



AUSTRALIAN INSTITUTE
of LANGUAGE

STUDENT HANDBOOK

—
2025



WELCOME MESSAGE



Eric Zhang
CEO

Dear Students,

Welcome to ALL! We are committed to providing high-quality education and training to support your academic and career aspirations. Our goal is to create a dynamic and inclusive learning environment that equips you with the skills and knowledge needed for future success.

This handbook provides essential information about ALL, including course details, policies, and student support services. Please take the time to read through it carefully, and reach out if you have any questions.

We look forward to supporting you on your educational journey!



Congratulations on embarking on your educational journey with us. We appreciate the trust you have placed in us and are committed to providing you with the best possible support and resources to help you succeed.



PUBLIC HOLIDAYS

Public holidays in Victoria for 2025

Holiday	Date in 2025
New Year's Day	Wednesday 1 January
Australia Day	Monday 27 January*
Labour Day	Monday 10 March
Good Friday	Friday 18 April
Saturday before Easter Sunday	Saturday 19 April
Easter Sunday	Sunday 20 April
Easter Monday	Monday 21 April
ANZAC Day	Friday 25 April
King's Birthday	Monday 9 June
Friday before the AFL Grand Final	Subject to AFL schedule**
Melbourne Cup	Tuesday 4 November***
Christmas Day	Thursday 25 December
Boxing Day	Friday 26 December

* As Australia Day falls on a Sunday, the public holiday is on the following Monday.

** Friday before AFL Grand Final typically falls on the last Friday in September.

*** Melbourne Cup Day is a public holiday across all of Victoria unless alternate local holiday has been arranged by a non-metro council.



ABOUT AIL

AIL is a leading CRICOS-registered provider, offering a range of English language and vocational courses tailored to help students achieve their academic and career goals. We are dedicated to delivering high-quality education and fostering a supportive learning environment.

Our Mission

To empower students through world-class training and student-focused learning experiences that equip them with skills for academic, professional, and personal growth.

Our Objectives

- **People:** We strive to attract, recruit and retain talented, competent and committed trainers and assessors. We promote excellent performance through leadership and ongoing targeted professional development.
 - **Safety and Equality:** We are committed to providing an environment which is safe, equitable, and promotes a confident and productive training and assessment environment.
 - **Integrity and Ethics:** We conduct ourselves in accordance with shared and agreed standards of behaviour, which holds ethical conduct and integrity as our highest priorities.
 - **Quality Committed:** We aspire to deliver consistent, high-quality services, and apply quality systems that support training and assessment superiority.
 - **Learner Focused:** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
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Our Values

- Deliver what we promise
- Celebrate achievement
- Promote a culture of continuous improvement
- Be remarkable
- Share ideas
- Work hard, have fun

At AIL, we live by these values and we hope you will too.



REGISTRATION AND ACCREDITATIONS



AIL is a Registered Training Organisation (RTO 41424), as well as a CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) provider (03776E).

- **NEAS endorsed centre**
- **NAATI endorsed provider**
- **AEAS official preparation course provider**
- **Official IELTS Test Centre**
- **Authorised TOEFL Test Centre**
- **AUSIT's Educational Affiliate institution**



OUR COURSES

GENERAL ENGLISH

Developing a strong all-round proficiency in English is an essential asset for global citizens in the twenty-first century. English opens doors for further study, work and personal connections with people from other countries. It also brings great personal satisfaction and, as such, studying English is a confidence-building pursuit for most learners. Aspiring learners of English need both structured and unstructured learning opportunities, a combination of both direct instruction and freer practice. Studying in an English college with motivated teachers, an international cohort of classmates and a dynamic environment is an ideal way to develop a high-level of English proficiency.

The General English 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. To achieve these learning outcomes, the needs of the students must be met by aligning the learning outcomes of the course with the content/textbook/syllabus, the pedagogical methodology and the assessment.

Levels:

- Elementary - 10 weeks
- Pre-Intermediate - 10 weeks
- Intermediate - 10 weeks
- Upper Intermediate - 10 weeks

Duration: 40 weeks

CRICOS Course Code: 109422F

Student breaks: Maximum 8 weeks.
Please contact Student Service Team for more details.

Fees & charges:

Refer to the *Fees, Charges and Refund Policy* from our website.



OUR COURSES

ENGLISH FOR ACADEMIC PURPOSES (EAP)

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 speaking, listening, reading and writing as well as grammar, vocabulary, and academic skills.

The course incorporates themes relevant to a variety of higher education courses so that students are exposed to materials and tasks similar to those they will find in English-medium higher education institutions. The classes seek to give students an understanding of academic culture in English-speaking institutions. The course also recognises that students may have a range of learning styles which need to be catered for using a variety of teaching methods.

Australian Institute of Language course levels incorporate the learning outcomes of, and are informed by, the Common European Framework of Reference.

Levels:

- EAP Foundation - 10 Weeks
- EAP Advanced - 10 Weeks

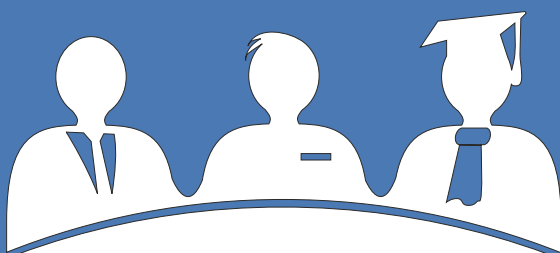
Duration: 20 weeks

CRICOS Course Code: 109423E

Student breaks: Maximum 6 weeks.
Please contact Student Service Team for more details.

Fees & charges:

Refer to *the Fees, Charges and Refund Policy* from our website.



OUR COURSES

IELTS PREPARATION

The IELTS Preparation course prepares students to develop their overall proficiency and maximise their score in the IELTS test. After completing the course, students will be prepared to take the IELTS test. The course integrates the four macro-skills of speaking, listening, reading and writing as well as grammar, vocabulary, and test-taking skills. IELTS has both a General Training and an Academic version. This course focuses mainly on the Academic format, which is used primarily for entry into higher education courses.

During the course, students are exposed to tasks that are similar to those they will encounter in the test. In their assessments they will need to complete mock IELTS tests which are taken from official preparation materials. The course caters for different learning styles and takes place in a cross-cultural environment which encourages students to draw on their experiences and express their individuality. Similarly, the course recognises that students may have a range of learning styles which need to be catered for using a variety of teaching methods.

Levels:

- IELTS Foundation - 10 Weeks
- IELTS Advanced - 10 Weeks

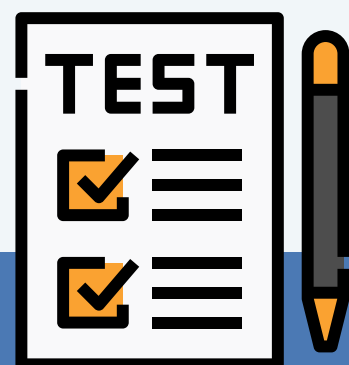
Duration: 20 weeks

CRICOS Course Code: 109424D

Student breaks: Maximum 6 weeks.
Please contact Student Service Team for more details.

Fees & charges:

Refer to *the Fees, Charges and Refund Policy* from our website.



IELTS

OUR COURSES

PSP50922 – DIPLOMA OF INTERPRETING

This course is designed for preparing interpreters for work typically in the community and business domains, including sectors such as general health, welfare and community services, educational and social contexts, and tourism. It also includes interactions such as initial police interviews, over the counter interviews in customer and community information services, non-complex disability assistance, and other informal business and workplace interactions. The interpreting takes place where miscommunication or the consequences of errors in communicative intent can be readily managed through consultation and preparation, and where there are opportunities for error correction.

Duration: 52 weeks

Course Structure: Total Number of Units: 12

Code	Title	Unit Type
PTPTIS102	Apply codes and standards to ethical practice	Core
PTPTIS104	Prepare to translate or interpret	Core
PTPTIS112	Interpret in general dialogue settings	Core
PTPTIS114	Manage interactions in general settings	Core
PTPTIS115	Use routine subject area terminology in two languages	Core
PTPTIS103	Build glossaries for translating and interpreting assignments	Elective
PTPTIS105	Conduct career planning	Elective
PTPTIS113	Interpret in general monologue settings	Elective
PTPTIS117	Use routine education terminology in two languages	Elective
PTPTIS118	Use routine health terminology in two languages	Elective
PTPTIS119	Use routine legal terminology in two languages	Elective
PTPTIS116	Demonstrate routine English proficiency in different subjects and cultural contexts	Elective

This program is endorsed by [the National Accreditation Authority for Translators and Interpreters \(NAATI\)](#). Students who successfully graduate from this qualification will be eligible to sit the certification test for the NAATI Certified Provisional Interpreter.

Fees & charges:

Refer to *the Fees, Charges and Refund Policy* from our website.

Location of course delivery: Level 2, 388 Bourke Street, Melbourne, VIC 3000

Course Outcome: Diploma of Interpreting



OUR COURSES

PSP60822 – ADVANCED DIPLOMA OF TRANSLATING

This course is designed for preparing translators to translate texts which contain complex language, concepts and terminology. There may be significant equivalence problems between source and target texts, which calls for extensive research. Audiences may be found in commerce and marketing, government and international relations – including immigration, both regular and humanitarian – the media, and sectors generally considered to be professional, such as law, health and medicine, technology and science. Assignments may deal with material which requires significant quality assurance processes as the consequences of mistranslation can be far reaching and there are significant implications for client reputation and image.

Duration: 52 weeks

Course Structure: Total Number of Units: 15

Code	Title	Unit Type
PTPTIS103	Build glossaries for translating and interpreting assignments	Core
PTPTIS106	Translate and certify non-narrative texts	Core
PTPTIS120	Revise translations	Core
PTPTIS124	Apply theories to translating and interpreting work practices	Core
PTPTIS130	Use translation technology	Core
PTPTIS145	Apply codes and standards to professional judgement	Core
PTPTIS146	Negotiate translating and interpreting assignments	Core
PTPTIS121	Translate special purpose texts from English to LOTE	Elective
PTPTIS122	Translate special purpose texts from LOTE to English	Elective
PTPTIS127	Maintain and enhance professional practice	Elective
PTPTIS129	Translate multimedia source material	Elective
PTPTIS105	Conduct career planning	Elective
PTPTIS148	Read and analyse special purpose English texts to be translated	Elective
CUAWRT401	Edit texts	Elective
PSPTIS125	Demonstrate complex written LOTE proficiency in different subjects and cultural contexts	Elective

This program is endorsed by [the National Accreditation Authority for Translators and Interpreters \(NAATI\)](#). Students who successfully graduate from this qualification will be eligible to sit the certification test for the NAATI Certified Translator.

Fees & charges:

Refer to *the Fees, Charges and Refund Policy* from our website.

Location of course delivery: Level 2, 388 Bourke Street, Melbourne, VIC 3000

Course Outcome: Advanced Diploma of Translating



OUR STAFF

Student Service Team

AIL has many experienced Student Service officers who are ready to support you and guide you throughout your journey on many aspects, including enrolments, financial and general welfare, at AIL. Our team can assist you in many different languages, such as English, Mandarin, Portuguese, Turkish and others.



Academic Team

Our students are supported on their education journey by our experienced Academic Team. The Academic Team can assist you with your current course and study plans. You can contact them via email at admin@ail.edu.au

Teachers, Trainers and Assessors

At AIL, we recognise that our teachers, trainers, and assessors play a vital role in shaping your learning experience.

We take pride in our exceptional teaching staff, who hold industry-recognised qualifications and bring extensive experience to the classroom. Our educators are carefully selected based on their academic background, professional expertise, and commitment to high-quality education.

They are dedicated to delivering engaging lessons, fostering a supportive and dynamic learning environment, and helping students achieve their academic and career goals. Our teachers are creative, adaptable, and innovative, always open to new ideas and teaching methods.

At AIL, we value every student as a unique individual and strive to provide an enriching educational experience that prepares you for success.



IMPORTANT INFORMATION



✓ unique Learner Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Australian Institute of Language cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit [here](#) for more information, and instructions on how to apply. Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results. By having a USI, you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

✓ Change of Personal Details

Upon arriving in Australia, you are required to advise us of your residential address, telephone number and email. This is extremely important.

It is your responsibility to ensure that you immediately update your address details with AIL to ensure you receive important information about your course, fees, receipts and any other important information.

If there is a change in your name, address, telephone number or email during the course, you must immediately notify our Student Service Team or the front desk by completing a 'Change of Personal Details' form within 7 days. Students are responsible for maintaining the accuracy of all personal information.

✓ Student Identification Cards (ID)

Student ID is available upon request at the time of commencement. Your AIL Student ID may give you access to discounts at various tourist attractions, venues, and movie theatres. Local students (Australian Citizens or Permanent residents) studying a VET course are eligible to apply for a student concession fare for public transport in Victoria. A travel concession card application form will need to be obtained from a Public Transport Victoria for this purpose. AIL is able to endorse this form if requested to do so provided that the relevant terms and conditions are met.

IMPORTANT INFORMATION

Overseas Student Health Cover (OSHC)

Australia has a very modern and efficient health care system. It has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You must have health cover for the duration of your enrolment as a condition of your visa requirements. OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and will contribute towards the cost of prescription medicines and an ambulance in an emergency. Dental, optical and physiotherapy are not covered.

There are many OSHC providers available in Australia, such as Medibank Private, BUPA Australia, or AHM, etc.

We can arrange OSHC for you if you need any assistance in purchasing your OSHC. The cost of OSHC depends on how long you will be in Australia and your OSHC provider. If your spouse and/or dependent children accompany you to Australia you will need to pay a family premium.

Transitioning to New Qualifications

Where a qualification or unit of competency has undergone changes, according to the transition arrangements from the industry you may be transferred to the replacement qualification as soon as practicable. The Australian Institute of Language will inform you of any potential changes to ensure you are not in any way disadvantaged.

Financial Misconduct

Any student who fails to maintain up-to-date payments for their course will be seen as breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make a payment of all outstanding amounts within seven days, they will have their enrolment cancelled on the grounds of financial misconduct. Students will also be reported to the [DoHA](#) due to the non-payment.

The Student Service Team can help our students with the fee arrangements to either split the tuition fees or postpone them to a later date. This is possible only before the fees become overdue. If you need any assistance with your fees, please contact our Student Service Team immediately.



IMPORTANT INFORMATION

✓ Changes to your Enrolment

If you need to defer, suspend, or cancel your enrolment, you must submit a *Course Deferral, Suspension or Cancellation Application Form* to the Student Services Team. You can apply in person, via email, or by post.

For cancellations, refund eligibility will be assessed based on the agreement between AIL and the student and/or student representative (educational agent). If you believe you are eligible for a refund, you must submit a *Refund Application Form* to Administration.

If AIL initiates a suspension or cancellation due to misconduct, poor academic performance, or low attendance, you will receive a formal notice and have 20 working days to appeal.

For further details or assistance, please contact Student Service Team.

✓ Absence and Sickness

If you cannot attend classes due to illness, it is recommended that you obtain a medical certificate. Send Student Service Team a scan and/or screenshot and keep the originals in a safe place. If you cannot attend class for an extended period of time due to illness, you should contact us to advise us of your situation. Please note that medical certificates will not improve your actual attendance. However, they may be considered by DoHA should you be reported due to unsatisfactory attendance.



YOUR RIGHTS, OBLIGATIONS AND RESPONSIBILITIES

At ALL, we are committed to creating a respectful, supportive, and inclusive learning environment for all students. To achieve this, we expect all students to follow our code of conduct and understand their rights and responsibilities.

Your Rights

All students have the right to:

- Study in a safe, welcoming, and respectful environment.
- Be treated fairly and equally, without discrimination.
- Privacy and confidentiality as per Australian privacy laws.
- Learn without harassment, bullying, or intimidation (including online harassment).
- Receive high-quality training and assessment that is fair and transparent.
- Access ALL policies, procedures, and student support services.
- Provide feedback or lodge complaints without fear of retaliation.

Your Responsibilities

As a student, you are responsible for:

- Reading and following ALL policies, procedures, and this handbook.
- Treating all staff and fellow students with respect and professionalism.
- Participating actively in your studies and meeting assessment deadlines.
- Ensuring that all submitted work is your own and free from plagiarism.
- Following reasonable instructions given by ALL staff and trainers.
- Respecting the learning environment and facilities.
- Cooperating with requests for additional evidence or verification of assessments.

“ ***Your class is a supportive community where everyone belongs and works together to help one another.*** ”





YOUR RIGHTS, OBLIGATIONS AND RESPONSIBILITIES

Plagiarism and Academic Integrity

Plagiarism means copying another person's ideas, words, or work and presenting them as your own. This includes:

- Copying text from books, websites, or other sources without proper referencing.
- Using another student's work as your own.
- Not correctly acknowledging sources in assignments.

Consequences of Plagiarism

Plagiarism is a serious issue that can result in:

- Failing an assignment or course.
- Being reported to the academic committee for review.
- Suspension or cancellation of enrolment for repeated offences.

Respectful Behaviour and Conduct

All students must conduct themselves in a responsible, polite, and safe manner. Unacceptable behaviour includes:

- Harassment, bullying, or intimidation of any kind.
- Disrupting the learning of others.
- Disrespecting AIL staff, trainers, or fellow students.
- Discriminating against others based on race, gender, age, religion, or other factors.

Harassment and Bullying

AIL does not tolerate any form of harassment, bullying, or discrimination. This includes:

- **Harassment:** Unwanted or offensive behaviour that creates a hostile environment.
- **Sexual Harassment:** Any unwelcome sexual advances, requests, or behaviour that is intimidating or offensive.
- **Bullying:** Any physical or emotional intimidation, including verbal abuse, exclusion, or cyberbullying.

Sanctions for Misconduct

If students fail to follow AIL's code of conduct, disciplinary actions may include:

- Formal warnings or counselling.
- Suspension or cancellation of enrolment.
- Reporting to authorities for serious misconduct.

For any concerns or to report misconduct, contact our staff or email us at admin@ail.edu.au.

By enrolling at AIL, students agree to uphold these standards and contribute to a positive and respectful learning environment.



ATTENDANCE & ACADEMIC PROGRESS

It is a requirement of your student visa that you remain enrolled in a CRICOS registered course. AIL is required to report student visa holders who fail to comply with their attendance and/or academic course progress visa requirements to the [DoHA](#).

For ELICOS students

AIL teachers record students' attendance for every lesson. Students who are absent for the whole day, and students who are more than 30 minutes late, return from a break 10 minutes late or leave earlier will be marked absent for that lesson or the entire day.

AIL will issue warning letters that will be sent to your email address and we will offer counselling before your 'overall course' attendance falls below 80%. If your attendance subsequently falls below 80% you will be issued a Notice of Intention to Report and you will be given 20 working days to appeal or you will be reported to the [DoHA](#).

If you would like to appeal the College's decision, you may contact the Student Service or Academic Team for further guidance. Please understand that a breach of your attendance requirement may result in the cancellation of your visa. We recommend that if you have any concerns about your attendance or this policy you should speak with our staff.

For VET students

AIL trainers record students' attendance for every lesson. Effective course progress cannot be attained without or with low attendance. Students are therefore required to attend all lectures to be able to demonstrate competency.

AIL systematically monitors students' course progress, which includes recording, monitoring, assessing, counselling and reporting the course progress of each student.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in a given study period.

AIL has and will implement an intervention strategy for any student who is not making satisfactory course progress.



LIVING IN MELBOURNE

Melbourne

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay, and is an attractive, spacious city with parks, gardens, sporting venues and scenic places. The population is approximately 4 million.

Melbourne is a world-renowned cultural, artistic, financial and communications centre, served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States. Melbourne, once voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is considered to be the shopping capital of Victoria and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas, making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city, including a wide range of cuisines and over 2,300 restaurants, bistros and cafes. Bustling Chinatown, in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

Melbourne is only a short distance from many beautiful beaches, as well as the Victorian mountain regions, where skiing is popular during winter.

Living Costs

Melbourne is a reasonably priced city, providing good quality affordable living. Students will need a minimum of AUD\$22,000 to AUD\$25,000 per year (excluding tuition fees) to cover living expenses. This will cover accommodation, food, telephone calls, health care, transport, books, clothing and entertainment. The exact amount will vary according to each student's lifestyle.



LIVING IN MELBOURNE

Working whilst Studying

International Students are not allowed to work until they have started their course. They can work up to 48 hours a fortnight while their course is in session (excluding any work undertaken as a registered component of their course of study or training) and they can work unlimited hours during scheduled course breaks. However, you should be aware that work may not be readily available and you should not depend on this form of income for support. Your course does not include any work as part of your study. You are here to learn, not work.

Do not work longer than the allowed 48 hours per fortnight as Immigration do conduct checks to ensure you are not breaching your Visa condition not to work. In addition, whoever employs you for that period has a responsibility under our Immigration law and can be charged with serious offences with expensive repercussions.

Tax

Students wishing to undertake paid employment will need to apply for a Tax File Number (TFN), which is a number used by the Australian Tax Office to identify people when they pay tax. A TFN can be applied directly to [ATO](#). A TFN should be kept in a safe place and not disclosed to anyone other than an employer or bank.





SUPPORT SERVICES & USEFUL LINKS

EMERGENCY – NATIONAL

Police – 000

Ambulance – 000

Fire Service – 000

MENTAL HEALTH SUPPORT

Lifeline – 13 11 14

Beyondblue – 1300 22 4636

Mensline Australia – 1300 22 4636

Human Rights Commission – 1300 656 419

JobAccess – 1800 464 800

Health Direct – 1800 022 222

USEFUL LINKS

Immigration: Department of Home Affairs (DHA): www.homeaffairs.gov.au

Overseas Students Ombudsman: <https://www.ombudsman.gov.au>

OH&S: www.worksafe.vic.gov.au

Victorian Equal Opportunity & Human Rights Commission:

www.humanrights.vic.gov.au

VET Act: www.asqa.gov.au

ESOS Act: www.education.gov.au

Privacy: www.privacy.gov.au

CONNECT WITH US



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