

The Student Services Officer (SSO) is located on Level 1 of the campus at Kent St. The SSO is your main point of contact while you are studying in the college.

The SSO can help you with:

- ID cards
- Health cover
- Change of class or course
- Class times
- Appointments to see the Academic Manager and Counsellor
- Appeals and grievances
- Any other problems

### **Will my classroom or Teacher change**

Yes, you may sometimes need to change classrooms, classes or Teachers – in this case, the SSO will put signs on the College Class Allocation notice boards in the campus.

### **Where are the toilets?**

The toilets are located close to the fire exits on level 2 and level 3.

### **When will I get my Student ID card & where can I use it?**

Once you give the SSO a passport size photo it will take one week to make your student ID card. Please have this card with you at all times on campus. This ID card **WILL NOT** give you a concession (discount) on City rail but it may give you discounted entry to movie theatres, museums or local attractions.

### **Information about Overseas Student Health Cover**

Please see the Student Service Officer for more information.



### **Is there a Medical Centre near the College?**

There are numerous medical centres in the city of Sydney. Two such locations are:

Hyde Park Medical  
175 Liverpool Street  
Sydney NSW  
(02) 9283 1234

Macquarie St Medical Centre  
Level 1, 183 Macquarie St Sydney NSW 2000  
ph: (02) 9232 3323

Refer to the SSO for more information.



### **Where can I eat or heat up my lunch?**

There is a kitchen in the students' area on Level 2 and there are microwave ovens and hot water facilities. Please remember to share and clean up after yourselves. There is also a vending machine that sells drinks and food. Please do not eat in the classrooms. There are many cafés and restaurants within walking distance of the College.



### **What if there is an emergency at the College?**

The fire stairs are located near the elevator on every floor. Please check the emergency map located near the door in every classroom. Please follow your Teacher's directions in case of emergency.

### **Are my belongings safe at the College?**

Please be sure to keep your valuable belongings with you at all times. The College cannot be held responsible for any lost or stolen items.

### **What should I do if I change my address?**

Student Visa students, should make sure that the SSO has your current address at all times. Please fill in a "Change of details" form at the SSO office if you change your address or phone number.



### **What can I do if I need help?**

Talk to your SSO. They will try to help you with things such as accommodation, finding a job or how to get a tax file number. They can also help with questions about your visa, information about Australia, hospitals, dentist, and troubles with your study or level of English. Don't be shy, just ask. If they are unable to help they will refer you to someone who can. Please also refer to the College handbook for details and phone numbers of other contacts.

**How can I get a Tax File Number?**

You can apply online at:

[www.ato.gov.au](http://www.ato.gov.au)

**What can I do if I am not happy about something at the College?**

Talk to your SSO first, and see if we can help you, otherwise the SSO will direct you to the correct form to lodge a formal complaint. This form will then be given to the appropriate person who can deal with the matter. Refer to the Student Handbook for more details on what you can do.



**PHONE NUMBERS YOU SHOULD KNOW**

- Police and Ambulance and Fire (Emergency Only) 000
- Department of Immigration 131 881
- Health Services Australia (Medical Examination) (02) 8396 0600
- Public Transport Information Line (timetables, routes, etc) 131 500
- Telephone Directory Service 12455
- International Directory Service 1225
- Lifeline Counselling Service (Telephone counseling) 131 114
- Translating and Interpreting Service (24 hours) 131 450
- Domestic Violence Line (24 hours) 1800 656 463
- College Counsellor (02) 82631200

**Enjoy your journey at North Sydney English College and remember we are here to help you!**

v1.1 Mar 2016

**College Address:**

*Level 1,499 Kent Street, Sydney  
(02) 8263 1255*

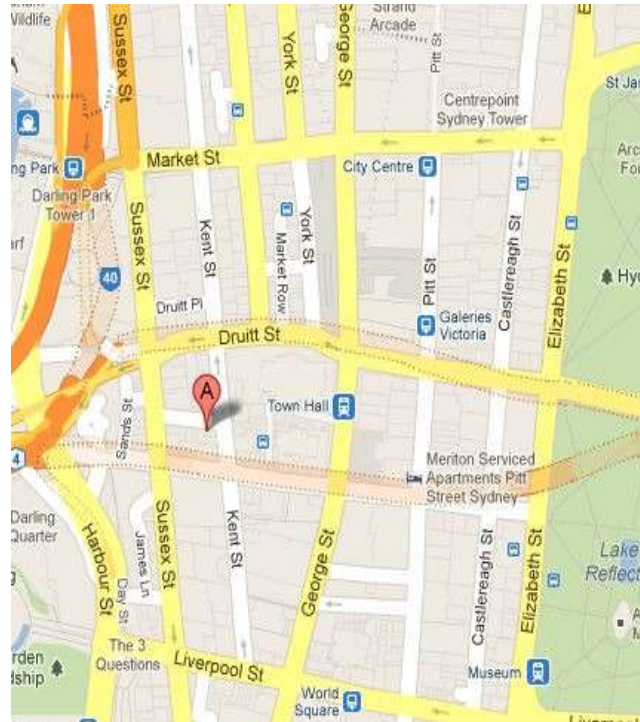
[studentservices@northsydneycollege.com.au](mailto:studentservices@northsydneycollege.com.au)

**Head Office/ Accounts/ Admissions:**

*Level 1, 499 Kent Street, Sydney  
(02) 8263 1200*

**Contact Person at College:**

*Student Services Officer (SSO)  
Jack Tempest*



Caprock International Pty Ltd t/a  
**North Sydney English College**  
**College Orientation Guide**



**Student Services Officer (SSO):**

- Jack Tempest

**Academic Manager:**

- Annette Forbes

**When will I start my class?**

You will start your class from Monday

Student name: \_\_\_\_\_

Classroom: \_\_\_\_\_

Teacher name: \_\_\_\_\_

Class: \_\_\_\_\_

Class Time: \_\_\_\_\_