



ADULT STUDENT HANDBOOK 2025

My Study at BROWNS

Welcome to BROWNS! English courses at BROWNS English Language School provide you with a **fast and effective way to learn English**.

By targeting all the systems and skills that students need to gain English fluency, we ensure you receive a balanced learning diet - targeting your needs, pushing you further and helping you to achieve success. The curriculum ensures a balance of integrated skills and systems work, partnered with further work on each language skill and system individually. Classes are taught in accordance with the communicative approach to language learning.

Class Details & Times

All our classes are in one of three schedules (subject to availability). Full-time students are required to study for four hours per day. Part-time students will only do the first 2 hours of the course, with the option of Accelerate.

Visit <https://brownsenglish.edu.au/files/pdf/agents/schedules.pdf> to see the sample timetable for **Intensive General English, IELTS Exam Preparation, Advanced English Academic Practice, Cambridge FCE and Cambridge CAE**. You will get a detailed timetable on the first day of class. **Barista** follows a different timetable which generally commences at 8:40 each morning; you will receive a separate handbook for **Barista** on your first day of class.

If you are in an Intensive General English class, your Active8 CORE class is designed to cover all the systems and skills required to improve your English.



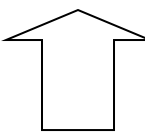
By targeting all the systems and skills that students need to gain English fluency in an integrated class, we ensure you receive a balanced learning diet - targeting your needs, pushing you further and helping you to achieve success.

Your **BROWNS Active8 Skills & Systems classes** then allow for further work on each language skill and system individually, giving you more opportunity to hone your English as you are placed in each *Active8* skill & system class according to your individual level (as benchmarked to Common European Framework).

In **BROWNS Accelerate Further Learning Program**, we can pinpoint your individual needs, and help you focus your studies even further. Using *BROWNS Accelerate* Passport tracking system, you will be counselled, guided & monitored throughout your studies to ensure you are on track to achieve your language goals.

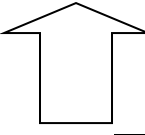
What do the class levels mean?

Advanced User



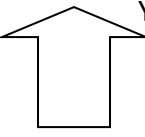
You can use spoken and written English effectively but may make some errors with complex and idiomatic language.

Upper-Intermediate User



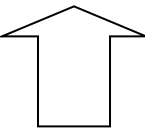
You have a high level of grammatical competence. You can understand and contribute to most conversations on familiar topics, although you may make some mistakes.

Intermediate User



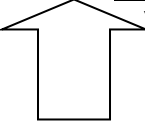
You can converse easily on everyday matters but with a limited range of style and expressions. You can read fluently about familiar topics.

Pre-Intermediate User



You can produce spoken and written language in familiar situations. You have a fair control of grammatical structure, but your vocabulary is limited.

Elementary User



You can answer direct questions with simple sentences. You can identify most written letters with the sound they represent.

Beginner User

You have very little exposure to the language. You can use and recognize common words, greetings and expressions. You have no grammatical knowledge.

Length of Study

The minimum study period is 1 week. BROWNS English Language School is open all year round, with approximately one week of closure between Christmas and New Year, and we are closed on public holidays.

Assessment & Testing

When you arrive at BROWNS, you are given a **placement test (BOPT)**. This allows our Campus Manager to place you in a class best suited to your English ability. We test your grammar, vocabulary, reading, speaking, listening and writing abilities in this test. Every week, you will have a revision test and your development is then **monitored and recorded** on your **individual student record**. Your teacher will also consult with you weekly; using your BROWNS passport to offer you tailored advice for your improvement and further study during **Accelerate**.

You will move up a level when your teacher feels that you are ready. The teacher will look at for the following to make this decision:

- Length of time in a level (minimum five weeks if test results are 90%+)
- Participation in class
- Completion of class tasks and homework
- Review test results (80%+ between 5-9 weeks)
- Good attendance (at least 95%)
- Endorsement by both Core and Active8 teachers)

On your graduation day, we will present you with a **BROWNS Statement of Achievement** showing your **length of study**, your **English level**, your **attendance rate**, your **class performance** and your **skills assessment**.

Resource Fees and Book Entitlements

BROWNS includes a Resource Fee surcharge in all bookings to ensure each student has the expected materials needed to progress through their course.

Resource fees cover access to Wi-Fi internet services, class handouts, the printing of additional resources and materials provided for use in Active8, Accelerate and group study sessions. Depending on your course Resource Fees may also include a course book allowance and access to online resources.

How many course books are included in my Resource Fees?

Your Resource Fees may include a course book allowance based on the number of weeks of study included in your booking:

1 – 3 weeks	no course book entitlements
4 – 10 weeks	1 course book
11 – 20 weeks	up to 2 course books
21 – 30 weeks	up to 3 course books
31 – 40 weeks	up to 4 course books
41 – 50 weeks	up to 5 course books
51 – 60 weeks	up to 6 course books

Your course book will be provided to you by our team once you have been placed in your new class. If you exceed your allowance, you can easily purchase, or loan additional course books as required.

Usually, Beginner students receive a loan book as many students stay in this level only for a few weeks.

In some cases, at the discretion of the Campus Manager, students who test as borderline on their first day may not be issued with books until their second week to ensure they have been placed in the right class.

If you would like to further practice your English out of class, we may be able to provide you with a complimentary Oxford Online Skills pass.

How does Accelerate work?



Every week at BROWNS, your teacher will give you personalised advice on what to study during *Accelerate*.

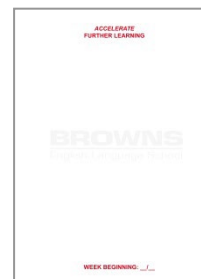
To take part in *Accelerate*, follow the steps below.

Step 1

- Fill in your details on your passport. Please keep this with you at all times. Replacement fee is \$10.



<h1 style="text-align: center;">BROWNS</h1> <p style="text-align: center;">English Language School</p>	
	FAMILY NAME _____ STUDENT NUMBER _____ FIRST NAME _____ CLASS _____ ENGLISH NAME (if applicable) _____ START DATE AT BROWNS _____ END DATE _____ ADDRESS IN AUSTRALIA _____ PHONE NUMBER _____
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Step 2

- Check your passport to see what your teacher has asked you to study. Then choose what you want to study. You can choose from:



Student Services

BROWNS is committed to providing students with the resources and information they need to gain the most from their time at BROWNS and in Australia.

Our Student Services team is always available to assist with any issues that may arise during your time at BROWNS.

BROWNS range of services include:

- Accommodation Services – Homestay and Student Apartments/Houses
- Airport Transfers
- Academic Counselling and Further Study Advice
- Student Activities
- Travel Advice and Information

Assistance with Adjusting to Life in Australia

Students can meet with a member of our Student Services team at any time to discuss any issues or information they may need to settle into life in Australia.

The team can provide you with useful information to help you settle into life in Australia including:

- Transport options and how to get a GO Card/myki travel card,
- Nearest doctor, dentist and other medical practitioners,
- How to open an Australian bank account,
- How to get an Australian SIM card or phone,
- How to access the library,
- Accessing legal services in Australia
- Places and attractions to visit, and
- A range of other information you may find useful in your first few weeks at BROWNS.

We understand that as a foreign student, you might find life stressful, frustrating, or lonely. BROWNS staff can always talk to you about any issues you are having, and we can try to offer advice on any personal issues you may have. If you are still finding it difficult to adjust to life or need someone else to talk to, there are a number of agencies you can contact.

Lifeline is a support line so you can talk anonymously about your issues from stress to depression. Phone 13 11 14



Headspace can support you if you are having a tough time. Phone 1800 650 890



1800QSTUDY (1800 778 839) is a student hotline for all international students across Queensland. The service supports students, agents, chaperones, parents, and homestay providers with 24/7 phone support and general enquires regarding study in Queensland. A translation service is available.
<https://www.studyqueensland.qld.gov.au/1800QSTUDY>



Services include:

- Afterhours support
- Accommodation advice
- Public transport and travel advice
- Employment advice
- Health and wellbeing referrals
- Legal referrals
- Complaint referrals

*Please note 1800QSTUDY is a not an emergency service number.

In an emergency, please dial Triple Zero (000) and ask for Police, Fire or Ambulance.

Below are several other community organisations:

- Alliance Francaise Brisbane: <https://www.afbrisbane.com/> (61-7) 3844 4460
- Australian Arabic Council: <http://www.aac.org.au/> +61 413 219 141
- Latin American Community <https://www.lacaqld.org.au/>
- Filipino Australian foundation of QLD <http://www.fafq.org.au/> (07) 3216 9808
- Hindu Society of Queensland inc. <http://www.hindusocietyqld.org.au/> (07) 3865 3164
- Cathay Community Association <http://www.cathay.org.au/> (07) 3275 3688
- Multicultural Communities Council Gold Coast: <https://www.mccgc.com.au/> (07) 5527 8011

- Japanese Society of Gold Coast: <https://isgc.org.au/> (07) 5531 6661
- Alliance Francaise Gold Coast: <http://www.afgoldcoast.org/> (07) 5561 0081

On the Gold Coast, there is a student hub in Southport, where activities, social events and talks take place: <https://www.goldcoaststudenthub.com/>. You will be taken here on your first day during orientation.



In Brisbane, <https://www.studyqueensland.qld.gov.au/> offers a supportive service to provide resources and information to students to ensure that they are well supported.

In Melbourne, <https://studymelbourne.vic.gov.au/au> supports international students to thrive while living and studying in Victoria.

BROWNS Activities

Each day there is an activity for BROWNS students. Most of these activities are free and include tennis, yoga, Pilates, soccer, beach volleyball, bingo, baking, ping pong and more.

Once a week there is also a **Conversation Club** to practice your spoken English in addition to **Jobs Club**, which will give you the know-how of how to get a job in Australia.

Check the Student Activities on the myBROWNS app, or online at (<https://my.browns.edu.au/guest/student-activities>) for more information on when and where to meet, and to find out about the many other activities provided by BROWNS.



Academic Counselling

At BROWNS we believe that your success is our success. If you want to study at university, college or TAFE in Australia, **we will help you get there**. Our **Academic Team** will help you to:

- Research which courses are available
- Choose which course is best for you
- Enrol in university, college or TAFE

We also run regular academic counselling sessions for all BROWNS students.

Attendance

Due to government regulations, your attendance record must always reflect the amount of time you spent in class. If you provide a medical certificate, we cannot change your attendance record or increase your attendance percentage. However, if you provide a medical certificate, BROWNS will take your illness into account when deciding how to respond to low attendance.

If your attendance is less than 80%, we cannot provide grades on your graduation certificate.

Student who has a Student Visa are required by law to have 80% attendance or more.

Direct Pathway students and Academic and Exam students (IELTS, FCE and CAE) are required by BROWNS English Language School to have 90% attendance or more.

Monitoring Student Attendance

At BROWNS, class attendance is calculated based on 20 hours a week of classes and adjusted taking into consideration any identified sick days (i.e., medical certificate) or other compassionate or compelling circumstances.

Each day, the teacher completes an attendance record summary sheet. Students who do not attend class are marked as absent on the record. They then enter this record into the Student Management database, which automatically updates the student's overall attendance.

If the Teacher or Student Services Team has received any reasons for absence or medical certificates, the appropriate comments are entered for that student.

Attendance Intervention Strategy:

Regular absences are counselled at a one-to-one Counselling Session with the Academic Management Team.

If you are on a student visa, you will start receiving a warning letters when your attendance falls below 93%:

- Warning letter 1: between 88-92% (you are not required to come and sign this in person)
- Warning letter 2: between 84-87% (you are required to come and sign this with the Academic Management Team, who will assist if there are any external issues as part of the intervention meeting)
- Warning letter 3: between 80-93% (you are required to come and sign this with the Academic Management Team)

If the student has not improved his or her attendance and BROWNS has assessed the student as not being able to achieve the satisfactory level of attendance (minimum of 80%), the student will be

issued a **Notice of Intention to Report Unsatisfactory Attendance** and have twenty (20) days to access the complaints and appeals policy.

If a student is not successful in their appeal (both internal and external if they choose to access the full policy), then the student will be reported to the Department of Education (through PRISMS).

Our Promise to You

At BROWNS we have an exceptional teaching team of highly qualified experts who continually train in the latest methods for teaching English to bring you cutting edge courses that will help *Accelerate* your progress.

BROWNS understands that you are a customer as well as a student and promises to always practice courteous and caring customer service.

What We Expect from You

At BROWNS we expect the very best from our students. We expect you to take responsibility for your education and for your progress. This means following your teacher's advice, doing any homework that is assigned to you, participating in *Accelerate*, and following school rules (please read and sign student contract).

R.E.S.P.E.C.T. What it Really Means to BROWNS

Living and studying in a new country can be hard, and it is normal to feel frustrated at times. Our staff members are always ready to help, and we want to fix any problems before they become too serious. BROWNS English Language School provides a welfare and academic counselling service to students in the following areas:

- Personal, emotional, and cultural issues;
- Study skills;
- Educational information;
- Applications for further study;
- Information on student visas, student health cover and international students' obligations with respect to the requirements of the Department of Immigration and Multicultural Affairs.

In return, we expect our students to behave in a socially acceptable manner in the school and respect the wishes of BROWNS staff and their classmates at all times.

Any of the following could result in your suspension from class and the cancellation of your course without refund:

- Assaulting another student, or making threats against another student or staff member
- Deliberately disobeying an instruction by a teacher or staff member
- Being continually rude or disruptive in class
- Stealing from the school, or from another student
- Deliberately damaging school equipment
- Bringing illegal drugs onto the premises or being intoxicated on school premises
- Falsifying any documents issued by the school (e.g., Attendance Certificate or Class roll)

If you are convicted of a serious offence in Australia, such as stealing, or other criminal behaviour, you may also be asked to leave the school. Cancellation of your course may also lead to the cancellation of your visa without refund.

Note: Students under 18 years of age who are not accompanied by their parents, or a suitable relative must accept the guardianship and accommodation arrangements provided by the School. Failure to do so could result in your Australian Student Visa being cancelled by the Immigration Department.

BULLYING OF ANY KIND WILL NOT BE TOLERATED AT BROWNS

Bullying can be described as “wilfully hurting another person or putting them under stress.” Should students feel they are victims of this type of behaviour or witness behaviour of this kind, they should tell a member of staff immediately. BROWNS strives to be a safe and caring school, conscious of the needs of individuals.

Students within the School have access to teachers, student advisers and counsellors, who are there to support the needs of the student. So, if you feel you are being bullied, please contact someone immediately.

BROWNS School Rules

If you're late ...

- If you are more than 10 minutes late for the first lesson, you may be asked to wait outside the classroom until the second lesson. If you are more than 5 minutes late for any other lesson, you may be asked to wait outside the classroom until the next lesson.

English only!

- At BROWNS we can have up to 35 different nationalities. As such, students are asked to speak English only when on school premises (including in and outside class times) so everyone understands each other. If you continue to speak another language, we reserve the right to enter a warning note in our database and contact your agent.

Mobile Phones & laptops on silent!

- The classroom is for learning, so please turn your mobiles to silent in class time unless the teacher agrees this is ok for research or translation.

General

- We cannot grant holidays unless you can show a medical certificate from a doctor. The only exception will be if you have informed BROWNS prior to commencing your studies.
- Please do not eat or drink in the classrooms.
- All BROWNS students must wear their student ID lanyard anytime they are in the school
- It is not permitted to download or play computer games on the student computers.
- No smoking is permitted in front of the building. There are designated areas near each campus, which is more than 5 metres away from the entrance.
- No playing of ball-sports inside BROWNS or in the car park. All ball sports are to take place in the park, or the basketball courts shown to you on orientation.
- Parking your car on campus is NOT permitted. Please note there is no student car parking on campus. Your car will be towed away at your own expense.
- The kitchen is for everyone to use, and we ask that you please leave it clean and tidy and wash any dishes.
- Please keep the toilet clean. There is a toilet brush next to each toilet if you need it.
- Please do not put anything other than toilet paper in the toilet.
- Behave in a manner that respects the rights of others and is in line with what is culturally acceptable in Australia. If your behaviour is deemed unacceptable, BROWNS management will reserve the right to give you a written warning and upon a third warning, BROWNS may withdraw you from the program (with no refund of payment).

Mail

The Post Office has a system of holding mail for people who don't have permanent postal addresses – this is called '**Post restante**'. In Australia, you can send your mail to any Post Office.

Please find the post office which is most convenient for you: auspost.com.au/pol/app/locate

Brisbane Campus: Ann Street Post Shop
Shop 3, 69 Ann Street
BRISBANE QLD 4000

Gold Coast Campus: 28-30 Bay Street
SOUTHPORT QLD 4215
Australia

Melbourne Campus: Collins St West Post Shop
MELBOURNE VIC 3000
Australia

You will need **your passport to collect your letter or parcel.**

You will not be contacted when mail arrives - it is your responsibility to personally go in and check regularly. Post office staff will not advise you over the phone if there is a package or mail for collection.

You will need to ask anyone who sends you mail write the address as below.

LASTNAME, First name Initial (in English)

Counter Mail

Post Office Outlet Name

City/State

COUNTRY Post Code

Sample

KIM, Jae Ho JH
Post restante
Ann Street Post Shop
Shop3, 69 Ann Street
Brisbane QLD
AUSTRALIA 4000



Alternatively, you can set up an Australia Post Parcel Locker to collect your parcels:
<https://auspost.com.au/receiving/collection-points/use-a-247-parcel-locker>

Students on Student Visas

As part of your student visa requirement, you must maintain satisfactory course progress. This means that you should be making continuous improvement, demonstrated in weekly tests and assessment tasks. The school provides personalised assistance to students who are having difficulties with their course. Please tell your teacher if you are worried about your progress, or any aspect of your course.

If you hold an Australian student visa:

- ➔ You **must** attend over 80% of the contact hours scheduled for the duration of the course. *If your attendance percentage drops below 80%, or you are absent for more than 5 days without a proper reason, the school is required to report you to the Immigration Department. This could mean that your visa will be cancelled, and you will no longer be allowed to remain in Australia.*
- ➔ As part of your visa requirement, you **must** maintain satisfactory progress throughout your course. *This means that you should be making continuous improvement, demonstrated in*

weekly tests and assessment tasks. The school provides personalized assistance to students who are having difficulties with their course. Please tell your teacher if you are worried about your progress, or any aspect of your course.

- You **must** maintain adequate health insurance arrangements for the period of your stay in Australia. *Before coming to Australia, you paid your **Overseas Student Health Cover (OSHC)** fees, which cover your basic medical and hospital costs.* For more information, please visit <https://www.allianzcare.com.au/en/student-visa-oshc.html>
- You **must** be enrolled in a **full-time** course with a registered provider, for the duration of your student visa.
- You **must** notify your education provider of any change of address or contact details in Australia (please see change of address form).
- If you change education providers, you **must** notify BROWNS within 7 days of receiving a Confirmation of Enrolment (or letter confirming enrolment), from the new provider.
- Once you have arrived in Australia and begin your course, you are allowed to work for a maximum of 48 hours per fortnight. For more information, please visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

All students on Australian Student Visas must comply with the student visa requirements. Failure to comply with these requirements can result in a student being reported to The Department of Home Affairs and the possible cancellation of your visa.

What if I'm Sick?

If you hold a student visa, Medical Certificates are required for all absences due to illness. When you visit your doctor, ask for a medical certificate that clearly states the type of illness and shows the dates you have been ill.

When you return to school after being sick, give the medical certificate to reception. **They must be handed to reception within 5 days (one week) of your return.**

Please see one of our reception staff for information on suggested doctors and hospitals close by.

I Really Enjoyed My Course and I'd Like to Continue My Studies

If your visa allows it and your attendance and course progress is satisfactory, you may extend your course in Australia or enrol in a different course. If you do, you may need to extend your visa. You can do this at the Department of Home Affairs. You will need to bring your passport, a new Confirmation of Enrolment form from BROWNS English Language School and a Certificate of Attendance. For more information, please visit <https://immi.homeaffairs.gov.au/> or www.brownsenglish.edu.au

Suspending Your Studies

At BROWNS, we know that sometimes life doesn't go to plan. If something serious happens and you need to take a break from your studies, you may be able to apply for a suspension. In some cases, BROWNS may also need to suspend your enrolment.

If you need to suspend:

You can apply to suspend your studies if something outside your control is affecting your health, safety, or ability to study. These situations are called compassionate or compelling circumstances.

Some examples include:

- A serious illness or injury (with a doctor's certificate).
- Death of a close family member (such as a parent or grandparent).
- Natural disaster or political unrest in your home country that requires urgent travel.
- A traumatic experience, like a serious accident or crime (supported by a police or psychologist report).
- Other exceptional cases (with evidence and approval from our CEO).

How to apply:

Complete a *Suspension of Studies Request Form* and give it to reception. You'll need to include documents (like a doctor's letter or flight ticket if travelling). Our Academic Management Team will review your request and let you know the decision in writing.

If BROWNS Suspends you:

We may suspend your enrolment if:

- You break the Student Code of Conduct.
- You don't pay your fees as agreed.

You'll be notified in writing and given a chance to appeal the decision.

If You're on a Pathway or Student Visa:

- If you're going to another school after BROWNS, we'll let your pathway provider know.
- If you're on a student visa, we must tell the Department of Home Affairs (DoHA). Your Confirmation of Enrolment (CoE) may be cancelled and a new one created later when you tell us your return date.

Note: Time away during a suspension doesn't count toward your attendance.

If you're unsure about your situation or need help, please speak to our Academic team. We're here to support you.

What Do I Do if I Change My Australian Address / Telephone?

The Department of Home Affairs requires the school to keep a record of your current address while you are here. From time to time, the Department of Home Affairs will write to you at that address and if the letters are returned unanswered, or you don't turn up for your scheduled interview, they may cancel your visa without notice. So, if possible, please tell us a few days before you make the change. We also need your Australian mobile number – if you did not have this on the first day, then please inform our reception staff as soon as you have one.

How Do I Get a Tax File Number?

To work in Australia, you are legally required to have a Tax File Number. If you do not, the Australian Tax Office can take approximately 50% of all weekly earnings!

An application form is available from <https://www.ato.gov.au/individuals-and-families> or we can assist you in our weekly Jobs Club on campus. You should bring your passport and two other forms of ID e.g., Bank Statement, Phone Bill (with current address) or Student ID card.

Identification

Your Passport is a very important document and should be kept in a safe and secure place. It is also advisable to photocopy your passport. This will help you to get a replacement should you lose your passport.

If you plan on attending any BROWNS social events in which alcohol is served, you must have your original passport or proof of age card with you or you will not be admitted, even if you have already paid. In addition, you will not be given a refund.

In Australia, the minimum drinking age is 18 years old, so if you plan to go to a pub or nightclub, you must present your original passport, or you will not be allowed in.

Homestays

Living in a homestay can be a great way to learn about Australian culture and improve your English. BROWNS is well known for the quality of its Student Accommodation Program. BROWNS provides their own homestay accommodation and is managed by our Accommodation Officers.

If you have any concerns, or require any assistance, please contact us.

Email: accommodation@browns.edu.au

Queensland – **Brisbane and Gold Coast**

Office Hours - Ph: + 61 7 3221 7871

After Hours Emergency Phone - Ph: +61 (0) 431 032 276

Victoria – **Melbourne**

Office Hours - Ph: + 61 3 8652 1955

After Hours Emergency Phone - Ph: +61 (0) 411 209 002

For more information, please visit www.brownsenglish.edu.au

When living in homestay there are a few rules you should be aware of:

1. Enjoy your homestay experience – have dinners with them, go out with them if they invite you, and improve your English by becoming part of the family
2. Australia has strict water restrictions, and you should limit your shower to no longer than 4 minutes. This is a government standard in Australia.
3. Please become familiar with the family rules and keep your bedroom and bathroom tidy. It is common for families to ask you to help with the household chores.
4. Please remember you are living with a family and not in a hotel. It is important to have respect for the family members and come home at a decent time. Please do not come home in the middle of the night and disturb the entire family.
5. Please let the family know where you are and if you are coming home for dinner at all times as they worry about you and prepare your meals.

Health & Safety

As a student at this school, you should follow all reasonable requests from a staff member regarding your safety and the safety of other people in the school.

You need to:

- Take great care in the use of all electrical equipment, especially the computers in the Student Common Room
- Avoid placing yourself or others in hazardous situations either inside or outside the school building
- Promptly report any faulty electrical equipment, faulty furniture or hazardous situations to a school staff member
- Ensure that you are in reasonable health when you attend school, if you are sick, go to the doctor, get a medical certificate and do not attend class until you are well
- Ensure you seek proper help if you are experiencing personal, family or financial problems that are likely to cause stress
- Be aware of evacuation procedures in an emergency (fire/cyclone/severe storm)

- Please take care of your bags and possessions. Do not leave any valuables unattended (camera, purse, wallet, passport etc.) If you leave your bag in a classroom or in the library, make sure you take your valuables out first and keep them with you. For your own safety, do not carry large amounts of cash around with you.

Fire and Emergencies

IF YOU HEAR THE FIRE ALARM, FOLLOW THE INSTRUCTIONS BELOW!

1. Listen to your teacher for instruction to where the fire exits are.
2. Pick up your personal belongings without delay and leave the classroom in an orderly manner, moving towards the nearest fire exit. **WALK – DO NOT RUN.**
3. Do **NOT** attempt to use the lift.
4. Use the stairs to get to the ground floor keeping to the left of the wall, walkway or stairwell.
5. Stay with your class. Do not leave the Emergency Assembly area until instructed to by your teacher.



The number for ambulance, fire or police is **000**. If it is not an emergency, and you need to contact the police link, the number is 131444

Beaches & Swimming in the Ocean

White, sandy beaches surrounded by sparkling blue, clear water – this is what Australia is famous for. With expert lifeguards on duty our beaches are amongst the best patrolled in the world providing swimmers follow the rules:

Rules for Safe Swimming:

- ALWAYS swim between the red and yellow flags
- Never swim alone or at night
- Always swim on beaches patrolled by lifeguards and lifesavers
- Do not swim under the influence of alcohol or when beaches are closed
- Observe flags and warnings for unseen rips or dangerous conditions
- Do not struggle against the current, but swim diagonally across it
- If you are caught in a current or undertow or suffer a cramp, DO NOT PANIC, raise your hand up and float until help arrives.



Safety at Night

Although Australia is generally a very safe country, incidents of violence and crime do sometimes occur, and there are some precautions we suggest.

- Avoid walk in unpopulated or dark areas by yourself at night-time, and stay in main public areas
- Do not start any arguments with others in the street, especially if they are under the influence of alcohol or drugs
- Do not carry a lot of money with you when you go out
- Do not withdraw money from an ATM at night-time

Refunds & Cancellations

BROWNS English Language School will approve cancellations and/or refunds in compassionate/compelling circumstances only. For more information, please refer to the terms and conditions on your Letter of Offer, speak with the Student Services team or visit www.brownsenglish.edu.au

Personal Information

BROWNS English Language School will collect personal information, manage and use it, and disclose it in a way that complies with the requirements of the Australian Privacy Principles (APPs) set out in the <https://www.oaic.gov.au/privacy/australian-privacy-principles>. For more information and to view the please visit www.brownsenglish.edu.au.

What Do I Do If I Have a Problem?

If you have a problem at the school, any aspect of your course or the accommodation that BROWNS has arranged for you, you should in the first instance speak with the Student Services team. If it is related to an academic issue, you can also make an appointment with the Academic Management Team.

Steps to follow if you have a problem at School

Step 1 Speak with your teacher or the Campus Manager (academic issues) or a member of the Student Services team (all other issues)

Step 2 If unresolved, make an appointment with the Campus Manager (for academic issues), or the Student Services Manager (for all other issues)

Step 3 If still unresolved, access the complaints and appeals process by submitting a formal written complaint to the Chief Executive Officer (see Policy below)

Remember.....You can ask to have another person accompany you at any stage of the dispute resolution process.

Complaints and Appeals Policy

What is a Complaint?

A Complaint is a dispute. Complaints may include problems raised by employees, clients or students and may cover issues including (but not limited to):

- Perceived unfair treatment by BROWNS or one of its staff
- Disagreement with results issued or service standards
- Dissatisfaction with BROWNS policy or procedure
- Dissatisfaction with level of tuition fees charged
- Unreasonable working requests
- Complaints relating to training competence.

BROWNS Policy

It is our policy to:

- Respond to all complaints in both an appropriate manner and timely manner.
- Ensure that the person who has lodged a complaint will not be disadvantaged in any way whilst BROWNS is attempting to resolve the issue.
- Allows a complainant to be accompanied and assisted by a support person (i.e., third party) at any meetings dealing with the complaint.
- Each party to have an opportunity to formally present their case.
- Ensure there is no deliberate obstruction or complication of process; and
- Effectively resolve complaints to the satisfaction of all parties involved.

Lodging an Appeal

Any student who believes they have a complaint may lodge a formal appeal in writing with the Campus Manager (Academic issues) or Student Services Manager (all other issues). All complaints are taken seriously and acted upon within ten (10) working days of the formal lodgement. In an

appeal against an assessment /result outcome BROWNS identifies the appeal period as being per unit of competency, rather than per qualification.

Complaint/Appeal Resolution

It is the responsibility of the Campus Manager to resolve the matter as soon as possible. The complainant will be given a written statement of the outcome, including detail of the reasons for the outcome.

If there:

- is no resolution to the complaint or
- either party is not happy with the resolution; or
- there is no resolution in a time frame reasonable to either party involved.
- then the complaint will be escalated to the Chief Executive Officer (CEO)

Once the recorded complaint has been escalated to the CEO the following events will take place ensuring the process commences within ten (10) days of the lodgement and supporting information and all reasonable measure taken to finalise the process as soon as practicable:

- Each party may be accompanied and assisted by a support person at any relevant meetings;
- The complainant has an opportunity to formally present his or her case at minimal or no cost to him or herself;

A meeting is held to:

- ascertain the nature of the complaint/appeal and what action has been taken to date
- identify why either party may not be satisfied with the proposed resolution
- ensure a time frame will be set by which a resolution should be reached
- ensure all parties agree and cooperate with one and other while they are attempting to resolve the matter
- ensure the employee, student or client will not be victimised or disadvantaged in any way e.g. during the process the student's enrolment is maintained.
- If the complaint cannot be resolved informally the complainant must be given a written statement – containing of the outcome, including details of the reasons for the outcome, and confirming the student's right to access the external appeals process at no or minimal cost.

In regard to an assessment/result outcome BROWNS identifies the appeal period as being per unit of competency, rather than per qualification.

The written statement must record events taken and signed by all parties present at each meeting.

The CEO will attempt to mediate between the parties to develop a resolution all parties are happy with.

Should the internal or any external complaint or appeals process result in a decision which supports the student, BROWNS will immediately implement any decision and/or corrective or preventative action and advise the student of the outcome.

Should the parties involved be unable to reach a resolution, then the employee, student or client may refer the matter externally to a party they consider appropriate to deal with the matter.

In the case of international students, and in accordance with Standard 8 of the National Code, the Overseas Ombudsman Office may be contacted at:

The Commonwealth Ombudsman
GPO Box 442
Canberra ACT 2601
Email:
Online at <https://www.ombudsman.gov.au/>

This Complaints and Appeals Policy does not prevent an overseas student from exercising their rights to other legal remedies.

How Do I Contact BROWNS?

Send us an email at any time at info@browns.edu.au

Brisbane Campus:

Street Address: Level 8, 102 Adelaide Street
BRISBANE QLD 4000
Phone Number: +61 (0) 7 3221 7871

Gold Coast Campus:

Street Address: 5 Hicks Street
SOUTHPORT QLD 4215
Postal Address: PO Box 10485
SOUTHPORT BC QLD 4215
Phone Number: +61 (0) 7 3221 7871

Melbourne Campus:

Street Address: Level 3, 30 Church Lane
MELBOURNE VIC 3000
Phone Number: +61 (0) 3 8652 1955

Emergency Contacts

24-hour Accommodation Issues:

Brisbane and Gold Coast

Ph: +61 (0) 431 032 276

Melbourne:

Ph: +61 (0) 411 209 002