE

- End-of-course report
- Certificate of participation based on attendance and assessment scores.

In our IELTS Preparation class, we...

- ✓ Work with expert IELTS teachers
- ✓ Give tips and tricks
- ✓ Show a variety of accents
- ✓ Encourage class culture
- ✓ Recreate real exam conditions
- ✓ Encourage self-assessment

COURSE OUTCOMES

-  Brainstorm Ideas
-  Listening Strategies
-  Pronunciation
-  Confidence in Speaking
-  Grammar Accuracy
-  Time Management
-  Skimming & Scanning Strategies





ENGLISH FOR ACADEMIC PURPOSES (EAP 1 & EAP 2)

CRICOS 03560K

EAP 1 & EAP 2 aim to assist students of Upper Intermediate to Advanced levels who want to enter higher education such as TAFE, undergraduate or postgraduate courses. These are 10 week courses, for a total duration of 20 weeks if taken together, based on 20 contact hours (in class) and 5 hours of self-study so that learners can develop autonomy and seek academic support if needed.

EAP 1 & EAP 2

CRICOS 03560K

COURSE OVERVIEW

- ✓ **Level:** Upper-Intermediate to Advanced
- ✓ **Class Hours:** 20 contact hours
- ✓ **Duration:** EAP1(10weeks), EAP2(10weeks)
- ✓ **Class Size:** Maximum 18 students
- ✓ **Mode of Study:** Face to face
- ✓ **Intake Day:** Every Monday
- ✓ **Entry requirement:**
 - Completion of Year 10 or equivalent
 - EAP 1: minimum IELTS score of 5.0 or equivalent
 - EAP 2: minimum IELTS score of 5.5 or equivalent

ASSESSMENTS

In-class assessments include written assignments, projects, tests, presentations and case studies. Structured teacher's feedback based on academic scores and in-class assessment.








In our EAP class, we...

- ✓ Focus on academic writing
- ✓ Develop oral skills (e.g. academic presentations)
- ✓ Up to 25 hours study
- ✓ Develop critical thinking

END OF THE COURSE

- A. The exit level of EAP1 is equivalent to the completion of Advanced or IELTS 5.5
- B. The exit level of EAP2 is equivalent to the completion of Advanced+ level or IELTS 6.0
- C. End -of-course report
- D. Certificate of completion or participation based on attendance and assessment scores.

COURSE OUTCOMES

-  Note-taking
-  Essay Writing
-  Academic Vocabulary
-  Academic Listening
-  Independent Learning
-  Complex Grammar Structure
-  Learn APA Style Referencing





CAMBRIDGE COURSES

FCE CRICOS 109124E

CAE NOT AVAILABLE FOR INTERNATIONAL

The Cambridge First Certificate in English course is an upper intermediate level(B2) course that will challenge students and will enrich their English skills with regular and continuous tests. FCE is an intensive language course that can be used by dedicated students to refine their language awareness and reach a high level of English competency. This course is suitable for students who want to obtain a worldwide English language qualification widely accepted by educational and business enterprises or for those who are looking to take the Cambridge B2 First Exam Preparation.

Cambridge Advanced English(C1) is a high level qualification that has recently been accepted by the Australian Government for immigration purposes. The CAE course aims to prepare students to obtain one of the most prestigious qualifications, widely appreciated by employers and universities around the world. CAE can also be offered to dedicated students who want to study an intensive, in-depth course to enrich their English language skills.

FCE

CRICOS 109124E

CAE

NOT AVAILABLE FOR INTERNATIONAL STUDENTS

COURSE OVERVIEW

- ✓ **Level:** FCE/CAE
- ✓ **Class Hours:** 20 contact hours
- ✓ **Duration:** 10-12 weeks
- ✓ **Class Size:** Maximum 18 students
- ✓ **Mode of Study:** Face to face
- ✓ **Intake Day:** TBA
- ✓ **Entry requirement:**
 - Completion of Year 10 or equivalent
 - FCE: minimum IELTS score of 5.5 or equivalent
 - CAE: minimum IELTS score of 6.0 or equivalent

ASSESSMENTS

Weekly tests and structured teacher's feedback based on academic scores and in-class assessment.

END OF THE COURSE

- End-of-course report
- Certificate of participation based on attendance and assessment scores.






In our CAE class, we...

- ✓ Develop high-level communication
- ✓ Teach academic language in view of further studies
- ✓ Encourage students to confidently perform relevant speaking tasks
- ✓ Teach how to react responsively in a different cultural and social environment.
- ✓ Develop a high level of fluency

In our FCE class, we...

- ✓ Deliver regular practice tests
- ✓ Develop academic writing
- ✓ Include formal/informal language
- ✓ Supplement from reliable teaching resources
- ✓ Recreate exam conditions
- ✓ Develop critical thinking

COURSE OUTCOMES

-  Speak Fluently
-  Complex Writing
-  Complex Vocabulary
-  Respond to Exam Tasks
-  Skimming & Scanning Strategies



OUR TIMETABLE

CLASS TIME

SESSION

DAYTIME CLASS (MORNING + AFTERNOON CLASS)

8:30 - 10:30

1st Session

10:30 - 10:45

Break Time (15 min)

10:45 - 12:45

2nd Session

AFTERNOON CLASS

12:55 - 14:55

1st Session

14:55 - 15:05

Break Time (10 min)

15:05 - 17:05

2nd Session

EVENING CLASS

17:15 - 19:15

1st Session

19:15 - 19:30

Break Time (15 min)

19:30 - 21:30

2nd Session

SHORT COURSES

13:30 - 14:20

Short Course 1

14:30 - 15:20

Short Course 2

COURSE ARTICULATION AND EQUIVALENCE

IELTS BAND	-	4.5	5.0	5.5	6.0
PTE ACADEMIC	26 - 35	36 ~ 45	46 ~ 55	56 ~ 65	66 ~ 70
Recommended weeks of study	-	10 ~ 20 weeks	20 ~ 30 weeks	30 ~ 40 weeks	40 ~ 50 weeks
GENERAL ENGLISH	ELEMENTARY Entry requirement: No academic requirement is needed.	PRE-INTERMEDIATE Entry level: IELTS score 4.0 or equivalent or successful completion of Elementary Level	INTERMEDIATE Entry level: IELTS score 4.5 or equivalent or successful completion of Pre-intermediate Level	UPPER-INTERMEDIATE Entry level: IELTS score 5.0 or equivalent or successful completion of Intermediate Level	ADVANCED Entry requirement: IELTS score 5.5 or equivalent or successful completion of Upper-intermediate Level
IELTS Preparation				IELTS Preparation Entry level: IELTS score 5.0 or equivalent or successful completion of Intermediate Level	
PTE Academic				PTE Academic Entry level: IELTS score 5.0 or equivalent or successful completion of Intermediate Level	
Cambridge Exams Preparation (FCE/CAE)				FCE Entry level: IELTS score 5.5 or equivalent or successful completion of Upper-intermediate Level	CAE Entry level: IELTS score 6.0 or equivalent or successful completion of Advanced Level
English for Academic Purposes (EAP)				EAP 1 Entry level: IELTS score 5.0 or equivalent or successful completion of Upper-intermediate Level	EAP 2 Entry level: IELTS score 5.5 or equivalent or successful completion of Advanced Level

ACADEMIC STUDENT SUPPORT

At SMART English Melbourne

we really care about our students' academic progress. We believe that it is important for them to receive constant feedback from their teachers on their performances in class, homework and their everyday practice.



SHORT COURSES

As part of our academic activities, we offer you the opportunity to develop some specific skills during your course with us. After the standard 20 hours a week, we regularly present a range of short courses focused on language for specific purposes.

PERSONALISED STUDY PLAN

After your first week of school, your teacher will have a 15-minute assessment session with you to give you a personalised study plan. This PSP will focus on your weaknesses and on what to do to achieve your language goals more quickly.

END COURSE: STUDENT LEARNING REPORT

You will receive a mid-course report to assess your academic progress during your course and an end-ofcourse report at the end of your studies. You'll easily see your progress from when you started studying with us!

Short Courses Highlights

- Small classes to help you improve
- Ranging from business to exam preparation
- Every day from 1:30 - 2:20pm and 2:30 - 3:20pm
- Free of charge for our students

ATTENDANCE MONITORING PROGRESS

Student Attendance Status	SMART English Melbourne Action
<p>Any student who has missed 5 consecutive days of classes without prior approval</p>	<p>The student will be immediately contacted by phone / email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. If contact by phone is not successful, the Academic Manager is to be informed and shall attempt to identify the student's current contact details. Where the student is not able to be contacted by phone/email, a 'Student Attendance 1st Warning Letter' is to be sent to the email address on file and to their phone number via SMS.</p> <p>It must be noted that students have been informed via the 'Enrolment Agreement' to notify SMART English Melbourne immediately of changing their address or contact details. If a student does not comply and does not attend classes after being contacted, the Academic Manager is to be notified and the student's location is to be identified or student enrolment status updated as required.</p>
<p>When a student's projected attendance falls below 90%</p>	<p>The student is to be sent a 'Student Attendance 1st Warning Letter' via email and via SMS informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter is to also contain the consequences of not achieving a projected attendance of 80%.</p>
<p>When a student's projected attendance falls below 85%</p>	<p>When a student's projected attendance is below 85% the student shall be sent a 'Student Attendance 2nd Warning Letter' via email and via SMS. This communication will indicate the student is required to organise an appointment with the Academic Manager to discuss their poor attendance record and strategies to ensure they stay above 80% for course duration (total scheduled contact hours). If the student does not respond within 5 business days, the student administration officer will attempt to contact the student and action the student enrolment status as required.</p>
<p>When a student's projected attendance falls below 80%</p>	<p>The student shall be sent a 'Student Attendance Breach Recorded Letter' via email and via SMS indicating the student has breached the attendance requirements. This letter will also identify the student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study. They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' and that they have 20 business days to access this process. If the student does not access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS. The student is also to be sent a 'Student Attendance Breach Reported Letter' notifying the student of the action taken.</p>
<p>Reporting 'Breach of Student Attendance'</p>	<p>As identified above, when a student falls below a projected attendance of 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition.</p> <p>This process of reporting breaches into PRISMS is the responsibility of the Academic Manager who will, in conjunction with the Student Administration Officer, monitor the recorded breach and report the breach as required.</p> <p>A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file and recorded on the Student Data Management System.</p>

STUDENT SERVICES



SMART English Melbourne staff members are available to assist students with personal issues and will do their best to help students make friends through fun social activities, tours and excursions to visit the best sights Melbourne has to offer. Give us feedback on how we can improve our student services at SMART English Melbourne tell us what you would like to do and we will make it happen!

Working Rights

If you are an international student (Student visa), make sure that you understand the conditions of your visa. Remember:

- 1) You can only start working once you have started your course in Australia.
- 2) Once your course has started, you are permitted to work a strict number of hours per fortnight and unlimited hours when you are on holiday from school.

Job Board

Job Board is a useful guide offered by SMART English to assist you find work in Melbourne. This includes basic prerequisites as well as "did you know" information for you!

With the assistance of your classes, you will undoubtedly acquire confidence in implementing all you have learnt in the classroom to the workplace.

Social Activities

We offer you support before you leave your home country and throughout your stay in Australia. We are available to assist you with academic and personal issues and will do our best to help you make friends with social fun activities, tours and excursions around Melbourne. Give us feedback on how we can improve our student services and we will make it happen!

Social Activity Calendar

At SMART English Melbourne, we make certain that your learning experience is fun and interesting. That is why we provide a calendar of activities to which you may participate!

This will certainly help you apply what you learnt in class and create memories with new friends!

STUDENT ACCOMMODATION



STUDENT STUDIO

LOCATION

Together Co Living
205 Bell Street, Preston, VIC 3072

TRANSPORTATION

Bus/Tram, or Train

TRAVEL TIME FROM SMART ENGLISH

Tram or Bus - About 35mins
Train - About 25mins

WEBSITE

<https://togethercoliving.com>



HOMESTAY

LOCATION

All homestays are located in Zone 1
and 2

TRANSPORTATION

Bus/Tram, Train, or walking

TRAVEL TIME FROM SMART ENGLISH

Average 30mins - 1 hour



AIRPORT PICK UP

We can arrange an airport pickup service upon request to transfer you from the airport to your homestay or student accommodation.

Book it when you apply for your English course! We will simply need your arrival date and your flight details.

INTERNSHIP PROGRAMS



WHAT ARE INTERNSHIP PROGRAMS?

Our Internship Programs are a great chance for students who would like to gain some work experience in Australia. Through our Internship Programs, you'll develop practical knowledge and skills on the field, meet people and network with prospective employers while increasing your professional experience. Remember, socialising with Australians will help your English improve quickly. Depending on your English entry level, choose our combined package of 4 weeks + internship or 8 weeks + internship or 12 weeks + internship. If your level is lower than Intermediate, you'll study with us first and then do the internship. We will make sure that you'll feel comfortable working in Australia!

DO YOU WANT TO STUDY ENGLISH AND WORK IN AUSTRALIA?

HOTEL INTERN PROGRAM

Hotel Internship Program

- Internship in hospitality and hotels around Australia
- Up to 6 months
- Eligible for Working Holiday Visa holders
- Minimum English level required IELTS 5.0 or equivalent
- Paid internship according to Australian laws

PROFESSIONAL INTERN PROGRAM

Professional Internship Program

- Internship in Australian companies
- Up to 3 months
- Eligible for Student Visa holders
- Minimum English level required IELTS 5.0 or equivalent
- Learn skills on the job

AU PAIR DEMI PAIR PROGRAM

Aupair / Demi Pair Program

- Experience Australian culture
- Improve quickly
- Eligible for Working Holiday Visa holders
- No rent to worry about

OUR POLICIES

01 REFUNDS

SMART English Melbourne Refund policy is compliant with the principles defined in the ESOS (Education Services for Overseas Students) Act 2000. These guidelines apply equally to all new and re-enrolling students unless otherwise stated. Refund of fees will be granted in accordance with the refund policy below.

02 FULL REFUND OF COURSE FEES

SMART English Melbourne will approve a full refund of course fees paid in advance if:

- A. The application for a student visa is unsuccessful (SMART English Melbourne reserves the right to retain the Administration Fee \$200.00). Fees paid in advance will be refunded within 14 days.
- B. SMART English Melbourne does not commence a course on the starting date outlined in the Letter of Offer or discontinues the delivery of a course before it is completed. Full refund will be made within 14 days of the specified date or from the date the course is discontinued in accordance with the refund guidelines of ESOS Act.

03 PARTIAL REFUND

SMART English Melbourne will provide a partial refund of course fees paid in advance if:

- A. The student formally withdraws (in writing) from a course more than six (6) weeks before the course commencement date. Full course fees paid for the term will be refunded to the student, less \$200.00 Enrolment Fee.
- B. The student formally withdraws (in writing) from a course between two (2) and six (6) weeks before the course commencement date. 70% of course fees will be refunded, less \$200.00 Enrolment Fee.
- C. The student formally withdraws (in writing) from a course less than two (2) weeks before the course commencement date. 25% of tuition fees will be refunded, less \$200.00 Enrolment Fee.
- D. Partial refund after commencement at SMART English Melbourne MAY be given upon discussion of extenuating circumstance with the CEO or approved representative.

04 NO FEE REFUND

SMART English Melbourne will not refund any fees if:

- A. The student withdraws from the course during a study period or after the course commencement date.
- B. The student is not granted the extension of the student visa and the course has commenced. Students are recommended not to enrol if they believe their visa may not be extended.
- C. The student applies and is granted approval by SMART English Melbourne to transfer to another registered provider before completing six (6) months study of the principal course.
- D. SMART English Melbourne terminates the student's enrolment as a result of misbehavior, failure to comply with SMART English Melbourne policies, breach of student visa conditions or unsatisfactory course progress or attendance.

05 REQUEST FOR REFUND

Students who wish to apply for a Refund of course fees in accordance to the Refund Policy are required to complete the Refund Form available at reception or online.

06 COURSE DELIVERY CONTINUANCE

SMART English Melbourne guarantees to complete the course delivery and assessment once the student has commenced study in their chosen course. In the unlikely event that SMART English Melbourne is unable to commence a course on the starting date outlined in the Letter of Offer and Acceptance Agreement or discontinues the delivery of a course before it is completed, the student will be offered a refund of all the paid tuition fee that has not been spent minus a \$200 Enrolment Fee. The refund will be paid to the student within 14 days of the default date.

Alternatively, the student may be offered enrolment in an alternative course by SMART English Melbourne at no extra cost to the student. The student has the right to choose whether the student would prefer a full refund of paid tuition fee that has not been spent, or to accept a place in another course. If the student chooses placement in another course, we will ask the student to sign a document to indicate that the student accepts the placement. If SMART English Melbourne is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will assist the student in finding an alternative course or to get a refund of the student's unspent tuition fees if a suitable alternative is not found.

07 CANCELLATION

For any cancellation following a deferment, SMART English Melbourne will consider the original course start date to apply the refund policy.

08 PAYMENT OF REFUND

Eligibility for a refund will be assessed and if approved the refund will be remitted to the nominated bank accounts of the student or the nominated bank account of the student's immediate family member(s) that has been authorised by the student to be able to receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

SMART English Melbourne will provide the student with a statement detailing the calculation of the refund. The refund will be processed within 14 days from the date the student's refund application received by SMART English Melbourne.

09 PAYMENT PLAN REFUND ARRANGEMENT

If a student wishes to withdraw after course commencements, 25% of any remaining tuition fees must be paid, unless otherwise arranged with the management team.

10 APPROVALS

All refunds must be assessed and approved by the Finance Manager. Special circumstances to the above-mentioned cases may only occur at the discretion of SMART English Melbourne's CEO or approved representative or when there is ground for any other extenuating or compassionate circumstances.

SCAN TO ACCESS
REFUND FORM





FB: Smart English | IG: @smart_english_melbourne
info@sem.edu.au | www.sem.edu.au | (+61) 3 7002 1544
Level 2, 310 King Street, Melbourne VIC 3000, Australia