



Sydney  
English  
House



# Student Handbook

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## Welcome to Sydney English House

Thank-you for choosing Sydney English House. We are delighted to have you with us, and we welcome you to our college.

You have a great chance to develop your English. We are excited to help you reach your study goals.

We have students from all over the world and a diverse range of cultures. We respect, support, and welcome all students. The diversity of our backgrounds, talents, experiences, and perspectives enriches our learning environment.

We encourage our students to fully participate in the free and open exchange of ideas and viewpoints in classes and we commit ourselves to upholding the values we cherish as an English language college.

This student handbook provides useful information about studying at Sydney English House.

## Studying in Australia

Some students find studying in Australia very different from studying in their home country. It may take time to adjust.

In Australian schools and colleges, students are expected to participate actively in their lessons, ask questions and do their own research or study outside of class.

The activities you do in class might seem a little unusual. You can expect to spend less time listening to the teacher and writing down what he or she says and more time talking to your classmates and writing down what you think. You may find that you have less homework than you are used to.

Your first impression might be that studying in Australia is easier than at home, but studying English successfully requires a lot of hard work. It is your responsibility to study hard at all times and to do all the work you are asked to do.

Most importantly, to learn English, you must speak English in your classes as much as possible. We understand that it might seem strange to speak English to classmates from your own country, but this is one of the ways to make progress with you English.

## English courses and levels

The table below details the English courses and levels.

ELICOS Program		Levels
GE	General English	Beginners to Advanced English levels
EAP	English for Academic Purposes	Levels 1, 2 & 3



## Contact hours and periods of study

20 hours of face-to-face classes each week.

People can study their course for different periods of time. Some people may study for only four weeks while others may study for 40 weeks. The length of your course depends on your current level of English and your study goals. These are generally choices that you would have made before you came to Australia.

## General English

The General English (GE) course is for students who want to improve their overall proficiency in English. This course aims to improve English communication in day-to-day life. It covers speaking and conversation, listening and reading comprehension, as well as writing. It also helps to improve knowledge and use of grammar and vocabulary. GE classes are lively and engaging and focus on using English in practical ways. There are five levels.

	Level	Duration
GE1	Beginner	12 weeks
GE2	Elementary	12 weeks
GE3	Pre-Intermediate	12 weeks
GE4	Intermediate	12 weeks
GE5	Upper Intermediate	12 weeks
GE6	Advanced	12 weeks

## Learning materials

Students are provided with suitable and appropriate learning materials at each level and for each course of study.

## Class hours

Sydney English House is open between 8.30 am and 9:50 pm Monday to Thursday and 8.30 am to 6.00 pm on Friday (Administration Office hours are from 9:00am to 6:00pm).

Classes are held from Monday to Thursday. Class times depend on the shift of study.

**Currently, there is only a PM shift: Monday to Thursday 4:30 – 9:30 pm with a 30 - minute break.**

We will do our best to place you in your preferred shift, but sometimes this is not always possible. From time to time, we may need to make changes to the times classes are run.



## Public holidays

There are no classes on Saturdays, Sundays or NSW Public Holidays which are outlined in the tables below.

## Placement testing and orientation

All students do a placement test on orientation day. Students take a grammar and vocabulary test and complete a writing task. Students may also be asked to have a one-to-one interview with a teacher. Once your test results have been calculated you will be allocated to a class to begin your course.

## Change of class requests

In an unfamiliar environment, everyone needs time to settle down. At first, your class may seem very easy or very hard. You need to give yourself a chance to work with your teacher before you both confirm that this is the right class for you. With this in mind, we request that you do not ask to change your class during the first week of your course.

## Orientation program

On your first day at Sydney English House, you will complete an orientation and induction program to help you understand your responsibilities in relation to studying at Sydney English House and we will show you around the campus.

## College facilities

Sydney English House provides fully maintained classrooms. Facilities and equipment are set-up, checked and maintained regularly to ensure effective and efficient operation. You have access to necessary instructional and assessment facilities, materials and equipment including computers. Facilities include modern, well-equipped, and air-conditioned classrooms, clean, spacious, and comfortable student lounge areas with microwaves and computers with internet access, well-equipped kitchenette with tea/coffee making facilities, and male and female toilets.

Sydney English House is located close to public transport, libraries, Pitt Street Mall, and cinemas.

## Student rights and responsibilities

Upon signing your enrolment form you have agreed to conduct yourself in a safe and healthy manner. Specifically, you have agreed to:

- Behave in a manner which prevents injury and disease to you, your teacher, and fellow students.
- Identify and report to your teacher any potential hazards from equipment, facilities and the environment.



- Comply with and assist in Sydney English House's emergency procedures.
- Refrain from smoking anywhere in the building and to refrain from drinking and/or eating in the classrooms.
- Attend class regularly and punctually.
- Discuss any complaints or grievances with your teacher or Academic Manager or the Principal Administrator.
- Ensure that no discriminatory, harassment or bullying behaviour takes place at any time to other students, staff, or visitors to Sydney English House.
- Report any discriminatory behaviour, harassment or bullying to your teacher and/or Academic Manager.
- Refrain from unacceptable behaviour including the use of bad language, alcohol, and drugs.

In the same way Sydney English House agrees to

- Treat you fairly and with respect.
- Provide a supportive and safe learning environment, free of discrimination and harassment.
- Supply counselling and support/welfare services to you.
- Allow access to your personal records upon request.
- Give feedback on your academic progress.

What is considered as unacceptable behaviour:

- Littering
- Disrupting class
- Harassing other students or staff
- Damaging Sydney English House or other students' property
- Dishonesty including plagiarising or copying other's work
- Being under the influence of alcohol or drugs
- Ignoring Sydney English House's rules

As you are an international student in Australia on a student visa, you have certain responsibilities that you must take very seriously.

## Privacy and use of personal information

Personal information is collected solely for the purposes of operation as a provider. Sydney English House must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification, or disclosure, including password protection of electronic files, secure storage of paper files and secure back up of data.



All students can access their own personal files held by Sydney English House and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as DET or DHA for the purposes of an audit. We are required to inform DHA of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.

## Student visa information and responsibilities

### Attendance

**You must attend class for the scheduled hours of your course each week. There are 20 hours of scheduled face-to-face classes each week.**

**Students on student visas need to maintain satisfactory attendance. This means you need to have at least 80% attendance for the total hours of your course. If you are more than 20 minutes late to class, you will be marked as absent for 30 minutes. If you leave class more than 20 minutes before the scheduled end of the lesson, you will be marked as absent for 30 minutes. Your attendance is reviewed regularly. If your attendance is too low, we will send you a notification letter and ask you to come to a meeting to explain why you have missed class. Sydney English House will also contact you if you have been absent for more than five consecutive days without approval.**

If your overall attendance is below 80%, the Sydney English House is required to cancel your enrolment and report you to the Department of Immigration for not meeting the requirements of your student visa. This could result in the cancellation of your Student Visa. You will not be entitled to receive a refund of your student fees.

### Absence

If you are going to be late arriving to class, please contact Reception and advise them which class you are attending.

If you are too sick to come to class, you must telephone Sydney English House to us know. You should see a doctor and if they tell you to stay at home you must ask them for a medical certificate. You must provide a copy of this to Reception when you return to class so that your absence can be noted.

If you need to take time off for an important reason such as an interview at a vocational academy or university, you must write a letter asking for permission before you take time off to have your absence excused. If you do not ask for permission, you will lose your attendance for that day.





If your parents or relatives would like to visit you, they should do so during the public holidays or your scheduled breaks so that you do not miss lessons.

## Deferring or suspending your studies

There is a formal procedure for deferring or suspending your course. A deferment or suspension can only be granted in exceptional circumstances. These circumstances are referred to as “compassionate or compelling circumstances”. An example of compassionate or compelling circumstances is when a student has an illness and presents a medical certificate stating that the student cannot attend classes.

If your attendance is at least 70% and you are making satisfactory progress in your classwork and must have time off for compassionate or compelling circumstances, then consideration will be made before reporting your attendance to the Department of Immigration.

You need to complete a Request for Leave Form and provide relevant documentary evidence. The Request for Leave Form is available from reception.

## Change of Address

It is a condition of your student visa that the Sydney English House must be able to contact you at any time. This means we need your current address and contact details (phone and email). If you move from the address you gave at the beginning of your course, you must notify us of the change of address within 7 days of changing your address. If you do not do this, your visa could be cancelled unnecessarily as you were unable to be contacted.

## Course progress

### General English (GE)

All courses are 12 weeks long. In GE, there is a review test each week on Thursday evening. The test covers the material that was covered in the previous week. You can prepare for this test by reviewing your notes and the course material. There are end of module tests in weeks 6 and 12 of the program. If you achieve satisfactory results in these tests, you can be promoted to the next level. Students may also be promoted if their teacher makes a recommendation. To achieve satisfactory course progress in GE, you need to participate in class, do weekly tests, hand in set tasks, and complete any homework set by your teacher.

## Overseas Student Health Cover

When studying in Australia, you will need Overseas Student Health Cover (OSHC) for yourself, and any family travelling with you, before you arrive. It is a requirement of your student visa that you maintain OSHC for the duration of your time on a student visa in Australia.



## Working

Students on student visas can work up to 48 hours per two weeks. As you are required to maintain satisfactory attendance, you should arrange any work so that it does not interfere with your study schedule.

## Completion within expected duration of study

International students are expected to complete their courses within the duration specified in their Confirmation of Enrolment (CoE). Sydney English House monitors the progress of students to ensure they complete the courses within the duration specified in their CoE. Sydney English House can only issue a new CoE to students to extend their duration of study in limited circumstances and requires special approval and may incur additional processing fees.

International students who wish to extend their stay in Australia for further study, graduation, a holiday, work, or migration are advised to contact Department of Home Affairs (DHA) directly. Please see link below for further information:

<http://www.border.gov.au/Trav/Stud/More/Extending-Your-Stay>

## Transfer between registered providers – changing institutions

It is possible to transfer from one provider (education institution) to another after 6 months at the original provider. To transfer from an existing or original provider to a new provider before completing 6 months of study at the original provider, a student must obtain a Letter of Offer from the new provider and a Release Letter from the original provider.

A student under the age of 18 must have written evidence that the student's parent or legal guardian supports the transfer AND, if appropriate, written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements.

Students must pay all outstanding fees and accepted invoices prior to issuing a letter of release.

## Packaged courses

Courses offered as a package are considered as one course and the commencement date is counted from the first course. Once you enrolled in a package course, you may not apply for a refund of the second course after the commencement date of the first course.

## Dependants

Dependants of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.



## Fees and payments

Students, who fall behind in the payment of their fees or fail to pay their tuition fees by the due date, may have the course cancelled for non-payment of fees. Sydney English House will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS.

For the most up to date information regarding fees and payments at Sydney English House, please go to our website: <http://www.seh.nsw.edu.au/en/pre-enrolment/fee-payment/>

Please note that students are required to maintain class attendance and academic course progress.

## Cancellation and fees refund policy

The request for refund must be made in writing to the Principal Administrator by using the Refund Application Form. No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party. Where a refund is approved, Sydney English House will make payment of refunds within 28 days of receipt of the Refund Application Form.

The tuition fees will be refunded only under the following circumstances:

Sydney English House will refund within 28 days and without deduction, all tuition fees paid where the Sydney English House refuses the student's application for admission.

Sydney English House agrees to refund within 28 days and without deduction, all tuition fees paid where the student produces the original student visa rejection letter from the Department of Home Affairs (DHA).

If a student withdraws from a course 28 days or more before the course start date, 70% refund of tuition fees less administration fee of \$200.

If a student withdraws from a course in less than 28 days before the course start date, 50% refund of tuition fees less administration fee of \$200.

If a student visa extension is refused, Sydney English House will return unused tuition fees within 28 days.

No refund will be made to any student who withdraws after the commencement of the course or during the course.

No refund of unused tuition fees of the following term/s will be made to any current student who wants to withdraw from study. Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s. For deferment, no refund will be applicable unless visa has not been granted.

No refund will be given after an approved deferment or suspension.



The enrolment / application fee is non-refundable.

In the case of default by Sydney English House, the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 apply. For further information about the ESOS Act please see

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Tuition fees will be not refunded under the following circumstances:

Student whose enrolment is terminated for failure to comply with Sydney English House's policies and procedures and the requirements of their Student Visa by DHA.

Students who do not commence (i.e., does not arrive, or do not arrange a later start because of health or compassionate reasons).

## Default

Under the Tuition Protection Service (TPS) framework if Sydney English House is unable to fulfill its obligations to complete a course. The new TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provide a refund of unexpended tuition fees (i.e., tuition the student has paid for but has not been delivered by the provider).

Sydney English House defaults if the course it offers does not start on the agreed starting day.

Sydney English House defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because it has had a sanction imposed.

If Sydney English House defaults, Sydney English House will refund to the student within 14 days after the default day and receipt of your Refund Application Form.

Sydney English House will give the student a statement that explains how the refund amount has been worked out.

Sydney English House dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

This agreement and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.

The refund policy is subject to review from time to time.

Sydney English House recommends that you read the ESOS Framework Information, which provides legislative protection for International students, available at

<https://internationaleducation.gov.au/Regulatory-information/Pages/Regulatoryinformation.aspx>



Cancellation and fees refund information is available from reception and printed on the enrolment form, which can be downloaded from [www.times.edu.au](http://www.times.edu.au).

## ESOS framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000, the National Code 2007 and ELICOS Standards. The full text of the ESOS Act 2000 is available online at:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) 2007 and ELICOS Standards

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

## Study visits / excursions

Sometimes it helps with your English studies if you spend time outside the classroom learning about places and services in the community. These might be places associated with education such as museums and art galleries or places of entertainment such as cinemas, theatres and amusement parks. Any study visits included on your timetable are part of your English course and you are expected to attend and to participate in activities and tasks organised for you. You are responsible for any excursion expenses.

You will need to sign the excursion form before you can attend any excursion. Your teacher will provide this before the scheduled excursion date.

## College rules

Sydney English House has few rules, but we request that you observe the following points while on premises.

Smoking is banned in all public and commercial buildings in Australia by law so you must not smoke inside the Sydney English House or anywhere near an entrance to the building or other nearby buildings. Please put all your cigarette ends in an ashtray. If you drop it on the ground, City Rangers can issue on the spot fines of \$200 for littering.

Classrooms are intended for lessons so should only be used in the presence of a teacher and there should be no eating and/or drinking in classrooms at any time.

All equipment belonging to Sydney English House should be treated with respect and you should let the school know if anything is not working properly.



Your classmates and teachers are from many nationalities and cultures, so please always treat them with respect.

Refrain from using mobile phones to make phone calls or to access social media during your lesson time or when the teacher is speaking or instructing the class.

All lunch and break times are to be taken according to the times allocated by the teacher.

Classes start and finish at the times indicated on the course timetables unless otherwise notified.

Always adhere to all WH&S guidelines.

General housekeeping must be undertaken before leaving the class, this means removing all rubbish you may have with you during your class lesson.

Consider others and keep the kitchen and toilet amenities clean and hygienic after your use.

## **Safety and security**

Australia is generally a safe country; however, but there are some things you should do to keep yourself and your possessions safe.

Do not leave valuable things in the classroom. Items such mobile phones, cameras can be stolen anywhere in Australia including English schools.

Make sure you know where the fire exits are at Sydney English House.

Make sure you are aware of the evacuation procedure.

Be vigilant when off campus and use common sense. It is not sensible to walk alone at night or down dark alleys.

If you need the police or ambulance immediately you should dial 000 (but only for emergencies)

## **Work, Health & Safety (WH&S) guidelines**

Whilst you are studying at Sydney English House, you will need to observe WH&S guidelines or rules. If you see anything dangerous, tell Reception straight away.

During your studies you may be asked to take part in an evacuation of the building. This may be a practice drill, or an emergency evacuation and you must take part in it.

The fire exits are clearly labelled, and your teacher will show you where the nearest one to your classroom is located.



## Evacuation Procedure

In case of an emergency or evacuation, you are required to follow the directions of your teacher and safely get to the Assembly Point. You should move quickly and calmly to the evacuation with your teacher.

The fire alarm has two sounds. The first (beep, beep ...) means get ready to leave. Do not leave yet but listen to instructions from the staff. The second sound (whoop, whoop ...) means leave immediately. Do not use the lifts. If you cannot find your teacher, follow the instructions from anyone wearing a fire hat.

There are two fire stairs. The fire stairs near the female toilets come out at the front of the building on Pitt Street. The fire stairs near the male toilets come out at the rear of the building on Castlereagh Street.

Once you exit the building go to the Assembly Point in front of Museum Station. Your teacher will mark off your name on the class roll. It is important that all students are accounted for, otherwise the emergency staff will have to look for you. You are not allowed to re-enter the building until you are informed by Sydney English House staff that it is safe to go back into the building.

## Reporting damage

If you damage something accidentally, please report to your teacher or Reception. If you witness someone else damage Sydney English House property, report the incident to the staff immediately.

## Harassment, victimisation and bullying

Sydney English House complies with the Anti-Discrimination Act (1977) and the Commonwealth Sex Discrimination Act (1984) and ensures that all grievances are dealt with fairly.

Sydney English House has a policy for anti-discrimination toward any group or individuals in any form, inclusive of gender, pregnancy, race, nationality, ethnic or religious background, marital status, sexual orientation, or age.

Sydney English House follows all relevant legislation for CRICOS Institutes, in particular:

The Education Services for Overseas Students (ESOS) Act 2000

Work Health and Safety Act 2011

Affirmative Action (Equal Employment Opportunity for Women) Act 1986

Sydney English House will not tolerate harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating any



intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation and bullying because of gender, race, national origin, religion, disability, sexuality, or age.

Harassment is unlawful under Commonwealth and State Legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation, and bullying can take many forms and can be overt or subtle, direct, or indirect. Examples of harassment may include the following.

- Unwelcome physical contact.
- Repeated unwelcome invitations.
- Insulting or threatening language or gestures.
- Continual unjustified comments about a student's work or work capacity.
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender, or sexual preference.
- Picture, posters, graffiti, electronic images, etc. That are offensive, obscene, or objectionable.

Examples of victimisation may include:

- Persistent and unreasonable unfavourable treatment.
- Refusing to provide information to someone.
- Intentionally ignoring someone.
- Mocking someone's customs or cultures.
- Lower assessment of student work.

Examples of bullying may include:

- Using strength, power or position to coerce others by fear.
- Behaviour that intimidates, degrades or humiliates a person.
- Aggression, verbal and/or physical abuse, or similar behaviour.
- Frequent and/or repeated 'put-downs.'
- Persistent and/or unreasonable criticism of student performance.
- Violence (actual or threatened).

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of everyone. Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some can be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to Sydney English House management. All complaints will be promptly investigated. The privacy of the student filing a report and the individual under investigation will be respected at all times, in line with Sydney English House's obligation to conduct a fair and thorough investigation.





Sydney English House expects all students and staff to uphold the spirit of this policy. Breaches of the policy may result in disciplinary action, including expulsion for students or dismissal for staff.

## Student Support Services

The staff members at Sydney English House are available to assist you in times of stress or pressure during your course. You should speak with Student Welfare Officers in the first instance with any concerns you may have such as:

- Class allocations
- Assessments
- Coping with assessments
- Attendance
- Overseas student health cover
- Ways of managing one's time
- Assistance with the setting and achieving goals
- Accommodation
- Relationships
- Health issues
- Coping with stress

Student Welfare Officers can refer you to the appropriate person to assist you whenever necessary.

Student Welfare Officer/Reception Contact details:

Phone: 02 8316 9999

Email: [info@seh.nsw.edu.au](mailto:info@seh.nsw.edu.au)

## Dealing with problems

It can be difficult for people when they move to a new country and experience a new culture. Sometimes they can have problems settling in. Sometimes there is a problem because they do not really understand the way things are done in the new country.

The best way to deal with any problem is to talk about it. If you have a problem, the first person to contact is your teacher unless your concern is the teacher.

If we are not able to solve your problem, we will assist you in getting the help you need.

The table below shows who to talk to if you have a problem.

Problem	Talk to
Any problem or worry that you have	Your teacher



You do not get on with you teacher	The Academic Manager
Any other problem with your study that your teacher cannot help with	The Academic Manager
Unhappy with your home stay or accommodation	Student Welfare Officer/Reception
Medical problem	Student Welfare Officer/Reception
Visa problem	Student Welfare Officer/Reception
Money problems	Student Welfare Officer/Reception

Student Welfare Officer/Reception Contact details:

Phone: 02 8316 9999

Email: [info@seh.nsw.edu.au](mailto:info@seh.nsw.edu.au)

### Choosing a doctor

Your health insurance allows you to consult the doctor of your choice, but it may be difficult for you to choose a doctor. If you are a homestay student, your homestay family may advise you to use their local doctor. If you cannot find a doctor, you might wish to see one with a surgery close to Sydney English House.

Medical centres near Sydney English House

Some medical centres located close to Sydney English House are:

<p>Sydney CBD Medical Centre</p> <p>309 Pitt Street, Sydney</p> <p>Phone: 8964 8677</p>
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<p>World Square CBD Medical Centre</p> <p>309 Pitt Street, Sydney</p> <p>Phone: 8964 8677</p> <p>Phone: 9777 0024</p>
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Some Medical Centres are “international student friendly,” this means that you are not required to pay a gap on the day you visit and your OSHC provider is billed directly. You should check the website of your OSHC provider to locate an international student friendly doctor near you.



## Personal problems and welfare counselling

Sydney English House has Student Welfare Officers to help you. If you have a personal problem and would like to see a counsellor independent of Sydney English House, you can contact one of the following services nearby:

### Amicus Counselling Services

Level 56, MLC Centre, 19-29 Martin Place, Sydney

Ph. 0413233 963

### Associated Counsellors & Psychologists

31 Mort St, Surry Hills 2010

Ph. 0416 0416 99

### Therapeutic Axis

125 St John's Rd, Glebe 2037

Ph. 9692 9788

## Legal information and Legal Aid

If you want to get legal information, you can contact LawAccess NSW, which is a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW. The phone number is 1300 888 529.

If you require legal services, information in relation to Legal Aid Services for NSW can be found at [www.legalaid.gov.au](http://www.legalaid.gov.au). The head office for legal aid is located at:

Central Sydney Legal Aid Office (Head Office)

Address: 323 Castlereagh Street, Haymarket 2000 Ph: 02 92195000

## Access and equity

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.



Any issues or questions raised regarding access and equity can be directed to the Principal Administrator.

### **Tuition Protection Service (TPS)**

The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students can either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

### **Grievance Procedure/Complaints and Appeals**

If you are not happy with any aspect of your time at Sydney English House, tell someone. If there is a problem with your course, your teacher will value your feedback. However, if you do not want to discuss this matter with your teacher you can go to see our Administration Manager or the Academic Manager.

If you would like to make a formal complaint about your experiences with Sydney English House, you should put your complaint in writing. Sydney English House will give you an opportunity to present your complaint within 10 working days of receiving it. You can have someone else help you, such as a friend, to support you at your complaint hearing if you wish.

At this meeting, minutes will be taken to record what was said and any decisions that were made. The decision of Sydney English House is final, and you will be notified of the outcome by letter.

If you are still not happy with the decision made about your complaint or the resulting actions, you can contact the Overseas Student Ombudsman.

The contact details for the Overseas Student Ombudsman are:

Level 22, 580 George Street Sydney NSW 2000

The phone number is 1300 362 072 (Calls from mobile phones at mobile phone rates) or from outside Australia +61 2 6276 0111.

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Web: <http://www.ombudsman.gov.au/about/overseas-students>

If you access the Grievance Policy/Complaints and Appeals, you will need to continue coming to class unless Sydney English House specifies otherwise. Sydney English House will maintain your enrolment until an outcome has been determined. The grievance procedure posted in all ELICOS classrooms. You have the right to be represented by a nominee at any stage in this process if you so choose.



## Critical Incident Policy

Sydney English House has a critical incident policy in place. The purpose of this critical incident policy and procedure is to recognise the duty of care owed by Sydney English House to its students and to document the process for managing critical incidents when they occur. A critical incident is defined by the *National Code 2018* as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Sydney English House has a documented critical incident policy that documents the critical incident and actions taken to address it as well as procedures covering actions to be taken and required follow-up actions in the event of a critical incident.

## Cost of Living

Students in Australia typically spend about \$250 to \$400 a week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs. Costs will vary according to your lifestyle and where you choose to live. The following chart is only a guide to help you understand the breakdown of costs.

Accommodation	Food	Public Transport	Entertainment/Movies
\$150 - \$250 / week	\$150 - \$250 / week	\$30 - \$60 / week	\$17.10 per ticket

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course, and lifestyle. Some people spend a lot more than this, and others spend less. To live cheaply, you will have to share a room and cook for yourself. The Department of Home Affairs (DHA) advises that a single international student requires approximately AU\$21,041 per year for living costs.

## Transport

Sydney English House is in the Sydney Central Business District. The closest railway stations are Museum and Town Hall. Many public bus services depart from Elizabeth Street, which is very close to Sydney English House. The central location of the College means that few students will be able to live in the immediate area of the College and walk to and from school. Most students will be living in suburbs further away and will need to catch a bus or a train. Trains run regularly throughout peak hours and all of Sydney's major railway lines go through Central station. Train timetables are available at the station or can be consulted at [www.cityrail.info/](http://www.cityrail.info/). You can find transport information for the whole of Sydney at [www.131500.com.au](http://www.131500.com.au), or by phoning 131 500.

According to NSW Government regulations, international students are eligible to apply for student travel concessions only for particular tickets. Please refer to <http://www.131500.com.au/international-students> for more information.



## Shopping

Most Sydney suburbs have a retail shopping area or mall where you can find a huge variety of shops so there is no need to travel to the CBD for your daily requirements. Shopping is also usually cheaper in suburban areas compared to the CBD. Fresh fruit and vegetables are cheap and plentiful, and you can buy most other goods in large supermarkets, which are usually the most affordable shops to purchase these items. Australia has a multicultural population, so it is easy to find food and other items from many countries.

## Clothing and climate

You should come prepared for our four seasons and the contrasting hot and cold weather, but if you have not, you may need to stock up on seasonal clothing. Although the Sydney winter is generally mild, you'll need sweaters and jackets. Australians usually dress very casually so you will not need any very formal clothes.

## Banking

You will need to set up an Australian bank account when you arrive in the country to avoid the necessity of carrying large amounts of cash. To open a bank account, you will need to show your passport and evidence that you are an international student. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in the CBD. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for cash deposits and, in many instances, cash withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) using your bank card where cash withdrawals can also be made in addition to purchasing goods.

Most banks open from 9.30am – 4pm Monday to Thursday, and 9.30 am – 5 pm on Friday. There are a number of major banks with branches close to Sydney English House, where students may wish to open their accounts.

## Homestay

If you are living with a home stay family, remember that they expect you to behave as part of their family and not as a hotel guest. Australian families rarely have servants so you may have to do things that you may not be used to doing at home. You will be expected to do small tasks around the house such as clearing plates from the table. You will also have to do your own washing using the facilities provided for you. You may find the food that you are offered is different from the food you are used to, but you should try everything. If you really don't like the food discuss your problem with your homestay family or a Student Welfare Officer at Sydney English House.



Remember that your home stay family expect you to practice your English with them. They will be willing to help you and you can learn a lot from them both about the English language and the Australian lifestyle.

Sydney English House has Welfare and Homestay Arrangements with Study Vision, a student welfare management and homestay service provider. Study Vision can provide Guardianship arrangements (students under 18) or Homestay Accommodation or Student Share Accommodation (students over 18) for Sydney English House's International Students. Please contact a Student Welfare Officer for details. Students can also be given advice regarding other forms of accommodation. Also please consult the noticeboard for other accommodation providers contact details.

You can also organise your own homestay by contacting a homestay agency such as Aussie Families Homestay Care Pty Ltd (61 2 9301 0900) or Homestay Network (61 2 9012 0392). Alternatively, a Student Welfare Officer can arrange your homestay for you if you wish.

## Rental Accommodation

You may wish to find accommodation in a house or flat. It is quite common for young people in Australia to live in shared accommodation with their friends. In Sydney, the cost of shared accommodation varies from \$150 to \$400 per week.

If you are going to live in a shared flat or house, you will also need to pay a returnable bond which is usually equivalent to four week's rent. The bond is used to replace or repair any damage you might be responsible for during the time you live in the accommodation. If there is no damage the full amount will be returned to you when you leave your accommodation. Sometimes there is also a deposit for the security key. You get this back when you return the key when you move out. This can be up to \$150.

There are several ways to find somewhere to live. One way is to check the advertisements in the newspaper or on the internet. If you have trouble understanding anything in the advertisements, ask your teacher to help you. You will probably need to telephone to make an appointment to meet the other people who live in the house.

You can visit a real estate agent or websites like [www.realestate.com.au](http://www.realestate.com.au) , [www.domain.com.au](http://www.domain.com.au) , [www.nswrealestate.com.au](http://www.nswrealestate.com.au) , [www.gumtree.com.au/s-real-estate/](http://www.gumtree.com.au/s-real-estate/) , [www.allhomes.com.au](http://www.allhomes.com.au) , [www.realestateview.com.au](http://www.realestateview.com.au) to see if they have any suitable property for you to rent. In this case, if you rent a place yourself you may have to find other people to share with you.

Finally, you can ask your friends or make contact with students in other ELICOS colleges to see if anyone has a room they want to rent out. There may be notices on the student noticeboard at Sydney English House for shared accommodation. Sydney English House is not responsible for any accommodation advertised on a college noticeboard.



## Tax File Number

In order to work in Australia, you need a Tax File Number. To get your Tax File Number visit the nearest ATO (Australian Taxation Office) or apply online: [www.ato.gov.au](http://www.ato.gov.au)

## Finding a Job

The best way to get a job is through word of mouth, through friends, and fellow students. They can tell you restaurants, supermarkets or shops that need employees. For other jobs, look at the Saturday newspapers. You can also go online to the following websites:

- [www.gumtree.com.au](http://www.gumtree.com.au)
- [www.seek.com.au](http://www.seek.com.au)
- [www.mycareer.com.au](http://www.mycareer.com.au)
- [www.megajobsites.com](http://www.megajobsites.com)
- [www.jobsaustralia.com.au](http://www.jobsaustralia.com.au)
- [www.parttimeonline.com.au](http://www.parttimeonline.com.au)
- [www.studentjobs.com.au](http://www.studentjobs.com.au)

## Location of Sydney English House

Level 5, 8 Quay Street, Haymarket, NSW, 2000

PH: 02 8316 9999

Email: [info@seh.nsw.edu.au](mailto:info@seh.nsw.edu.au)

Web: [www.seh.nsw.edu.au](http://www.seh.nsw.edu.au)

Students can also find more information to support international students in Australia on the Study Australia Government website:

<http://www.studyaustralia.gov.au/>

## Emergency Contacts

Students involved in or witnessing a critical incident should immediately contact the Administration Manager (02) 8316 9999. After hours contact is the Director of Studies, Susan Scott at 0415 234 347