



Young  
Learners

2026

Brisbane

# Student Handbook



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We're so excited to have you with us. Whether you're here for a short stay or a longer journey, you're now part of a vibrant, supportive community across amazing cities like London, Dubai, Brisbane and Malta. Our team is here to help you learn, grow, and make unforgettable memories. If you need anything, just reach out, we're always happy to help.

**Enjoy the journey, and welcome to the EP family!**

## VISION, PURPOSE, MISSION AND VALUES

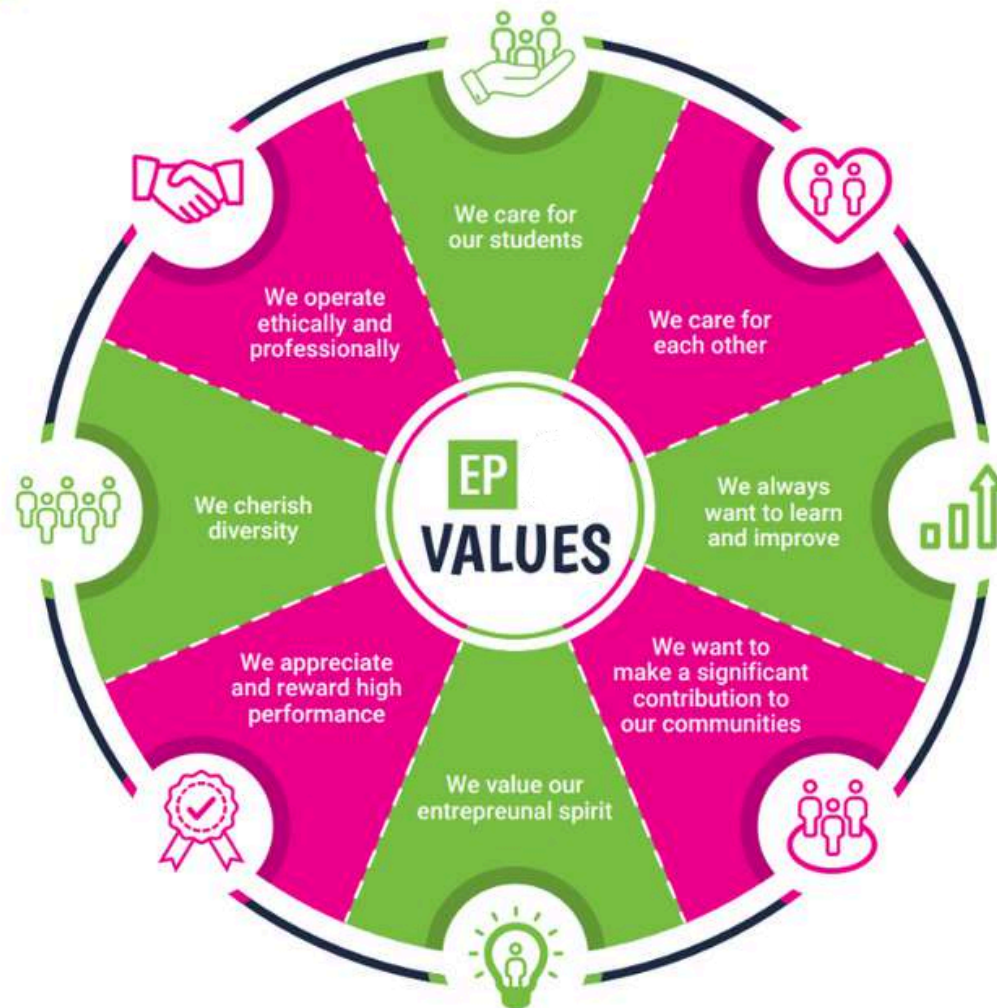
### What can you expect from the school?

**Vision:** To create the world's most accessible and innovative language school that changes lives through education that makes a fundamental difference to living standards.

**Purpose:** To establish and maintain a singular cross-cultural communication tool in a divided world, bringing people together through a common language. People who can communicate without barriers are more likely to work together for the common good. That is the reason for EP's existence. We believe that everyone has the right to education and language is often the first step.

**Mission:** A world in which every person can communicate using a common language removing inequality and creating a level playing field. Courses that stimulate and challenge. Students that learn, excel and grow.

### Values:



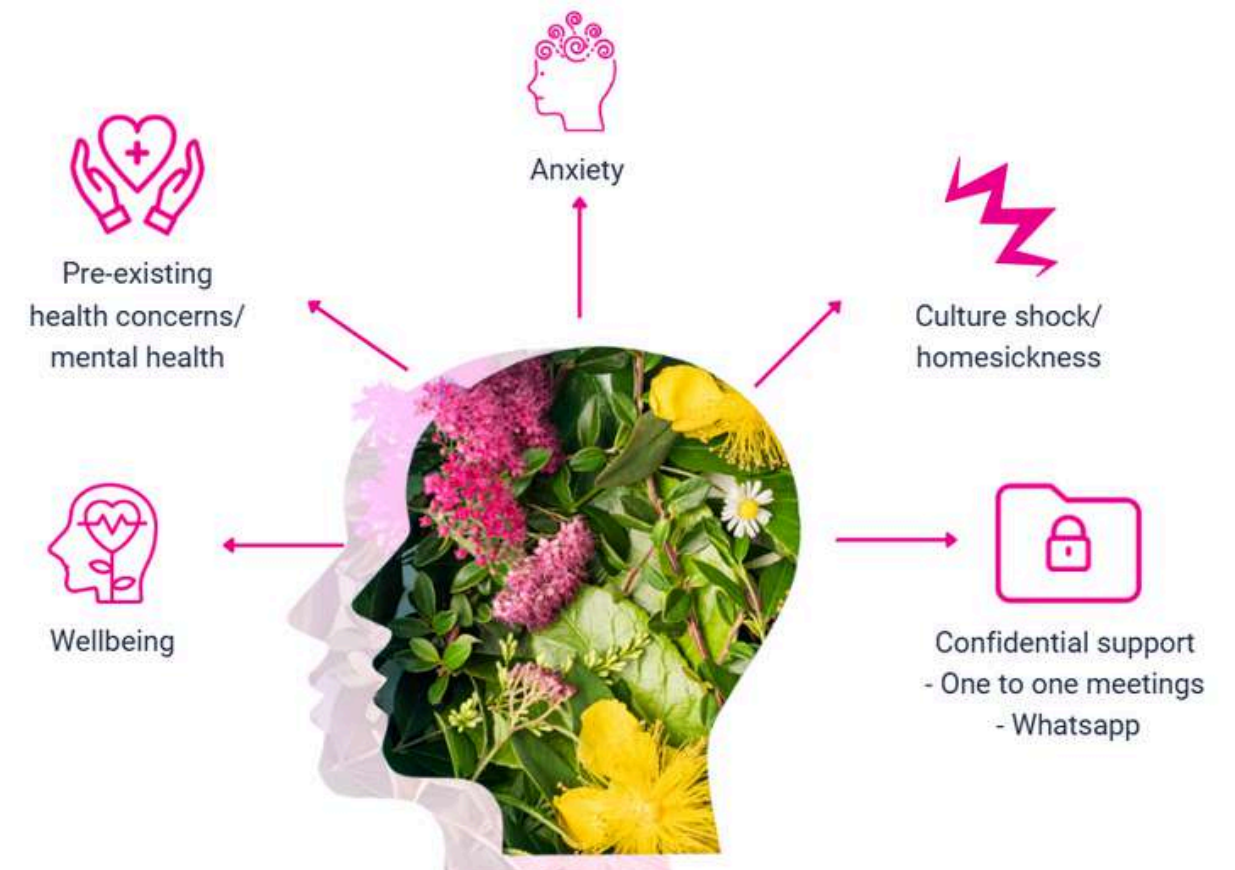
## MENTAL HEALTH AND WELLBEING

### How can we help?

If you are experiencing mental health difficulties, there are several options for support. You can speak to the YL Coordinator or a member of the EP Staff, we will help you or can recommend an appropriate (professional assistance) service for you.

- Pre-existing health Concerns/ Mental health
- Wellbeing
- Anxiety
- Culture shock/ Homesickness
- Confidential Support in a private room for one to one or via WhatsApp

EP holds your health and wellbeing at heart so should you need help, remember that EP staff is here to support you.



**24/7 EMERGENCY PHONE NUMBER: +61 480 682 916**

# About Brisbane

Brisbane, a vibrant city nestled along the banks of the Brisbane River in Australia's Sunshine State. This dynamic metropolis is celebrated for its laid-back lifestyle, modern infrastructure, and thriving arts and cultural scene. As the capital of Queensland, Brisbane offers a unique fusion of urban sophistication and natural beauty, where contemporary architecture meets lush parklands and historic charm. Brisbane is a city that features world-class dining, outdoor adventures, and a welcoming, multicultural community. From its iconic landmarks to its warm, sunny climate, Brisbane promises an experience that's both exciting and effortlessly relaxed.



## Famous landmarks

Streets Beach, Southbank, Moreton Bay, Tangalooma, access to Gold Coast and Sunshine Coast, less than 1 hour from Seaworld, Movieworld, Dreamworld and Water Parks, less than 1 hour from Australia Zoo.

## City personality

Brisbane is a river city built around the snaking Brisbane River and Moreton Bay. Easily accessible. Bike and scooter friendly. Strong cultural heart. Academic. Easy going and sub tropical climate.

## What makes this city unique?

Home of the 2032 Olympics, amazing year-round climate – warm summers, mild winters. Brisbane days rarely drop below 20 degrees and rarely exceed 30 degrees. A short trip to Australia's playground – The Gold Coast. Whale watching highway. Stunning riverside walks and bikeways.

## Transport within a 15-minute walk

Train, Bus, CityCat Ferry

## Cuisines within a 20-minute walk

Australian, British, Chinese, European, French, Greek, Indian, Italian, Japanese, Korean, Mexican, Middle Eastern, Seafood, Thai, Vegetarian, South American.

## Alternative things to do

Go rock climbing or kayaking on the Brisbane River, or wander through the inner-city tropical gardens and parks. Hike up to Mount Coot-tha for great views of the city and bay. Check out the video game and pinball capital of Australia, catch a show in the theatre district, or enjoy a meal by the river.

# 5 Reasons to choose this city

- 1 Incredible year-round weather
- 2 Safe environment
- 3 Located between the stunning Gold Coast in the South and Sunshine Coast in the North
- 4 Excellent Public transport with bus, train and CityCat Ferry service and all for only 50 cents
- 5 More affordable than Australia's largest cities – Sydney and Melbourne



 Staff




Meet the team

# Why choose to study in our EP Brisbane School?

- Located in a heritage building surrounded by vibrant city life on Queen Street.
- Right in the heart of Brisbane – just 5 mins from Central Station, 2 mins from Central Busway, and next to Queen Street Bus Station!
- Boutique campus with easy access to shops, restaurants and cafes.




Find us on Google maps

 EP Brisbane: Level 3/115 Queen St, Brisbane City QLD 4000, Australia

 Emergency: +61 480 682 916

## Close to your EP school

Our centrally located school is walking distance to:

	<b>Food court with restaurants</b>	1-5 minutes
	<b>Bank/ATM</b>	1 minutes
	<b>Gym</b>	3 minutes
	<b>Train station</b>	5 minutes
	<b>Grocery store</b>	2 minutes
	<b>Gold Coast</b>	50-70 minutes
	<b>Sunshine coast</b>	70-90 minutes

## Services & facilities

English Path and GBS Higher Education College, are part of Global Education Group. Together, our students share fantastic and modern university style facilities. At EP Brisbane we have the following facilities:

**Buildings:** 1  
**Floors:** 2  
**Total number of classrooms:** 9

**School facilities:** : Student lounge, library, break-out area with kitchen, Wi-Fi included, Elevator, modern & spacious classrooms with smart TVs or interactive whiteboards, AC/Heating.

**Other services provided:** : Leisure time, airport transfer, accommodation service.

**Levels of English offered:** Elementary to Advanced.

**Reception:** The friendly Student Services staff can direct you to your EP classroom. A Student Services Officer and Director of Studies will always be present to answer any questions you may have.



# Your **EP Brisbane** Welfare & Safeguarding Team

Do you have a question?

## Point of Contact



**Mark Bailey**  
Head of Operations

To speak to a member of staff please call:

 **+61 7 3012 9812**

**Call the Emergency Phone 24 hours per day, 7 days per week.**

## SAFETY, WELFARE AND SAFEGUARDING

### First Aid

If you or another student has an accident or requires urgent medical attention, please come to the Main Office. If you are unable to walk, please contact us using the Emergency Phone.

### Personal safety and looking after your valuables

Our campuses are safe, but please stay alert, particularly in tourist areas. Here's some advice to help you enjoy a safe and worry-free visit.

- Be alert when you are walking in crowded places.
- Do not walk with your phone in your hand if you are not using it.
- Place your valuables (such as phone and wallet) in inside pockets or in your bag.
- Avoid carrying large amounts of cash unless you know you need to pay for something.
- Do not leave your belongings unattended.

### Fire safety

**If you discover a fire:** Press the fire alarm button on the nearest alarm. Leave the building immediately via the stairs and fire exit. Make sure you tell a member of EP staff exactly what happened so they can call the Fire Services.

**If you hear the fire alarm:** Leave the building immediately via the stairs and fire exit. Do not run, use the lift or stop to collect your belongings. EP staff will guide you to the fire exit. Go to the assembly point and stay with your class and teacher there.

Follow any instructions given by a member of EP staff and do not go back into the building until you are told to do so by EP staff.

### Reporting Concerns or Abuse

If you ever feel unsafe, worried, or uncomfortable, whether because of another student, a staff member, or someone else, you should speak to a member of staff immediately.

You can talk to:

- Your Teacher or Activity Leader
- The Welfare Manager
- The Designated Safeguarding Lead (DSL)
- Our YLs Centre Manager

If you don't feel comfortable talking to someone in person, you can write a note and leave it with a staff member or use our welfare email: [younglearners@englishpath.com](mailto:younglearners@englishpath.com).

We take all concerns seriously. We also have a whistleblowing policy, this means anyone can report unsafe or inappropriate behaviour, and it will be dealt with confidentially and professionally.

**24/7 EMERGENCY PHONE NUMBER: +61 480 682 916**

## Holidays

**2026**

**1 Jan 2026**

**26 Jan 2026**

**3-6 Apr 2026**

**25 Apr 2026**

**4 May 2026**

**12 Aug 2026**

**5 Oct 2026**

**24 Dec 2026**

**25 Dec 2026**

**26 Dec 2026**

**28 Dec 2026**


**01 Jan 2027**

The school will be closed during the holidays. Please make sure to book your course/accommodation accordingly. Public Holidays are subject to change according to government announcements.

**When the school is closed on a Monday, new students start on a Tuesday.**

Course days that fall on a public holiday are not reimbursed. The dates are observed as holidays in the year.

If you arrive on a week where the Monday is a holiday, your first day of school will be a Tuesday.

 **Need help?  
Not satisfied?  
Have a problem?**

At EP we believe that communication and an open-door policy is key to efficiently resolving any issue you might have. If you need help, are not satisfied with one of our services or you need advice, please talk to our staff at school. They will be able to help and assist quickly with any concerns you might have.

# First day at school

Feature	Tuition Only	Day Camp	Full Experience
Accommodation	✗	✗	✓
Lunch Provided	✗	✓	✓
Airport Pickup	✗ Can be requested	✗ Can be requested	✓

## Here's a detailed breakdown\*

### Tuition only - Timetable



#### Arrival

**08:30**  
Welcome, school tour and induction



#### Morning Classes

**09.00 - 10.00** Lesson 1  
**10.00 - 10.15** Break  
**10.15 - 11.15** Lesson 2  
**11.15 - 11.30** Break  
**11.30 - 12.30** Lesson 3

### Day camp - Timetable



#### Arrival

Welcome, check-in, residence tour and induction



#### Morning

**09.00 - 10.00** Lesson 1  
**10.00 - 10.15** Break  
**10.15 - 11.15** Lesson 2  
**11.15 - 11.30** Break  
**11.30 - 12.30** Lesson 3



#### Afternoon

**13:00 - 16:00**  
Afternoon Activity

### Example Week for Full Experience Students

21 DEC Activities are subject to change due to weather conditions, availability or any other unforeseen event.

Time	7:00 - 8:30	9:00 - 12:30	13:00 - 16:00	22:00
Sunday	Arrival/Departure day / On Campus Activities			
Monday		L E S S O N S	City tour of Brisbane, including Story Bridge, Kangaroo Point Cliffs, and South Bank Parklands.	
Tuesday			Sandgate & Shorncliffe Beach	
Wednesday	Breakfast		Creative Workshop, Aboriginal Dot Painting	Good Night
Thursday			Brisbane River Cruise	
Friday			EP Skills	
Saturday	Explorer ~ Dreamworld Adventurer ~ Skip-the-queue on 5 rides Discoverer ~ Unlimited skip-the-queue access			

### Full experience - Timetable



#### Arrival

Welcome, check-in, induction



#### Morning

**09.00 - 10.00** Lesson 1  
**10.00 - 10.15** Break  
**10.15 - 11.15** Lesson 2  
**11.15 - 11.30** Break  
**11.30 - 12.30** Lesson 3



#### Afternoon

**13:00 - 16:00**  
Afternoon Activity



#### Bed time

**22:00**  
Bed time

\*Kindly confirm the exact timings and pick-up locations with the local teams.

# About your course

## Teaching methodology

### At EP we use the communicative approach which means:

- A focus on speaking
- Interactive lessons
- Noticing students' gaps and reacting to them
- Going beyond the textbook
- English for real life outside the classroom
- Understanding each student's individual needs

All EP teachers are trained in this approach from their first day, so students have the same experience in all levels at all EP locations.

## School material

**Books:** We use a range of age-appropriate teaching materials designed specifically for young learners.

**Additional material used:** Audio, Digital Presentation Material, Authentic Materials.

## Students

**Average Number of students per class:** 15

**Minimum age of students:** 13

**Average age of students:** 16

**Nationality mix:** Very global

**End of course certificate:** you will receive a course certificate at the end of your course.

## Extracurricular activities

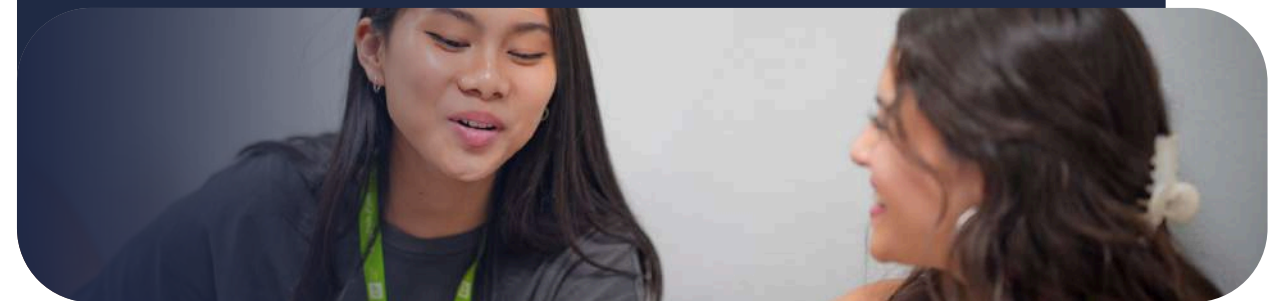
- Placement test to ensure accurate placing in levels
- Varied course materials
- Continuous progress monitoring

## Library and Study area

There is a bright study area available for students, offering a great space to support your learning. You'll also find open spaces where you can work with classmates and access the internet.

## How to

### improve your language skills during or outside of your course



## Study skills

Study Skills refer to the ability to frame and improve our learning. For example, what do we do when we learn a new word? Do we make notes? How? It's very important that we are organised in the way we learn, so that we have a much better chance of remembering the language and using it correctly in the future.

We would like to share with you some ways to keep learning and improving your English skills. If you practice these Study Skills, they will help you to continue your English language learning wherever you are.

## Listening, Reading and Writing

### What to listen to?

Try to listen to as many different types of spoken language as possible to improve your listening.

- Music and songs, TV shows, the news and films
- Speeches and interviews
- Audiobooks

### What to write?

Think about the language you've learnt that week and try the following:

- Write an email to a friend/your teacher
- Write a diary/journal entry each day
- Write your shopping list in English

### What to read?

There's so much you can read to practice your skills.

- Find an interesting article online?
- Choose a book you've read in your own language and get reading!
- Find an e-book and read on your daily commute to work or studies.

## How to

### practice vocabulary?



When you record vocabulary, you should also include longer phrases like:

phrasal verbs (e.g. get away with),  
multi-word expressions (e.g. How's it going?),  
idioms (e.g. raining cats and dogs),  
and collocations (e.g. take a chance).

Quizlet 



Download the [Quizlet app](#) – create your own set of flashcards, practice and test yourself!

Cut strips of paper or use index cards. Using your Language Bank, write a word on one side and the translation or definition on the other. Lay the cards on a table and test yourself by placing either all the language sides or all the translations/definitions face down and checking your memory.

Create two cards for each word, one with the word, one with its translation. Spread all the cards on a table and play a game of Snap! Here's how:

- Make two cards for each word and its translation.
- Place all cards face down on a table.
- Turn over two cards at a time.
- If a word and its translation match, you have a Snap!
- Put matched cards aside and continue until all are matched.
- Try timing yourself to complete the game as quickly as possible.



### Other useful websites for Learning and Practice

- [bbclearningenglish.com](http://bbclearningenglish.com)
- [englishclub.com](http://englishclub.com)
- [lyricstraining.com](http://lyricstraining.com)
- [ted.com](http://ted.com)
- [voscreen.com](http://voscreen.com)

### Exam Practice

- [flo-joe.com](http://flo-joe.com)
- [cambridge.org](http://cambridge.org)
- [ielts speaking.co.uk](http://ielts speaking.co.uk)
- [ieltsliz.com](http://ieltsliz.com)

### Grammar, Pronunciation and Vocabulary

- [bbclearningenglish.com](http://bbclearningenglish.com)
- [englishclub.com](http://englishclub.com)
- [lyricstraining.com](http://lyricstraining.com)
- [ted.com](http://ted.com)
- [voscreen.com](http://voscreen.com)

### Extra tip: Using a dictionary

Dictionaries are a useful resource for researching different meanings, collocations, examples of use and standard pronunciation. Use a mono-lingual dictionary and focus on understanding the meaning rather than translation of individual words. Translating individual words can often lead to misunderstandings.

A great, big paper mono-lingual dictionary is best but Cambridge, for example, have an online advanced learners' dictionary at [www.dictionary.cambridge.org](http://www.dictionary.cambridge.org), which is easy to use and provides examples of word use.

## Placement Test

At EP, we use the CEFR (Common European Framework of Reference for Languages) to place you in the most suitable class for your age & level.

Prior arrival you have to complete a placement test (grammar, writing, and speaking) so we can place you into the right group. You'll be in a class with students who are at a similar level, so you can feel confident and make progress.

<https://forms.gle/DZZqGqZ15GaYaar27>

During the course, your teachers and our academic team will check your progress. You'll also complete a mid-course feedback questionnaire to help us improve your learning experience.

At the end of your programme, you will receive an EP Certificate of Attendance, which includes:

- Your name and course dates
- Your CEFR level
- Your attendance record

## Timetable

Your classes will vary throughout the week. Monday to Friday, you will have a 3-hour lesson per day.

During the rest of the week, you will take part in:

- Half day activities

On excursion days, you will be provided with a packed lunch, and you will return to campus in late afternoon.

Please remember:

- Students must not leave the premises unaccompanied.
- Curfew times and all school rules must be respected at all times for your safety and that of others.

# Take a look at your accommodation

## CLLIX

CLLIX Serviced Apartments provide modern, comfortable, and fully furnished accommodation options for English Path Brisbane students. Managed by the CLLIX Hospitality Group, the residences are ideal for both short and long-term stays, offering convenience, safety, and access to great facilities in central Brisbane.

- Open-plan layout with queen bed, study desk, and wardrobe
- Private bathroom and fully equipped kitchen with cooking facilities
- Access to a gym, rooftop pool, BBQ area, and resident lounge
- 24-hour reception and security
- Secure building with CCTV and on-site management

**Address 1:**  
1 Cordelia St, South Brisbane QLD 4101, Australia (Brisbane One)

**Address 2:**  
166 Wickham Ter, Brisbane City QLD 4000, Australia (Brisbane Central)

## Your room

### Studio Room (Brisbane One)



### 1-Bedroom Apartment (Brisbane Central)



## About the residence

**Accommodation types:**  
Studio Room (Brisbane One)  
1-Bedroom Apartment (Brisbane Central)

**Bedrooms:**  
Each furnished apartment prioritizes student comfort. Brisbane One studios have a bed, wardrobe, and air conditioning. One-bedroom apartments in Brisbane Central include a separate bedroom, living room, and kitchen. All are bright, modern, and quiet.

**Bed size:**  
Both properties feature one queen-size bed in each room.

**Bathroom:**  
Every apartment includes a private ensuite bathroom with a shower, toilet, sink, mirror, and basic storage. Bathrooms are maintained during weekly cleaning for long-stay guests.

**Kitchen:**  
Each unit has a private, fully equipped kitchen with a refrigerator, stove, oven, microwave, kettle, toaster, and all necessary cookware and utensils.

**Additional costs:**  
A refundable security bond of \$200 is required upon arrival. Additional costs may apply for optional services such as extra cleaning, parking, replacement keys, or early and late check-in. Laundry facilities are available on site and operate on a pay-per-use basis.

**Neighbourhood:**  
Brisbane One Apartments are located in South Brisbane, close to South Bank Parklands, cafés, and supermarkets, just 20–25 minutes on foot from English Path. Brisbane Central Apartments are in Spring Hill, a quiet area near the CBD and only about 8–10 minutes' walk from the school. Both areas are safe, convenient, and well connected by public transport.

**Check-in/check-out:**  
Check in: After 2pm / Check out: 10am.

**Facilities:**  
Both residences offer excellent on-site facilities. Brisbane One features a rooftop pool, gym, BBQ area, cinema, and resident lounge, while Brisbane Central offers a gym, outdoor pool, and in-room laundry facilities. Both properties include high-speed Wi Fi, utilities such as electricity and water, and secure entry with CCTV monitoring.

**Visitors/guests:**  
Visitors are welcome daily between 8:00am and 9:00pm but must sign in at reception. Overnight stays are not permitted unless approved in advance by management.

**Noise:**  
Quiet hours are in place from 10:00pm to 8:00am.

**Smoking:**  
All facilities and residents' rooms are non-smoking.

**Reception/security desk:**  
24hr fully staffed Reception Desk.

**Cleaning service:**  
A weekly cleaning service is provided for guests staying longer than seven nights. Students are expected to keep their rooms, kitchens, and bathrooms tidy between services.

**Beddings/towels:**  
Students should bring their own or purchase a bedding pack upon check-in.

**Accommodation location:**  
Brisbane One Apartments are located at 1 Cordelia Street, South Brisbane QLD 4101, near South Bank Parklands and major cultural attractions. Brisbane Central Apartments are situated at 166 Wickham Terrace, Spring Hill QLD 4000, just a short walk from English Path Brisbane and the heart of the CBD.

**Minimum weeks requests:**  
Minimum booking is one week.

### Accommodation location:

Story Bridge:	2.5 km away	Brisbane City Hall:	1.1 km away
Customs House Brisbane:	1.9 km away	City Botanic Gardens:	1.6 km away
ANZAC Square:	1.5 km away	State Library of Queensland:	0.5 km away
Eagle Street Pier:	1.7 km away	Gallery of Modern Art (GOMA):	0.5 km away
Queen Street Mall:	1.2 km away	Brisbane Airport:	14 km away
Museum of Brisbane:	1.1 km away	EP Brisbane:	1.2 km away



# Recommendations

## Checklist & other useful information

Here are a few important items that you should bring with you:

- Passport
- Acceptance letter
- Accommodation letter
- Proof of health/medical insurance
- Some cash and credit/debit cards
- Apple or Google Pay
- Weather appropriate clothing
- Adaptor for electrical appliances
- Prescription medication and medical records
- Emergency information
- Airport transfer
- Phone and charger(s)
- Toiletries

## Clothing

Most students dress casually for classes, but you should bring nice clothes for going out and sportswear for sports and outdoor activities. The climate is changeable and maybe different from your own. The typical temperature is 25-30°C in the summer and 15-20°C in the winter, although it can drop below freezing. Bring waterproof clothing if you're arriving in the autumn or winter.

## Electrical current

Standard voltage is 230 volts; remember to bring an adaptor with you or buy one when you arrive.

## Arrival at the airport

When you land, connect to the airport Wi-Fi or use your mobile data to check for a welcome message from EP. Once you have collected your luggage and passed through security, look for a member of EP YL's staff wearing an EP YL's T-shirt or lanyard and holding an EP sign. You will be met at a clearly designated meeting point in the arrivals hall, where staff will welcome you and escort you safely to your residence.

# When you arrive in Brisbane

Arriving in a new country can be confusing. Read the information below about your arrival and don't hesitate to ask airport staff for help if needed.

## EP YL transfers

If you book an airport transfer, please send your flight details at least 2 weeks in advance. Students should arrive at the airport on the Saturday or Sunday before their course starts.

For departure, EP YL's staff will escort you to the airport, assist with check-in, and stay with you until your flight leaves. They will also help if there are delays or issues. Students are contacted 40 minutes before departure to ensure everyone boards safely.

## Transfer help

If your flight changes or you need transfer help, call the emergency numbers and give your name, school (EP YL's), and location. Only use greeters with official EP YL's signage.

Join the school's WhatsApp group for daily updates and any urgent notices, including school closures or delays.

## Pocket money

While we cannot tell you exactly how much money to bring, please remember that all essential costs are already included in your programme: accommodation, meals, lessons, activities, visits and tours. Most students therefore only need money for personal expenses such as snacks, souvenirs, laundry, or any optional activities they choose to do in their free time.

Some students choose to give themselves a weekly budget of around \$250, which is usually enough to cover everyday expenses, laundry, local travel and small outings. You will need additional funds if you plan to take weekend trips or purchase higher-cost items.

We recommend bringing around \$100 in cash for your arrival and using a debit or credit card for the rest of your spending. Please check with your bank in advance to ensure your card will work in UK ATMs.

Do not bring foreign currency, and avoid carrying large amounts of cash for safety reasons.

# Location and Travel

Here you will find some information about walking distances.

## Public transport



Central Station	5 minutes
Central Bus Station	1 minute

## To Malls



From Fortitude Valley Station to:	
Queen Street Mall	1 minute
Brisbane Arcade	1 minute

## Walking distances




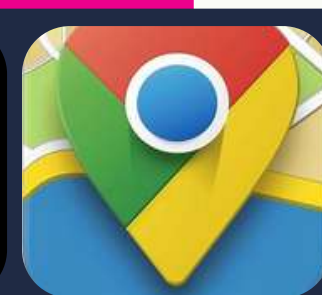
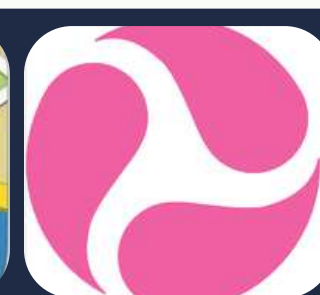

Brunswick Street Mall	5 minutes
Centenary Place	6 minutes

# Living costs

(sample prices for items in this city)

- Bottle of water: **\$3.50**
  - Coffee: **\$2 - 6**
  - Can of coke: **\$3**
  - Meal out for two: **\$40 - 100**
  - Takeaway pizza: **\$15**
  - Sandwich: **\$10**
  - Local bus ticket: **.50c**  
(depends on the distance)
- 
- Local metro and tram ticket: **.50c**  
(depends on the distance)
  - Cinema ticket: **\$22**

## Useful apps

			
<b>Uber</b> Order food, groceries, clothes, and taxi.	<b>Google Maps</b> Real-time public transport and walking directions	<b>TransLink</b> For: Bus, train, ferry, and tram schedules	<b>myGov</b> National portal for Medicare, Centrelink, ATO, etc.

# Staying Safe and Respectful in Brisbane:

## What you need to know

### Local customs

Women in Australia are equal to men and should always be treated fairly.

Australian people talk to strangers in public. This is a great way to practice English, but caution should be taken. You should not give out your address and telephone number, or accept inappropriate invitations.

“Please” and “thank you” are very important words! Always use them if you ask someone to do something for you, or if they help you or give you information.

Australia is a culturally diverse nation where people of all ethnic backgrounds are treated equally.

Tipping in restaurants or for other services is rarely required in Australia but can be offered in high end restaurants or for outstanding service anywhere. If you choose to tip it should be no more than \$5. Fast food is not tipped but you could offer a tip for exceptional service if food is delivered promptly or perhaps in bad weather

### Laws

No one under the age of 18 in Queensland may buy or consume tobacco or alcohol, including beer and wine. It is against the law to buy tobacco or alcohol for someone you know who is under the age of 18.

Driving under the influence of alcohol is a very serious crime and police make regular random checks.

You will need international ID to enter bars, clubs or pubs (e.g. Passport, ID card, driver's license).

Buying, selling and using drugs is illegal.

For Fees, Refunds, and Cancellation Policies - Please see the college Price Guide Students should make themselves familiar with Australian Law and Queensland Law. You are subject to both. [www.australia.gov.au/information-and-services/public-safety-and-law](http://www.australia.gov.au/information-and-services/public-safety-and-law) and [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

### Health and safety

**Medical insurance:** All students must have travel or medical insurance/OSHC (Student Visa Holders) for the duration of their stay in Australia. They can either book medical insurance offered by the college or they can choose their own.

**If you get sick:** If you get sick while in Australia you should visit a doctor. You can ask the Student Services team or your host family and ask where the nearest doctor is. If you have a minor illness you can ask staff at a local pharmacist for advice. Remember to bring any relevant insurance or medical documentation with you.

**Protecting your belongings:** We strongly recommend you take out travel insurance for your personal belongings, especially cameras, music players, mobile phones and laptops. Personal items cannot be covered by the college homestay or residence insurance.

**Prescription medication:** Remember to bring enough of your prescribed medication with you as Australian pharmacists will not dispense a foreign prescription. International customs agents may ask you questions about your medication upon your departure or arrival, so be sure to pack it carefully. Bring any important medical records (blood type, prescriptions, x-rays) that might be useful for medical care abroad as well as contact information for your health care providers at home.

**Staying safe at school:** If you or another student has an accident or needs urgent medical attention, please come to reception where the First Aider is located.

**Fire safety:** If you discover a fire, press the fire alarm button on the nearest alarm. Leave the building immediately via the fire exit. Make sure you tell a member of EP staff exactly what happened so they can call 000. If you hear the fire alarm, leave the building immediately. Do not run, use the lift or stop to collect your belongings. EP staff will guide you to the fire exit. Go to the assembly point. Follow any instructions given by a member of EP staff and do not go back into the building until you are told to do so by EP staff.

**Personal safety and looking after valuables:** Brisbane is generally a safe place but, as with a lot of big cities, you should always be alert. Some tips are: Be alert when you are walking alone at night. Avoid carrying large amounts of cash. Do not leave your belongings unattended. In Australia, you do not need to always carry your identification card or passport with you, you can keep it at home and carry a picture of your ID on your phone or a photocopy in your bag.

### Emergency services

Call 000 in case of fire, a medical emergency or if you need the police.

### Medical costs

Medical costs are at the discretion of your local doctor or hospital. Minimum medical costs are as follows:

- Consultation with a doctor: \$75-100
- Prescriptions at a chemist: \$5-30 per item
- Dental treatment: \$150
- Eye test or new glasses: \$100

Please note that students who have Overseas Student Health Cover (OSHC) may be eligible for 'no gap' service covering their visit. Students are welcome to come and speak to reception for a list of recommended Doctors.

### First aid

If you sustain a personal injury while at the college, you must report it immediately to your teacher or a staff member.

- A first aid kit for minor injuries is available at reception.
- All staff are informed about first aid procedures during their induction.
- A Critical Incident Report must be completed by the person who witnessed the incident, and the details will be recorded accordingly.

### Student code of conduct

Be on time for all your lessons.

Always tell the college if you are going to be absent from school for any reason and tell your host family if you are going away overnight.

Be respectful, polite and open to different cultures.

Expectations for student behaviour and discipline

Consequences of misconduct, including academic dishonesty (plagiarism), harassment, or disruptive behaviour

Anti bullying and discrimination policies

### Emotional Support

We understand that moving to a new country can be challenging. If you're experiencing any emotional or mental health difficulties, support is available.

You can speak confidentially with the Young Learners Coordinator or another member of EP staff for help, or to be referred to professional support if needed. We can provide guidance and immediate support for:

- Anxiety or homesickness
- Culture shock
- Wellbeing or pre-existing mental health concerns

**Private one-to-one support is available:**

- In a quiet room at school
- Or via WhatsApp (confidentially)

If you require further assistance, we can refer you to one of Brisbane's licensed professional mental health centres.

### Emergency

If you or someone else has a serious accident or needs immediate medical help:

- Inform the EP office or use the emergency phone – staff will assist you immediately
- Paramedics will provide an initial check and help determine further steps

## What you can expect from EP YL's

At EP YL's, we care about you. Your safeguarding and wellbeing are very important to us. We strive to ensure your stay is surrounded by a safe and stable environment so you can focus on enjoying your experience, learning, and growing.

Following norms and rules helps create a respectful and supportive atmosphere where everyone can thrive and get along.

At EP, our mission is to provide high-quality, motivating courses that help students:

### Learn

We aim to help you improve your English skills to achieve your personal goals. That's why we employ excellent, experienced, and dynamic teachers who maintain high teaching standards.

### Excel

We want all students to do their best. Our creative and challenging classes are designed to bring out your full potential. At the end of your course, you will receive a certificate showing your achieved level.

### Grow

Language learning is a great way to build confidence and grow as a person. Experiencing other cultures helps broaden your horizons. Our lessons and activities are designed to support your personal development and help you flourish during your EP experience.

As part of your journey with EP, you will also receive:

- A friendly and efficient service from the Young Learners (YL's) Team to support you with any queries, problems, or questions.
- An initial placement test by the Academic Team to ensure you are placed at the right level.
- A modern, clean, safe, and well-lit environment to study in.
- An engaging activity programme with free and paid options, linked to your study programme to enhance your learning.
- Advice on further studies, such as exam classes, further or higher education.

## What we expect from you

### We cordially invite you to:

- Behave well at all times and everywhere you are.
- Respect all school rules and policies (available on our website).
- Follow local etiquette and cultural norms.
- Be punctual and attend all classes. 100% attendance is required for all Young Learner programmes.
- Speak the language at all times, practice makes perfect!
- Get to know and interact with your classmates. It's a great opportunity to make friends.
- Attend the school's induction presentation and read the student handbook, both contain important information to help you make the most of your stay.
- Keep Student Services informed of any changes in your personal circumstances, we care about your safety and wellbeing.
- Tell an EP YL's staff member if you are not feeling well, we need to keep the school updated about any absences.
- Refrain from eating or drinking (except water) in the classroom.
- Do not use your phone during class unless your teacher asks you to do so.

### Respect and Responsibility

- Cyber or in-person bullying or harassment will not be tolerated under any circumstances.
- At EP YL's, we follow the Australian values of democracy, the rule of law, individual liberty, and respect for other people's values and beliefs.
- Smoking is not allowed. It is also banned in all public indoor spaces in Australia.
- There are strict laws against illegal drugs. Penalties can be very serious, do not use or possess illegal substances during your stay.
- If you a minor, it is illegal to buy, attempt to buy, or consume alcohol, or for anyone else to buy it for you.

Students may be asked to leave their course early if they do not follow the Code of Conduct or EP's Disciplinary Policy.

# Daily Routine and Safety

## Staff Supervision and Student Safety

Your safety is our priority. We ensure students are always supervised by trusted and trained staff.

Supervision ratios depend on your age:

- Ages 13 to 17: 1 staff member for every 20 students

We also follow these ratios during lessons, activities, trips and in the residence. For excursions or high-risk activities, smaller groups are used to keep everyone safe.

## Residence and Campus Access & Supervision

- Only authorised individuals are near students,
- No strangers are able to approach or engage with students without supervision,
- Welfare and safeguarding standards are met at all times.

ID badges & wristbands must be worn at all times. Students are not allowed to open residence doors to anyone, and should always inform a staff member if something doesn't feel right.

## Student's insurance

All full experience programmes at EP include a *Multirisk GuardMe* Insurance, which covers doctor and hospital visits, prescribed medicines, emergency treatment and more.

If you are enrolled in Day or Tuition Only programme means your parents are with us in the country and they have pre booked an insurance.

GuardMe Multirisk Policy - <https://guardme.eu/insurance-plans.html>

The policy provides broad protection, including:

- Medical expenses for illness or accident:
  - ✓ Covered up to a limit (check policy for more details) for emergency treatment, including doctor visits, hospitalisation, A&E, and outpatient care.
  - Pharmacy costs:
    - ✓ Covered when prescribed by a doctor as part of a medical treatment plan.
  - Emergency care and ambulance transport:
    - ✓ Covered when medically necessary, within the overall medical expense limit.
  - Repatriation or return travel:
    - ✓ Covered up to a limit (check policy for more details) in case of serious illness, accident, or death.
  - 24/7 emergency assistance line:
    - ✓ A 24-hour multilingual helpline is available for urgent medical guidance and claims support.

# Code of Conduct

## General Behaviour

At EP YL's, we want everyone to enjoy their time, learn lots, and stay safe. To help make that happen, we ask you to follow the rules below. These rules are here to protect you and everyone around you. Students may be asked to leave their course early if they don't follow the code of conduct or EP's disciplinary policy.

- Be kind, polite and respectful to other students, staff, group leaders and members of the public.
- Treat others as you would like to be treated. Bullying, harassment (in person or online), and discrimination will not be tolerated.
- Respect everyone's culture, religion, background and identity. We all come from different places and that makes our school special.
- Follow all EP YL's rules and instructions from staff, they are here to keep you safe.

**● If a student breaks the rules, they may receive a warning, be removed from activities or classes, and in serious cases, parents or guardians will be contacted and the student may be sent home.**

## In Class

- Speak English at all times, this helps everyone improve!
- Be on time and attend all your lessons. You must attend 100% of classes, this is part of our programme.
- Phones are not allowed in class, unless your teacher asks you to use it for learning.
- No food or drink in classrooms (except bottled water).
- Tell a staff member if you feel unwell and can't attend class.

## Personal Conduct & Safety

- Follow laws: no smoking, no drinking alcohol, no drugs.
- If you are a minor, it is illegal to buy or drink alcohol or smoke.
- Drugs are strictly forbidden, this is a serious offence.
- Do not leave the school or residence without permission or a staff member.
- Respect curfews/supervision rules, these are there to protect you.

## Digital Behaviour

- Use phones, laptops and the internet responsibly and kindly.
- Do not post hurtful or inappropriate content about others.
- If you see something that makes you uncomfortable, tell a staff member immediately.

## Reporting Concerns

- If you are unhappy, feel unsafe, or see something wrong, talk to a staff member
- You can also email our confidential welfare support team at: [younglearners@englishpath.com](mailto:younglearners@englishpath.com)

## Australian Values

- Respect for the law
- Individual liberty and personal choice
- Equality and fairness
- Tolerance and respect for other cultures, beliefs and lifestyles

# Life in Brisbane

Leisure time



## South Bank Parklands

South Bank is the heart of Brisbane's leisure and lifestyle scene. It's a beautifully designed riverside park that combines green spaces, dining, culture, and entertainment all in one. Whether you want to cool off in Streets Beach.



## Queensland Cultural Centre

This is Brisbane's creative soul. Located just across the river from the CBD, it's home to Australia's leading Gallery of Modern Art (GOMA), the Queensland Art Gallery, and the Queensland Museum. Exhibits range from Aboriginal and Torres Strait Islander culture to international contemporary art and interactive science zones.



## Howard Smith Wharves

Set under the iconic Story Bridge, this revitalised industrial precinct offers some of Brisbane's best views, food, and laid-back atmosphere. It's where locals go to unwind with a drink by the river, enjoy a wood-fired pizza, or just soak in the Brisbane River breeze.



## Roma Street Parkland

This is one of the most impressive urban gardens in the world, and it's right in the city. It features themed gardens, waterfalls, walking tracks, and quiet spots for reading or meditating. You can take a free guided walk, or just explore on your own.

# Life in Brisbane

Cultural



## Queensland Performing Arts Centre

The Queensland Performing Arts Centre (QPAC) is located in South Bank, Brisbane. While the centre itself is accessible to the public throughout the day, there are no specific visiting hours for simply exploring the public areas of the precinct.



## Judith Wright Arts Centre

The Judith Wright Arts Centre (JWAC), affectionately known as 'The Judy', is located at 420 Brunswick Street (corner Berwick Street) in Fortitude Valley, Brisbane. While the centre is accessible to the public throughout the day, visitors should note the specific operating hours of its various venues and facilities.



## Museum of Brisbane

The Museum of Brisbane (MoB) is located on Level 3 of Brisbane City Hall in King George Square. While the museum is open daily from 10:00 AM to 5:00 PM, visitors should note that the City Hall building itself is accessible throughout the day. However, entry to the museum is restricted to its operating hours. Visitors are also encouraged to consider the schedules of any special exhibitions or programs they wish to attend, as these may have specific timings.



### Steak

Grilled Australian beef, often served with mashed potatoes, veggies, and gravy.



### Dim Sim

Australian-Chinese snack of steamed or fried dumplings filled with meat or vegetables.



### Lamingtons

Sponge cake coated in chocolate and rolled in coconut.



### Damper

Simple soda bread historically baked over campfires, served with butter or jam.



### The Collective Markets

The Collective Markets at South Bank, Brisbane, are a popular weekend destination known for their lively atmosphere and scenic riverside setting. Held every Friday evening, Saturday, and Sunday, the markets feature a wide variety of stalls offering local art, handmade crafts, fashion, vintage goods, and street food. Live music and entertainment add to the vibrant ambiance, making it a great spot for shopping, relaxing, and enjoying the weekend.



### Eat Street Northshore

Eat Street Northshore is a vibrant riverside night market in Hamilton, Brisbane, offering a unique blend of international street food, live music, themed bars, and family-friendly entertainment. Open Friday and Saturday (4–10 PM) and Sunday (4–9 PM), the venue features over 70 food stalls and multiple live performance stages. With a \$6 card-only entry fee (free for kids under 13), free on-site parking, and easy ferry access.



### Jan Powers Farmers Markets

Jan Powers Farmers Markets are a cornerstone of Brisbane's local food scene, founded over three decades ago by culinary icon Jan Power. Her vision was to connect consumers directly with farmers and producers, promoting fresh, regional, and sustainable food.

# Leisure and Supervision

Our Young Learner programmes include a full timetable of exciting cultural, educational, and social activities to help you enjoy the best of city life while making friends and practising your language in real-world settings.

Activities include sightseeing tours, cultural visits, sports, themed evenings, and excursions to iconic destinations such as museums and royal parks.

## Weekly Activity Schedule

A weekly activity schedule is shared at the centre, during induction and a reminder is shared the day before of the agenda for next day. Please note:

- All activities are mandatory unless otherwise advised for specific reasons (e.g. illness).
- The programme has been carefully designed to balance learning, fun, and student welfare.

## Supervision & Ratios

Student safety is our top priority. Supervision is provided at all times by trained staff:

- 1:20 ratio for students aged 13+

Staff roles are clearly allocated for each excursion, including first aiders, group leaders, and designated meeting points. Extra care is taken during transport, high-traffic areas, and late returns.

## Before Every Excursion

Before any outing, you'll attend a compulsory safety briefing which covers:

- The destination and cultural context
- Emergency contact information
- How to stay safe and what to do if separated
- The name and phone number of your lead staff member

## Free Time – Supervised Independence

During some city visits, short periods of free time are allowed in clearly defined areas.

You'll be asked to:

- Remain in small groups
- Share your live location with EP staff via mobile phone
- Check in at set times and return to the meeting point punctually

*This helps you enjoy some independence while ensuring staff can support you at all times.*

# Support for Parents

At EP, we understand how important it is for parents to feel informed and reassured while their child is studying abroad. We are committed to clear and responsible communication.

## Communication Protocol

In most cases, all communication with families will be made via the partner agent through whom the booking was arranged. This includes updates on:

- Attendance or unexplained absences
- Illness or medical concerns
- Behavioural or safeguarding issues


In the rare event of a serious emergency or where immediate contact is required, we may contact parents/guardians directly if it is deemed necessary for the child's safety or wellbeing.

## Staying in Touch

- Students are encouraged to stay in regular contact with families
- Wi-Fi is available in both the residences and the teaching centre
- Phone or video calls can be made during free time, especially in the evenings

## 24/7 Emergency Support

We operate a 24-hour emergency contact number for urgent situations. This number will be shared before arrival and is available to agents and families.

 Please only use this number for genuine emergencies, as it may be needed to support a student in immediate need.

We are here to safeguard your child's experience and wellbeing at all times.

## A Final Note

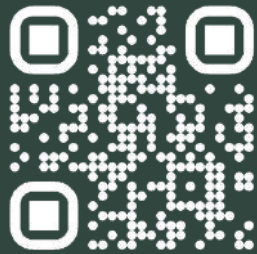
We are happy to welcome you to EP Young Learners. Let us begin our journey together filled with new discoveries and experiences.

It's your attitude that helps us do great things in different ways. You inspire us to keep improving, and it's your enthusiasm that drives us to do our best.

Let's encounter new possibilities, embrace learning, and create memories for life.

Let's enjoy the ride together!

#memoriesforlife



@englishpathschools

Level 3/4 115 Queen Street  
Brisbane, Queensland 4000,  
Australia



## All Young Learners Centers

### EP Greenford

891 Greenford Road, Greenford  
UB6 0HE

### EP Middlesex

The Burroughs, London NW4 4BT

### EP Dublin

Clarinda Park North, Dun  
Laoghaire Co. Dublin Ireland  
**Summer School:** UCD, Belfield,  
Dublin 4, Ireland

### EP Paris

98 Rue Didot, 75014 Paris, France

### EP Malta

West Block Marguerite  
Mangion Street St.  
Julian's Malta STJ 3180  
**Summer School:** WFFF+RH3, Sir  
L. Prezios, Pembroke, Malta

### EP Dubai

EP Block 5, Dubai Knowledge  
Park, Al Sufouh 2, Dubai, United  
Arab Emirates

### EP Riyadh (locals only)

.Gernaata Square QPRR+3F8  
عراش رفعجوبا روصنملا,  
Riyadh 13241, Saudi Arabia

### EP Toronto

36 Victoria St, Toronto, ON M5C  
1H3, Canada

### EP Brisbane

Level 3/4 115 Queen Street  
Brisbane, Queensland 4000,  
Australia