



GENERAL ENGLISH INTERNATIONAL STUDENT HANDBOOK

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INTRODUCTION

Pledge

We enrich the lives of people. We provide learning in a fun, caring and responsive environment. This opens a world of opportunity for our students.

Promise

We are responsive and we care.

Core Values

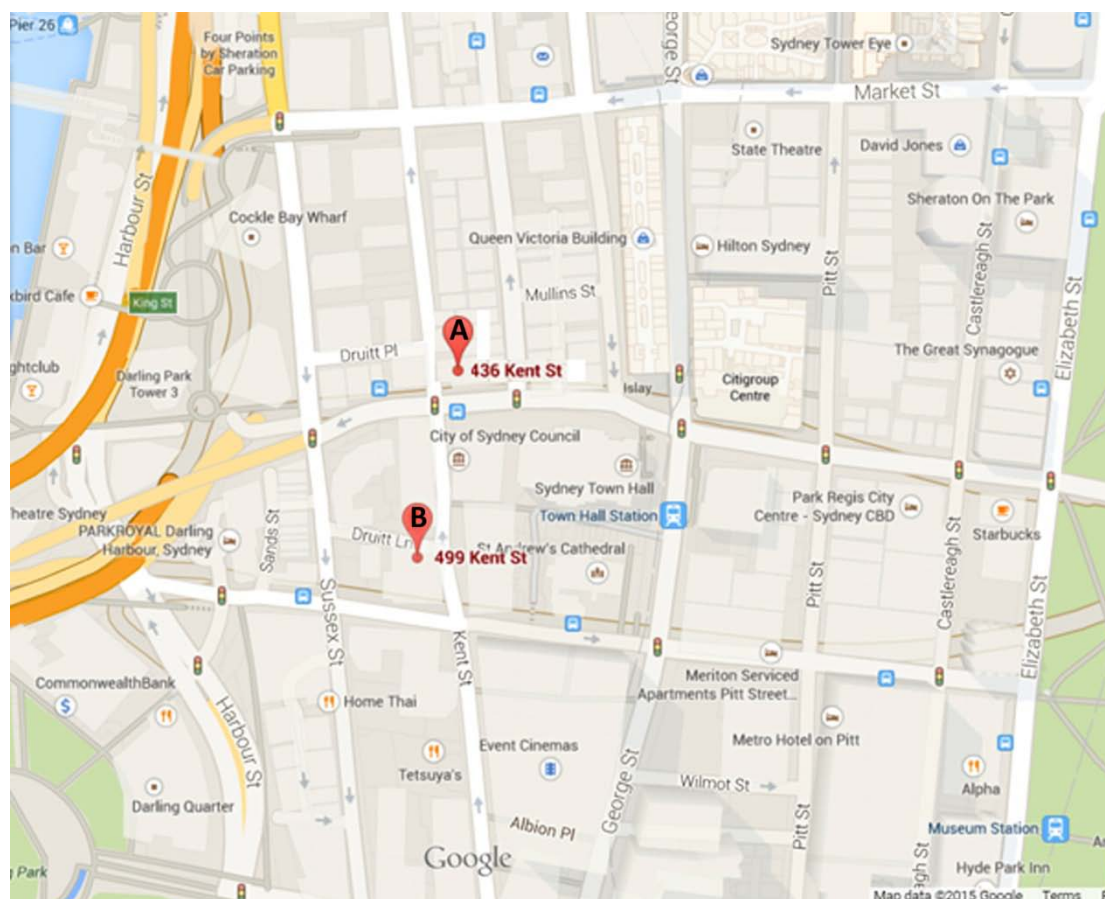
Empathy, Commitment, Integrity, Fun & Teamwork

College Locations

Situated in the heart of Sydney, North Sydney English College and Lloyds International College are in the centre of the business and tourism area. Parks, cafes, libraries, shopping centers and major attractions such as Sydney Opera House and Darling Harbour are just a short walk away. Travelling to North Sydney English College and Lloyds International College is easy from anywhere in Sydney. Train, bus and ferry stops are all close by. Sydney is a multi-cultural city and apart from meeting people from many parts of the world, visitors enjoy a variety of cuisines in cafes and restaurants.

A. Lloyds International College
Level 2&3, 436 Kent Street
Sydney NSW 2000
Ph: 02 8211 1138
Fax: 02 8263 1238
info@lloydscollege.nsw.edu.au

B. North Sydney English College
Level 1, 499 Kent Street
Sydney NSW 2000
Ph: 02 8263 1200
Fax: 02 8263 1238
info@northsydneycollege.com.au



ESOS Framework

The College is committed to providing you with quality education and protecting your rights. The Australian Government requires overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Service for Overseas (ESOS) Act 2000 and the National Code.

Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for overseas Students (CRICOS) at <http://www.studyinaustralia.gov.au/CRICOS> registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including location – match the information on CRICOS.

Your Rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your rights to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your rights to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your rights to know:
 - How to use your provider's student support services
 - Who the contact officer is for overseas students
 - If you can apply for course credit
 - When your enrolment can be deferred, suspended or cancelled
 - What your provider's requirements are for satisfactory progress in the courses you study
 - If attendance will be monitored for those courses
 - What will happen if you change providers
 - How to use your provider's complaints and appeals process

Your Responsibilities

- As an overseas student on a student visa, you have responsibilities to:
- Satisfy your student visa condition
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your provider
- Inform your provider if you change your address
- Maintain satisfactory course progress

Code of Conduct for Students

- Strive to do your best
- Be punctual and pay attention to your teachers
- Be respectful and obedient
- Do not cheat
- Be safe at school. Obey all safety rules
- Do not offend or embarrass others
- If you are absent from class it is your responsibility to complete any work on your own
- Respect the college facilities and resources by taking care of them when you are using them
- Use clean computer disks to ensure no viruses are transferred
- Be prepared for each lesson with a notebook and pen
- Keep the college up-to-date with your address and contact number.
- Dress appropriately, wear shoes and take off hats and caps when in class
- Maintain a minimum of 80% attendance

- Any unacceptable behaviour include petty theft, sexual harassment, refusal to follow instructions from staff members, and being disruptive, will be reported to the AM who will take disciplinary action

As a student at the College you have the right to enjoy a safe and supportive environment without harassment or discrimination.

Contact Details

For information about	Who to contact	How
Applications	Admissions Office	Send your application form to the admission office for processing. Level 1, 499 Kent Street, Sydney. NSW 2000 Ph: 8263 1200 Fax: 8263 1238 admin@northsydneycollege.com.au admin@lloydscollege.nsw.edu.au
Policies and procedures that affect you	Student Services Officers (SSO)	North Sydney English College 1/499 Kent Street, Sydney. NSW. 2000 Ph: 8263 1255 studentservices@northsydneycollege.com.au www.northsydneycollege.com.au Lloyds International College Level 2&3, 436-450 Kent Street, Sydney 2000 Ph: (02) 8211 1138 Studentservices1@lloydscollege.nsw.edu.au www.lloydscollege.nsw.edu.au
Your ESOS rights and responsibilities	Department of Education and Training	ESOS Helpline: 1300 615 262 https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf E: iehotline@education.gov.au
Your VISA matters	Department of Immigration and Border Protection (DIBP)	Website: www.immi.gov.au Phone 131 881 in Australia Contact the DIBP office in your country

Head Office

Head office is located on Level 1, 499 Kent Street, Sydney, NSW

College Facilities

Our classrooms are modern, air-conditioned, have good lighting and are insulated against outside noise or interference from other classes.

They are fitted with sufficient power points, teacher and student furniture. General facilities for students include:

- Language Assistance
- Computer Labs
- Study Library
- Care and Counselling
- Social Programs

Orientation and Induction Procedures

At orientation the college will discuss all the items that are covered below and make sure you understand them. This will make your entry to the college comfortable and give you a good understanding of the College policies, as well as your rights and obligations. On orientation day, you will be instructed on matters such as:

- Address notification and changes of address
- Allocation to classes
- Appeals and Complaints
- Attendance
- Changing classes / courses (at an extra cost)
- Class timetable
- Documents - Photos for ID - Copies of Passport pages
- Explanation of basic requirements
- Leave - medical and other leave
- New Student Information forms
- Work Health & Safety procedures, Evacuation Procedures, Fire Exits
- Payments
- Student handbook – main headings e.g. Complaints and Appeal procedures
- Tour of College
- Use of the Internet
- All English students will do a placement test

Orientation

All students must attend a compulsory orientation program on their course commencement date for each course. Students must inform the college if they are not able to commence their course as soon as possible prior to their course commencement date. Under *The Education Services for Overseas Students Act 2000 (ESOS Act)*, if a student has not commenced studies or made contact with the college by the scheduled commencement date he/she will be reported to Department of Immigration via PRISMS within five (5) working days of the scheduled commencement date.

¹ Provider Registration and International Students Management System (PRISMS) This site provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the [Education Services for Overseas Students \(ESOS\) Legislation](#)

Accommodation and Living Expenses

An international single student living in Sydney requires approximately AU\$18,600 to \$25,800 for living expenses each year.

Note: This figure does not include tuition fees.

Remember that your cost of living in Sydney will vary according to your lifestyle. For example, eating out at restaurants all the time will increase your living costs a lot, as will driving a car (you will have to pay for petrol, registration, maintenance and insurance, as well as the car itself).

Suggested weekly budget (all figures are in Australia dollars and accurate as of 2014):

Accommodation ranges from \$150 to \$350 a week (for a room in a shared house or apartment)

Food costs range from \$70 to \$120 a week.

Public transport costs range from \$30 to \$50 a week. For more information please visit Sydney

Transport www.131500.com.au/fares/fares

For more information please visit Study in Australia www.studyinaustralia.gov.au/en/study-costs/living/living-costs-in-australia

Accommodation Options

Homestay services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle. If you need Homestay, we ask our students to tick 'yes' on the application form. We will send you the contacts of suppliers of this service for you to make your personal choice and suburb of where you want to stay. Most Homestay is a minimum stay of 4 weeks. For Homestay fees, please see the information sent to you once you request this information from us, or visit our website as these prices are also listed under accommodation tab.

Hostel accommodation is a popular option for international students, especially in the first months of their arrival. A small, furnished room is provided with access to a shared bathroom, laundry, lounge and recreational activities. Some hostels also provide computer access. You should inspect more than one before making a decision. Many hostels are privately run and come under the Rooming House Act. If you sign a lease, you are protected by the Residential Tenancies Act.

Apartment/flat rentals vary greatly in cost and condition. Before making long term arrangements, make sure you are familiar with the suburb or area. Before you sign a lease agreement you should get short term accommodation so that you can decide where you want to live.

Banking

It is recommended that you open a bank account soon after arriving. Banks in Australia provide savings and cheque accounts plus a range of other financial services including personal loans, bank drafts and transfer of funds. Exchange of currencies and the purchase of foreign currencies can also be conducted at banks. Travellers cheques can be cashed at banks but you will need to show your passport for identification.

Commonwealth Bank (CBA)

546 George Street

www.commbank.com.au

Westpac Bank

591 George Street

www.westpac.com.au

Opening a Bank Account

If you have been in Australia for less than six weeks, your passport will be enough identification to open a bank account. If you have been in Australia for more than six weeks, you will need some further identification such as your student identity card. Before choosing a bank and a particular account, you should compare interest rates, bank fees, etc. Some banks do provide student account where only government fees are charged.

Most students open an account that has access to an automated teller machine (ATM) via a card. Cash is then accessible 24 hours a day, seven days a week. Most supermarkets and shopping places have facilities to purchase goods with your ATM card known as EFTPOS facilities.

Banking Hours

Banking hours vary, but these are the general banking hours of most banks: Monday to Thursday: 9.00am to 4.00pm, Friday: 9.00am to 5.00pm, Saturday and Sunday closed. Some banks may open Saturday mornings

Places of Worship

There is complete freedom of religion in Australia. Most of the world religions are represented in Sydney and have their own places of worship. These can be found in the Sydney White Pages, listed alphabetically under the denomination.

The majority of Australians are Christian, the three largest denominations being Anglican, Roman Catholic and Uniting Church. Smaller Christian denominations include Lutheran, Jehovah's Witness, Seventh Day Adventist and Baptist. Other major religions with a great many adherents in Australia include Judaism, Islam, Buddhism, Hinduism and Taoism.

Emergency Contact

For Emergency assistance with Police, Ambulance and Fire Brigade **call 000**

Emergency Contact for a Manager on behalf of the College call **0438 878 423**

Emergency, Health Services and Useful Numbers

Police, Ambulance Fire	000
North Sydney English College Student Service Officer	02 8263 1255
Lloyds International College Student Services Officer	02 8211 1138
BUPA helpline	1800 888 942
Dept of Immigration and Border Protection (DIBP)	131881
Domestic Violence Line (24 hours)	1800 656 463
Health Services Australia (Medical Examination)	02 83960600
International Directory Service	1225
Kids Help Line	1800 551 800
Lifeline Counselling Service (Telephone Counselling)	131114
Privacy Hotline	1300 363 992
Public Transport Information Line (Timetables, etc)	131500
Smoking Quit Line	131 848
Telephone Directory Assistance	12455
The Head Office	02 8263 1200
Translating and Interpreting Service (24 hours)	131450

Counselling and Mental Health Services available 24 hours

Telephone Counselling Services:

- Lifeline 131114
- Salvo Crisis Line 9331 2000
- International Student Emergency Line 1800 814 781

Specialist and Welfare Telephone Services available 24 hours

- Domestic Violence Service 1800 656 463
- Rape Crisis Centre 9819 6565
- Women's and Girl's Emergency Centre 93605388
- Poisons Information Service 131126

Community Services

- ARAFMI (Assoc. of Relatives & Friends of the Mentally Ill) 9805 1883
- Abortion Grief Counselling 1300 363 550
- Abortion Trauma & Crisis Pregnancy Help 1300 737 732
- Alcohol & Drug Info Service 9361 8000
- G-Line (Gambling Counselling) 1800 633 649
- Men's Line Australia 1300 789 978
- Mission Australia Helpline 1300 886 999
- Pregnancy Help Line 1300 139 313

Housing

- Tenants Union of NSW Hotline 9251 6590
- Youth Emergency Accommodation Line (recorded info) 9318 1531

Money & Credit

- Credit Helpline 1800 808 488
- Moneycare Counselling Service 9633 5011
- Fair Trading 1800 802 055
- Welfare Rights Centre 9211 5300

Department of Industrial Relations:

Wageline	1300 369 945
Workplace Rights Hotline	1300 737 841
Employment	1300 369 925

Human Rights & Equal Opportunity Commission

Complaints Info Line	1300 656 419
General Enquiries	1300 369 711

Legal

- International Students Legal Advice Service 9698 7645
- Legal Aid, NSW 9219 5000
- Ombudsman's Office of NSW 9286 1000

Legal Services

Listed below are lists of Legal Services available in the Sydney Metropolitan area. This section is relevant to all our students who may require legal advice or solutions.

International Students Legal Advice Service is in Redfern and this is a free service. www.rlc.org.au

Legal Aid New South Wales – <http://www.legalaid.nsw.gov.au/asp/index.asp>

Combined Community Legal Centres group (NSW) inc. – <http://www.nswclc.org.au>

Legal Choice NSW – <http://legalchoice.com.au/>

Medical Assistance

Listed below are some contact details for medical centres, opticians and dentists that are located near the College.

Town Hall Clinic

44 Town Hall Arcade, Sydney NSW 2000

Tel: (02) 9267 5399

Town Hall Medical Centre

Shop 41 Town Hall Square, (Town Hall Station), Sydney NSW 2000

Tel: (02) 9267 5399

Information on Sydney

Listed below are some useful websites with information about Sydney:

Discover Sydney – www.discoverysydney.com.au

Australian Tourist Commission – www.sydney.com.au

Sydney City Search – <http://Sydney.citysearch.com.au/>

Official City of Sydney Site – www.cityofsydney.nsw.gov.au

Lonely Planet – www.lonelyplanet.com/destinations/australasia/sydney

Sydney Post – www.sydneypost.com

Tourism New South Wales – www.tourism.nsw.gov.au

Sydney Morning Herald – www.smh.com.au

Sydney Transport – www.sydneytransport.net.au

Bureau of Meteorology – <http://www.bom.gov.au/>

Counselling

Counselling provided by our Welfare Counsellor is available to those studying at the College on matters ranging from private concerns to living issues.

Students can see the counsellor for a variety of reasons. Everyone finds themselves in difficult circumstances at some time in their lives. Sometimes students want to speak to someone who is professional, confidential and separate from family and friends.

Reasons to speak with the Counsellor

If you are having personal difficulties, or just want to talk about:

- Your special needs
- Your disability
- Relationships
- Family issues
- Ongoing problems with anxiety, stress, shyness, depression, low self esteem
- If you need moral support in attempting something challenging

The College will provide access to welfare related support services to assist students at no additional cost to the student, which includes counselling services. In some cases, the College counsellor may refer you to an external provider, which will be at no additional cost, however, the external provider may have their own service fees, and students may have to pay this fee). Please see Student Services Officer to learn more about Counselling Services that are offered and to make an appointment.

Facilities and Equipment

Facilities and equipment are set up, checked and maintained regularly to ensure effective, efficient and safe operation. Students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities include:

- Adequate acoustics, ventilation and lighting
- Amenities for coffee and lunch breaks
- Toilet facilities
- Computer labs
- Free wireless internet
- Student lounge and lunch area

Library

The College has a reference library which has supporting English textbooks, plus other additional reference books for further support for English learning. The library has PC's available to use. Students can also use the PC's inside the classrooms for self study during breaks. These computers are there for students to use.

Students are provided with the correct information to enable them to have access to the State Library of NSW from which they can resource services online through their State Library membership.

Attendance Policy

The class roll is a record of attendance which clearly records your actual time in the class room. Attendance is recorded on the roll at every session for 20 hours per week.

If you have a student visa, your required attendance rate is 80% over the period of your studies.

If you fall below the 80 percent attendance requirement for the duration of your Confirmation of Enrolment (CoE), the college may report you to the Department of Immigration.

You must notify the College if you are sick and unable to attend classes. You should seek the services of a qualified medical doctor (ie. a registered General Practitioner) for treatment, and ask for a Medical Certificate to explain your absence.

Absences need to be supported by a medical certificate and are counted towards your total absences when calculating attendance.

If you are absent for 4 consecutive days the college will contact you by phone or e-mail to find out the reason for your falling attendance and to see what support the college can offer.

Attendance Warning Letters

1st Warning Letter

Once your attendance has dropped to 85% (i.e. you have missed 15% of the course contact hours for the study period) a warning letter will be sent to you by the Student Services Officer.

2nd Warning Letter (Intention to Report)

Once it is no longer possible for you to attain 80% attendance for the study period.

You will be notified in writing of the college's ***intention to report*** you for not achieving satisfactory attendance.

The written notification will also inform you that you have 20 working days after receiving the notice to lodge an appeal.

It is important to remember you must obtain documented evidence to support your appeal.

If you do not appeal within the 20 working day period process, or the process is completed and results in a decision supporting the college, the college will report you.

The college may choose not to report you for attending less than 80 percent if:

- there is documentary evidence demonstrating that compassionate or compelling circumstances apply
- you are attending at least 70 per cent of the course contact hours for which you are enrolled;
- this is consistent with the college's documented attendance policies and procedures.

Compassionate or Compelling Circumstances affecting Attendance

Such examples include:

- unexpected severe illness or death of a family member (supported by a medical certificate which states you were unable to attend classes)
- you are involved in custody proceedings for your child (statutory declaration witnessed by a Justice of the Peace required)
- you or an accompanying family member has an acute medical condition requiring treatment (supporting documentation required)
- you have been involved in legal proceedings where the timing is beyond your control (supporting documentation required)
- you have been caught up in a natural disaster, political uprising or other similar event (supporting documentation required)
- you have an accident, fall seriously ill or contract a serious medical condition after arriving in Australia (supporting documentation required)
- delay in receiving your student visa (supported by relevant documentation)
- you are pregnant (statutory declaration witnessed by the Student Welfare Officer required)
- you witness or are the victim of a serious crime (supported by police or psychologists' reports)
- other (attach supporting documentation)

The following, would NOT be considered compelling or compassionate circumstances or a critical incident:

- difficulties in adjusting to living in Australia or academic life
- A wedding
- relationship problems
- financial difficulties
- generally feeling "depressed" about circumstances where the depression is not clinically diagnosed by a qualified professional.
- inability to begin studying on the course commencement date because travel has not been organised in time.

Maintaining satisfactory attendance is a **student visa** requirement. If your attendance falls below the required level, the college will cancel your COE.

If you have any questions about the **student visa** conditions and the possible outcome of breaching them, you should access the Department of Immigration website - <http://www.immi.gov.au/> or call the helpline on 131 881 for information.

Terms & Study Periods

There are no terms for English students. Classes, or study periods, operate on a rolling 49 week academic year with a 3 week scheduled break over the Christmas/New Year period.

Non-award English Courses

For English courses, if you change course and get a new Confirmation of Enrollment, or extend your enrolment in the current course, getting a new Confirmation of Enrollment, your attendance is monitored over each of the Confirmations of Enrollments separately, rather than over the entire period of your enrolment.

Class Times

Timetable – All General English Classes

<i>Morning timetable</i>	<i>Afternoon timetable</i>	<i>Evening timetable</i>
8:15am – 12:30pm Mon-Fri	12:45pm – 5:00pm Mon-Fri	5:15pm – 9:30pm Mon- Fri

Timetable –IELTS classes

<i>Morning timetable</i>	<i>Afternoon timetable</i>	<i>Evening timetable</i>
8:15am – 12:30pm Mon-Fri	12:45pm – 5:00pm Mon-Fri	5:15pm – 9:30pm Mon- Fri

Timetable - EAP Classes

5:15pm – 9:30pm Monday - Friday

Text Book Prices

It is recommended to purchase the text book for your course. On the first day of your course, you will need to purchase your textbook at the college or collect your text book from the college if it is pre-purchased.

General English \$60.00 per book per level

IELTS & EAP \$100.00 material fee

For more information contact info@lloydscollege.nsw.edu.au or info@northsydneycollege.com.au

Additional Costs

Additional charges will be added for a number of services as listed below:

Service	Fee
Replacement ID card	\$10
Reprint of English Certificate (ELT only)	\$50 if more than 6 months after completion
Change of Course (ELT)	\$100
Enrolment cancellation fee charged if after commencement	\$500
Printing of Certificate if older than 6 months from completion	\$50
If fees are overdue, students are in fact no longer enrolled, and may have their CoE cancelled as in breach of visa conditions “Student has not paid fees”	A \$100 late fee will apply
Additional COE Fee(4 th , 5 th etc)	\$100.00 for each additional COE
Change of Class Shift (for ELICOS courses)	\$100 Admin fee + Any difference in shift price

All amounts are in Australian dollars (AUD)

Cancellation and Refund Policy

1. The Enrolment Fee, Administration Fee, credit card transaction fee, Accommodation Placement Fees and Airport Pick-Up Fees are non-refundable whether you complete your course or not.
2. A \$500 fee is payable for administering course cancellation after course commencement
3. Where a student has cancelled prior to commencement a fee of \$150 is charged for processing the refund, except in visa rejection cases.

4. An administrative charge of \$100 is made to vary an application e.g. Change of Start Date, Change of Course, Additional CoEs/instalments (4th, 5th etc.)
5. If your application for a visa to study in Australia is rejected before the commencement date of the course and the College receives notification in writing and a copy of the Australian Embassy rejection letter a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid tuition fees will be paid. If you commence a course at the College and subsequently your visa application is rejected, a refund of the portion of tuition fees which you have paid but for which tuition has not yet been received will be paid. Proof of refusal letter must be provided no later than 4 weeks after refusal date, otherwise normal cancellation fees maybe charged.
6. Student Default: No refund will be made if a student:
 - has given false or misleading information
 - fails to comply with the conditions of enrolment at the College
 - is in breach of their visa requirements as imposed by the Australian Government
 - withdraws after the commencement date of the course
7. Tuition fee refund: If you give written notice of your intention to withdraw from a course
 - 40 days or more before the commencement date, tuition fees will be refunded less a cancellation fee of 15%.
 - more than 5 days before the commencement date, tuition fees will be refunded less a cancellation fee of 30%.
 - less than 5 days before course commencement date, tuition fees will be refunded less a cancellation fee of 45%.

Refund procedures:

You must complete the Refund Application Form.

Your refund will be processed within 4 weeks of receipt of your completed refund application if it includes all the required documents. A written statement will be provided to the student to explain how the refund is calculated.

8. Where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date of the first course.
9. **Commencement of the course is defined as the course start date recorded in the first Application form** submitted by the student or agent and not subsequent changes to the starting date.
10. All refunds will attract an administration charge of \$150.00, except for visa refusal. **Proof of refusal must be provided no later than 4 weeks after the refusal date, otherwise normal cancellation fees will be charged.**
11. Course and other Fees are not transferable to another student or institution but may be transferred to another course within the College at the discretion of the College.
12. Any approved refunds are made payable to and sent to the student or his/her agent, in the country of origin as applicable in Australian dollars.
13. Bank charges are deducted for refunds made by bank draft or electronic transfer.
14. Provider Default: In the unlikely event that The College is unable to deliver your course in full starting from the agreed date, you will be offered a full refund within 2 weeks after the default date.
15. Fees for services paid to education agents by students are not covered by this refund policy.
16. This refund policy applies to all tuition fees paid to the College and includes any tuition fees paid to an education agent to be remitted to the College.
17. All refund considerations will be strictly limited to the monies paid, which The College has received from the student as tuition fees only i.e. exclusive of all non-refundable fees and agents'

commission (whether this commission was deducted before or after student payment to The College).

This policy does not remove the right of the student to take further action under Australia's Consumer Protection Laws http://www.australia.gov.au/Consumer_Protection

Certificate for English Students

When you finish your course, you will receive a Statement of Attainment. This certificate will state your name, class level, course type, duration and grade. The grading system explains in full how the teacher has rated your performance for speaking, listening, reading and writing in English.

Change of Class

You cannot transfer from one class to another without a valid reason. If you request to change class, you must complete a Change of Class form available from the Student Services Officer. English language students should first discuss the change with their teacher and/or Academic Manager.

Change of Course

If you decide to change your course, you must complete a Change of Course form available from the Student Services Officer's desk and submit it. A course changing fee will apply (\$100) and you may have to pay the difference in fees.

Complaints and Appeals Policy and Procedure

How to make a complaint, how to deal with a complaint and how to find support

What can a complaint be about?

- The service provided by our Student Services Officers
- Your class, your level or your Teacher
- Any problem that you may have
- Anything else that you are not happy about

Who can make a complaint?

Any person can make a complaint, including a student, any employee or contractor in any campus or location where the organisation's services are provided.

How can a complaint be made?

A complaint can be made orally or in writing. You can make a complaint by speaking to your Teacher or the Student Services Officer. If your complaint cannot be resolved by speaking to our staff you can fill in a complaints form and help with this will be provided if you need it. ***You are entitled to have a support person present when making the complaint and at any other meeting.** The Academic Manager will inform you about the complaints and appeals processes during the orientation program. You will be provided with information on how to access the complaints forms. While all complaints and appeals are in process, the college will maintain the enrolment of the student.

Informal Complaint

Most problems can be resolved quickly if students speak with someone who knows how to help. You do NOT have to give your name.



Talk to someone

Formal Complaint

If the matter cannot be resolved by talking to someone a Complaints & Appeals form should be filled in and given to the Student Services Officer. There are no associated fees for this.



Fill in a complaints form

It is preferable (but not essential) that you write your name on the complaint form and sign it. Students should be aware that, in some instances, a complaint cannot proceed if it is anonymous or if you request that your identity be withheld. We will assess your complaint within 10 working days and all reasonable measures are taken to finalise the process as soon as possible. If you have made a complaint you will be given a written statement of the outcome, including details and the reasons for the outcome.

The Outcome of a Complaint

It is not always possible to ensure that a student is satisfied with the outcome of a complaint. The college is bound by policy and legislative requirements which means that it will not always be possible to give the student the outcome they are looking for.

External Complaints or Appeals

If a student is dissatisfied with the outcome of the complaint or appeal at the end of the internal process, the student may wish the matter be dealt with through an external dispute resolution process facilitated by the Overseas Students Ombudsman. NSEC does not charge any student for the referrals to external support services/agencies.

Things you should know about complaining to the Overseas Students Ombudsman (OSO)

- In Australia, you have the right to complain.
- The Overseas Students Ombudsman's services are free.
- In some cases, the Ombudsman may decide not to investigate your complaint. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint.
- If OSO decides **not** to investigate, they will tell you why. The Overseas Students Ombudsman may refer you to another organisation that can help.
- The Ombudsman is independent and impartial. If OSO **does** decide to investigate your complaint, they will contact the education provider and ask us what happened.
- The Overseas Students Ombudsman will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

Make a complaint

Online

You can make your complaint online via the following link:

http://www.ombudsman.wa.gov.au/Complaints/Student_Complaint_Form.htm

Note: In order to use the online complaint form, you need to have the Adobe Reader installed. If you don't already have it, you can [download the latest Adobe Reader version for free from the Adobe website](#).

Telephone

You can contact the OSO by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Using an interpreter

If you want to make a complaint in your language you can. Call the Translating and Interpreting Service (TIS) in Australia on 131 450. Outside Australia call +61 3 9203 4027. We will pay for the interpreter.

If you are deaf, hearing or sight impaired you can contact us via the National Relay Service. Teletypewriter (TTY) users phone 133 677 and then ask for 1300 362 072. Speak and Listen users phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service www.iprelay.com.au and then ask for 1300 362 072

Fax

You can send OSO a fax. In Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123.

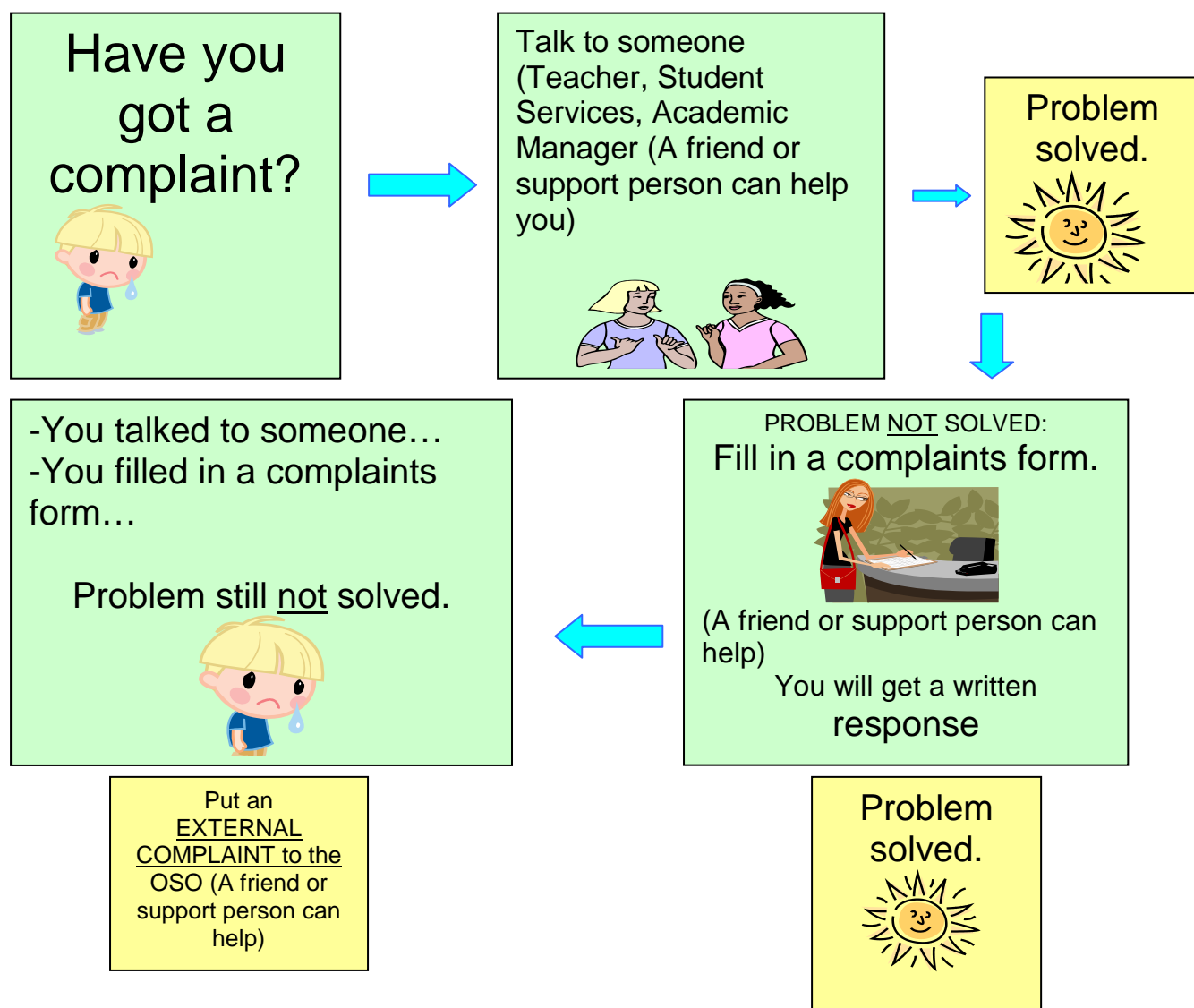
Mail

You can write a letter and post it to: Overseas Students Ombudsman
GPO Box 442, Canberra ACT 2601 AUSTRALIA

A number of organisations can deal with your appeal at a minimal or no cost such as:

The Ombudsman	92861000
Legal Aid Commission of NSW	92195000
ACPET Australian Council for Private Education & Training	1800 657 644
Office of Protective Commissioner	86882600
Anti Discrimination Board	92685544
Human Rights & Equal Opportunity Commission	92849600

Complaints and Appeals – flow chart



*** PLEASE NOTE:** *Students may be accompanied by and assisted by a support person at any relevant meetings.*

Legislation

When complaining, certain legislation could be referred to, such as:

- Disability Services Act 1993 (NSW State);
- Anti Discrimination Act 1977 (NSW State);
- Human Rights Commission Act 1981 (Commonwealth);
- Disability Discrimination Act 1992 (Commonwealth); and the
- Racial Discrimination Act 1975 (Commonwealth).

Accreditation Agency

In Australia, accredited vocational and English education and training is regulated by the Australian Skills Quality Authority (ASQA). ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Students can contact these government bodies on matters relating to the operations and standards of delivery at The College.

The contact details are given below:

Vocational Education & Training Students:

Governing Body: Australian Skills Quality Authority (ASQA)
Address: Level 10 255 Elizabeth Street, Sydney, NSW 2010
Postal Address: GPO Box 9928, Melbourne, VIC, 3001
Phone Number: 1300 701 801
Website: www.asqa.gov.au

ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- recommending RTOs as CRICOS providers—providers that can enrol international students
- accrediting vocational education and training VET and ELT courses
- ensuring RTOs comply with the conditions and standards for registration, by carrying out compliance audits.

ASQA may also collect, analyse and publish information on the ELT sector and ELT providers.

Leave of Absence

Students who wish to defer, suspend or cancel enrolment can apply to do so only if the course in which they were enrolled is unavailable, their visa is delayed or there are compassionate or compelling circumstances. Compassionate or compelling circumstances are usually beyond the control of the student and have an impact on the student's course progress or the student's well-being. Compassionate or compelling circumstances include:

- serious injury or illness, supported by a medical certificate which states that the student was or will be unable to attend classes bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country, requiring emergency travel which has had an impact on the student's studies
- traumatic experiences such as the being a victim of, being involved in, or witnessing, a serious crime

Effect of deferral, suspension or cancellation of enrolment on a student's visa

Deferral, suspension or cancellation of an enrolment is likely to have an effect on a student's visa. Students should contact the nearest Department of Immigration office or refer to www.immi.gov.au for further information. All deferrals, suspensions and cancellations of enrolment are notified to the Department of Immigration via the PRISMS system and all documentation about the deferral, suspension or cancellation of a student is filed in the student's file.

How to Apply for Leave of Absence

To apply for leave of absence, the student must allow at least 15 working days. Students need to complete the application and hand it in to the student services officer with supporting evidence for the application. Tuition fees must be paid until the end date of the leave of absence. The application will be assessed by the Academic Manager who may refer you to the Welfare Counsellor. The student services officer will advise the student if the application has been approved within a week of submission

If your application is APPROVED:

If your application is approved the Department of Immigration is informed. This will prevent any problems with your Visa conditions.

If your application is DECLINED:

Student can use the internal appeals process. The student Services Officer will explain this procedure.

Enrolment Procedure for North Sydney English College & Lloyds International College

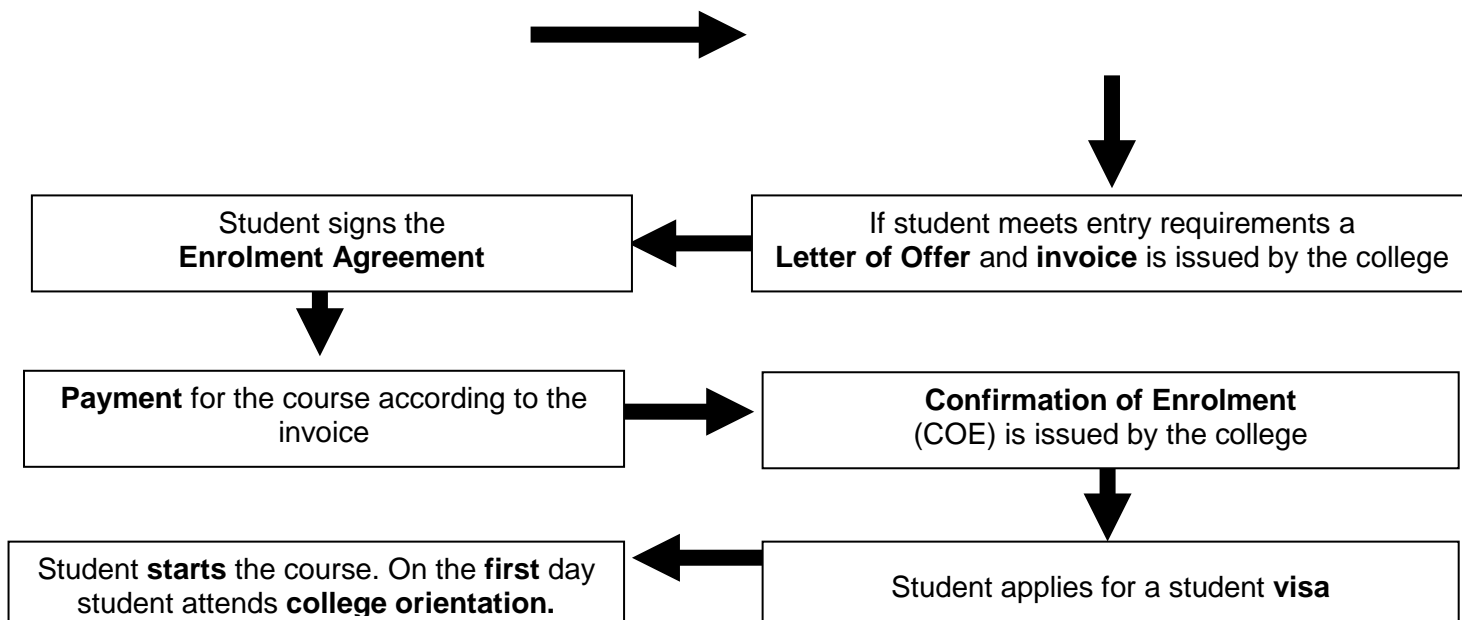
Student fills out an **application form** and attaches the following:

- copy of passport
- IELTS results
- Other required supporting evidence

sion 2.4

Send your application form to the **admission office** for processing. Email:

admin@northsydneycollege.com.au OR
admin@lloydscollege.nsw.edu.au
Fax: 8263 1238 (International: +612 8263 1238)



Full - time Study

As part of a student's visa conditions, overseas students in Australia must study full time (minimum 20 hours per week).

Medical Problems

If you can't attend college because you are sick you must get a valid medical certificate **from a Doctor**. This document will state the reason for your illness and the dates you are unable to attend college.

You must take this certificate to your student services officer who will copy it and keep it in your student file. We will record the details on our student data base. You will still be marked 'absent' but it will be taken into consideration by Department of Immigration if your attendance falls below 80%. You should keep the original copy as Department of Immigration may wish to see it.

It is a crime in Australia to forge a medical certificate, and the Australian Medical Association may pursue criminal charges against any student who forges a certificate.

Work Health and Safety Act 2011

The College is required to maintain a safe working environment for all students and staff members. Industry Work Health and Safety specifications are available on request from the Academic Manager.

The College is not solely responsible for maintaining safety. Each individual has a responsibility to work and study safely and to follow the prescribed safety guidelines while they are studying at the college. Anyone who detects a safety problem should notify a teacher immediately so that the problem can be fixed.

Overseas Student Health Cover

All international visitors to Australia under a student visa are required by law to have Overseas Student Health Cover (OSHC). Students are required to pay for this cover prior to arriving in Australia. Students are covered by the OSHC from the day they arrive in Australia, until the end date of their visa.

- On enrolment all international students must pay a fee for health insurance in accordance with the length of their course.
- You can arrange the Overseas Student Health Cover yourself, or the college can assist you with various health providers.

Critical Incident Information

In the event of a critical incident, the College recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

This document outlines the College policy, support mechanisms and procedures for managing a critical incident.

A critical incident is defined by the National Code (under Standard 6) as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, and drug or alcohol abuse.

Non life threatening events could still qualify as critical incidents.

The Educational Services for Overseas Students Act requires the college to notify Department of Immigration via PRISMS as soon as practical after the incident. In the case of a student's death or other absence affecting the student's attendance, the incident will be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains a serious injury, the College may be required to assist the student's family.

On-campus Incidents

If the critical incident is on campus and involves death, serious injury or a threat to life or property, the Academic Manager, the PEO and Welfare Counsellor are informed immediately.

Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the Emergency contact number of 0438 878 423 and the Academic Manager who will communicate to other staff as appropriate. The emergency contact is available 24/7.

Disclosure

We do not disclose personal information to third parties without the owner's consent, unless required or permitted by law. We may be required by law to disclose some personal information to Australian government organisations and to the Fund Manager of the ESOS Assurance Fund, Commonwealth and State agencies, in accordance with legislative requirements.

Personal information may be disclosed for the prevention, detection or investigation of criminal conduct, or in certain circumstances in the interest of public health or public safety.

We are required by law to inform the Department of Immigration if an overseas student visa holder:

- Changes the course of study for which she/he is enrolled.
- Changes the duration of his/her course of study.
- Breaches a student visa condition relating to attendance or satisfactory academic performance.

It may sometimes be necessary for the College to provide personal information to others with whom it conducts business; for example professional advisers (auditors, lawyers), insurers, and printers.

Privacy Policy Collection

The College collects information to enable it to:

- provide services to its students
- process applications for enrolment
- maintain appropriate academic and financial records
- assist prospective graduates to find employment where applicable
- maintain contact with past students
- provide statistical and other information required by government

We do not collect sensitive information if the individual has not consented to its collection (unless we are required or permitted to do so by law).

Right of Access

Students have the right to access their personal information (subject to some exceptions allowed by law), and to have it corrected if necessary. Proof of ID will be required before files are made available to students.

Please Note: All Students have the right to 'Opt Out' or cancel the consent form they have signed to use their image for advertising at any time. The form to opt out is with the reception desk.

Accuracy

The College takes reasonable precautions to ensure that the personal information collected is accurate, complete and up-to-date. It is important that students keep the college up-to-date with changes to their personal information, such as name and address.

Retention and Security

The College takes reasonable steps to protect personal information from unauthorised access, modification or disclosure. Personal information is destroyed when no longer required.

Rules for Computer Labs

Computers and software at the College are licensed and usage is restricted. The import or export of any software, images or information is forbidden unless at the direction of College staff.

- You may not use the computer room unless your teacher is present
- You are not permitted to download any files from the Internet unless they are related to your studies
- You must not adjust any of the computer default settings
- You must not play computer games on College IT equipment
- You must not bring any food or drink into the computer room
- You cannot share or rent your account and password.
- Keep the room and equipment clean and tidy
- Be considerate to others
- Report all breakages/malfunctions/unauthorised use/tampering
- Do not try to fix any equipment – refer to college staff

Security

Please do not leave your own possessions or college materials unattended. Carry your purse or wallet with you at all times.

Student ID Cards

- Students will receive their student ID card within one week after enrolment, provided the student services officer has been given one passport size photo on orientation day.
- ID cards may be used as proof of identity.
- Students may be entitled to transport concessions, and may get movie discounts and discounts to some attractions.
- Students must carry their ID cards at all times while on College premises for security reasons.

Student Services

On the first day at your College, you will attend an orientation session and be issued with an Orientation Guide. The Guide contains detailed information covering the main aspects of your course and living in Sydney.

The Student Services Department provides the following help for students:

- Orientation Sessions
- Any documents and correspondence needed i.e. Confirmation of Enrolment Letters, Attendance letters, Certificates, Student tuition fees, invoices, etc
- Student ID cards
- Assisting students to apply for a Tax File Number
- Help with accommodation and general enquiries
- Students' event program

Monitoring Course Progress

Course progress of each student is assessed, recorded and monitored. Students at risk of failing to meet course progress requirements are notified and counselled.

The procedure is:

1. Every seven weeks students undergo a test covering the first or second half of their text books. The test covers reading, writing, speaking, listening and grammar.
2. Progress tests are also undertaken at 4 weeks and 11 weeks during a 14 week course period. The progress test covers grammar, vocabulary, pronunciation listening and speaking skills.
3. To assist students at risk of failing to achieve satisfactory progress, after the seven week and 14 week class assessments teachers interview each student and fill in the 'Student Progress Feedback' form to give feedback on their progress, identify student needs and students' areas of difficulty and give guidance to assist with any difficulties.
4. A student is considered to make satisfactory progress when s/he achieves an average score of at least 50% over all skills.
5. Students who fail to make satisfactory course progress are counselled by the Academic Manager and an early intervention resolution form is filled in with the student.

Assessments

You will be informed of all assessment procedures as well as results from those assessments. You have the right to lodge a complaint or appeal.

The College prohibits any form of discrimination towards any group or individual.

This includes:

- Physical, intellectual or psychiatric disability
- Pregnancy
- Marital status
- Gender
- Physical Illness
- Sexual orientation
- Age
- Race, colour, nationality, ethnic or religious background

Student Satisfaction Survey

All students will be encouraged to complete a Student Satisfaction Survey at regular intervals throughout the year.

Tuition Fees

Course fees are given in separate marketing brochures.

International students are required to sign a written agreement on payment of fees which sets out the services to be provided, fees payable and information about refunds of course money.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured.

Please note that any school aged dependants accompanying you to Australia may be required to pay full fees if they are enrolled in either a government or non-government school.

Students' Visa and Immigration Requirements

Overseas students should be aware that visa and immigration regulations are very complex and vary depending on the nationality of a student and his or her particular individual circumstances. Students are encouraged to visit the Department of Immigration and Border Protection (DIBP) website www.immi.gov.au for information.

Conditions of Your Student Visa include:

Valid Student Visa throughout Your Studies

International students must have a valid student visa for the duration of their studies in Australia. Students will only be issued with a student visa for study in Australia if they seek to undertake a full-time course (20 hours per week) that is accredited and registered by the Australian Government. Students must satisfy visa requirements and comply with a number of visa conditions for attendance and academic performance, which come into effect after they have entered Australia. It is important to comply with these visa conditions. All students must provide correct contact details (including address, mobile number and email) to the college. All students must update their contact details with the college within seven days of change. Under The Education Services for Overseas Students Act 2000 (ESOS Act), the college will contact the students regularly to verify the contact details.

Full-time Enrolment

International students on a student visa must enrol in full-time study (20 hours per week). Students must maintain a minimum of 80% attendance of all scheduled classes for each term.

Students Must Remain with One Education Provider

Students must remain with the education provider with whom they originally enrolled for at least the first 6 months of their principal course. A transfer will only be allowed in exceptional circumstances. Where a student undertakes a preparatory course prior to commencing their principal course they must complete the preparatory study and 6 months of the principal course before changing the provider.

Transfer Between Providers Policy

Students must complete six months of their principal program of study (except under exceptional circumstances) before changing providers in accordance with the Standard 7 of the National Code 2007 of the ESOS Act.

Transfer applications to the College.

Where the student has not completed 6 months study of their principal course, students must provide a release from the institution where they are current enrolled. The student may however be provided with a "conditional" Letter of Offer.

Students seeking to transfer from another provider within the first six months of their program are able to do so only in the following special circumstances:

- The original registered provider has provided a written release
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Students of another provider seeking to transfer to the college will be required to provide evidence of one or more of the above circumstances with their application to be enrolled at the college.

Where a satisfactory "release" is not provided, the application process is pending until it can be re-activated once the 6 month period has passed.

Note: In the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no release is required.

Transfer applications out of the College - application for a release

Students who have completed less than six months of their principal course with the college may transfer to another provider only if they are provided with a release by the college. A student who wishes to request a transfer to another provider should make a request by completing an early leave from study form available from the reception desk and submitting it to the Student Services Officer.

- The form must be accompanied by an offer letter from another provider. The outcome of the application for a release will be available to the student within 10 working days.
- Each successful student request of transfer to another provider is recorded in the cancellation registry.

Circumstances in which a transfer will be granted

The Academic Manager will only allow a student to transfer to another RTO in exceptional circumstances where it is considered in the best interest of the student, academically and personally and where it can be demonstrated that the student:

- has not commenced their principal program
- has a realistic and accurate understanding of what the transfer represents to their study options
- The registered provider has ceased to be registered, or the course in which the student has enrolled has ceased to be registered.

Exceptional circumstances in this context are defined as circumstances in which the student can provide evidence that continuation or enrolment at the college would be to the detriment of the student's emotional or physical well-being such as compassionate and compelling circumstances.

Acceptance:

Once a Release is provided:

- It will be at no cost to the student.
- An entry will be made in the cancellation register, and termination of studies will be reported through PRISMS
- The student will be advised of the need to contact Department of Immigration to seek advice on whether a new student visa is required.
- A copy of the release will be filed in the student's admin file accompanied with a completed copy of the early leave from study form.

Circumstances in which transfer will not be granted

A request for a release to allow a student to transfer to another provider may be refused for the following reasons:

- The student has not made satisfactory academic progress and is seeking a transfer to avoid being reported via PRISMS
- has not attended the course as required and is seeking a transfer to avoid being reported via PRISMS
- the student owes course fees to the college
- exceptional circumstances relating to the welfare of the student have not been demonstrated
- the proposed transfer may be considered detrimental to the student's welfare or personal safety

Refusal:

- The student will be sent a letter of refusal of release which contains details of the outcome of the application, including that the student has 20 working days to appeal, using the college complaints and appeals process.

The College's Responsibility regarding Visa Violation

One aspect of the obligations on registered providers is to keep records of each accepted student (Point 21 of the ESOS 2000 Act) and to notify the appropriate agency when students breach their student visa condition. The ESOS (2000) Act, Point 20 states:

'A registered provider must send an accepted student of the provider a written notice if the student has breached a student visa condition relating to attendance or satisfactory academic performance. Students will have 20 working days from the date of the notification to appeal.

When a student has been identified as violating visa conditions the College is obliged to report them via the Department of Education and Training database PRISMS. A notification letter automatically prints off the system for certain violations. A letter is sent to the student.

Working in Australia

The student visa allows a student to work up to 40 hours per fortnight during the study term and full time during College term breaks. Australia provides good opportunities for part time and casual work. Rates of wages may range from AUD\$15 to AUD \$20 per hour for casual work depending on the job. If your student visa was granted after 26 April 2008 you will receive the permission to work with your visa grant. You don't need to apply for it separately. The College will notify the Department of Immigration electronically that you have commenced your course. This will be done within one week of your study commencement.

Student visa holders have conditions placed on their ability to engage in paid work. There will be restrictions on the number of hours you are allowed to work.

In order to work in Australia you need to have a Tax File Number.

For a Tax file number you should apply online at www.ato.gov.au

Students' Responsibilities

DO	DO NOT
<ul style="list-style-type: none">• Arrive promptly to all class sessions• Participate in all class lessons• Speak English at all times• Respect the culture of other nationalities• Be well prepared to participate – ensure that you have pens, paper etc with you• Follow the teacher's instructions• Leave your classroom tidy• Attend all assessment sessions	<ul style="list-style-type: none">• Leave mobile telephones turned on during class, it disturbs other students• Eat or drink in any of the classrooms• Smoke in the Building. The College has a "non-smoking" policy. Do not smoke in the building or in front of the building. You must be more than 4 metres from the entrance of the building.• Smoking and littering in front of the building is prohibited and Department of Health visit regularly and fine offenders up to \$300.

Suspension by the College

The College may suspend a student for misconduct, under circumstances where the student

- has been in breach of the College's rules
- is in breach of enrolment conditions
- is assessed as providing a threat to the well-being of other students or staff

If the suspension of a student's enrolment will result in the student being unable to complete the course within the course duration as specified on the CoE, the student must apply for a course extension using the application for course extension. The student will be advised to check with the nearest Department of Immigration office for information about the impact of the extension of the course on the student's visa.

Cancellation

The College may cancel the enrolment of a student if the student:

- is in breach of enrolment conditions
- has been in breach of the College's rule
- is assessed by the Principal as providing a threat to the well-being of other students or staff
- has been assessed as behaving in a way such as to constitute serious misconduct
- fails to meet the requirements of the course progress policy
- fails to pay tuition fees
- fails to re-enrol

Notice of intention to defer, suspend or cancel enrolment

Where a suspension is initiated by the College, the student will receive a notice of intention to suspend enrolment. In each case, the notice will clearly identify that the student will be given 20 working days to access the College's internal complaints and appeals process. If an appeal is lodged, the College will maintain the student's enrolment until the internal appeals process is complete. The College reserves the right to not provide learning opportunities during this process should it be deemed appropriate.

Monitoring Course Progress

Policy

The College is to assess the course progress of each student to review any need for promoting them to a higher level course as well as to identify students at risk of failing to meet course progress requirements. Course progress of each student is assessed, recorded and made available to students promptly and monitored. Students at risk of failing to meet course progress requirements are notified and counselled.

Procedure

1. Every eight weeks students undergo a mid or end course test covering the first or second half of their text books. The test covers reading, writing, speaking, listening and grammar.
2. Progress tests are also undertaken at 4 weeks and 12 weeks during a 16 week course period. The progress test covers grammar, vocabulary, pronunciation listening and speaking skills.
3. The teacher records the results in relation to the various skills (speaking, grammar, reading etc.) as well as the overall percentage on the Class Assessment Record Sheet and retains this in the Class folder.
4. Assessment records of the above tests are retained by the Academic Manager in the Class Assessment Records Folder.
5. A student is considered to be making satisfactory progress when s/he achieves an average score of at least 50% over all skills.
6. To assist students at risk of failing to achieve satisfactory progress, following the the 8 (eight) week and 16 (sixteen) week class assessments, teachers interview each student and fill in the 'Class Progress Feedback' form to give feedback on their progress, identify student needs and students' areas of difficulty and give guidance to assist with any difficulties.