

ELICOS 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.

Mission

“We endeavour to demonstrate our values daily; we encourage our values in others. Our core values are integral to our training and development.”

Profile

We have been in the training and education business for a combined period of 75 years. Our senior management staff come from an education and training background.

Our colleges and Training companies offer a wide range of recognised courses – from short to long, all levels of English language training, and across many VET (Vocational Education and Training) disciplines; at Certificate, Diploma and Advanced Diploma levels, IT vendor Certificates and many more.

For a current Organisation Chart showing all roles within the colleges go to www.teg.local

ESOS Framework

Cambridge College International 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://cricos.dest.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
- Try not to offend or embarrass others
- Take responsibility for absences and try to catch up outside class time so other students are not disadvantaged
- Look after the college facilities and resources
- 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 about your address and contact number.
- Dress appropriately, wear shoes and do not wear hats in class.
- Maintain a minimum of 80% attendance
- Any bad behaviour including petty theft, sexual harassment, refusal to follow instructions from staff members, and being disruptive, will be reported to the DOS 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
Policies and procedures that affect you	Student Services Offices (SSO)	Level 1, 60 DrUITT Street, Sydney Ph: (02) 8263 1275 Level 1, 245 Castlereagh Street, Sydney Ph: (02) 8263 1241 Web: www.cambridgecollegeinternational.nsw.edu.au
Your ESOS rights and responsibilities	Department of Education, Employment and Workplace Relations	ESOS Helpline: +61 2 6240 5069 Website: www.aei.gov.au Email: esosmailbox@deewr.gov.au
Your VISA matters	Department of Immigration and Citizenship	Website: www.immi.gov.au Phone 131 881 in Australia Contact the DIAC office in your country

Head Office

College management is located on Level 8, 307 Pitt Street, Sydney, NSW.

School Location

Cambridge College International is in the heart of Sydney CBD located next to major shopping, entertainment attractions. Major attractions such as Sydney Opera House and Darling Harbour are just a walk away. Parks, cafes, shopping centers, major libraries, sporting facilities and beaches surround us. Traveling to the College is easy from anywhere in Sydney. Train, bus and ferry stops are close by.

Cambridge College International
Druitt Street Campus
Level 1,2 and 3, 60 Druitt Street
Sydney 2000, NSW Australia
Telephone: +61 2 8263 1275
Facsimile: + 61 2 9267 9871

Castlereagh Street Campus
Level 1,2 and 4, 245 Castlereagh Street
Sydney 2000, NSW Australia
Telephone: +61 2 8263 1241
Facsimile: +61 2 9267 9871

Liverpool Street Campus
Level 4, 127 Liverpool Street
Sydney 2000, NSW Australia
Telephone: +61 2 8263 1241
Facsimile: +61 2 9267 9871

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
- Care and Counselling
- Social Programs
- Accommodation Options
- Lunch Area (microwaves, fridges and vending machine are provided for students)

- Classrooms have computers, TV, video, cassette recorder, audio-visual teaching aids and whiteboards as needed.
- Overhead projectors are also available as a teaching/learning aid.

Accommodation and Living Expenses - 2009

Living expenses for an international student are approximately A\$18,720 to A\$20,000 a year, or about \$360 per week. This covers food, accommodation, travel, entertainment and clothing.

Accommodation options for students:

Homestay – Our Homestay services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle. If you need a Homestay, we ask our students to fill out an accommodation form. We need at least 4 weeks before the arrival date to arrange it. Minimum Stay – 4 weeks; for Homestay fees please refer to our pricelist. Fees include meals, laundry, your own room and student desk.

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.

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 rolls at hourly intervals for 20 hours per week.

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 will report you to the Department of Immigration and Citizenship (DIAC).

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.

An absence of 2 days or more needs to be supported by a medical certificate and is 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, the Student Services Officer will contact the Director Of Studies to consider the circumstances which caused your non-attendance.

If this final approach fails, 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 day working day period process, or the process is completed and results in a decision supporting the college, the college will report you.

A Section 20 breach notice will be sent to you. It should be noted that DIAC may cancel your visa based on the college's dissatisfaction with your attendance.

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;
- and 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
- weddings
- 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, you will be reported and your visa may be cancelled.

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

Terms & Study Periods

There are no terms for ELICOS students. Classes, or study periods, operate on a rolling 50-week academic year with a 2 week scheduled break over the Christmas/New Year period.

Non-award ELICOS courses

For ELICOS courses, if you change course and get a new CoE, or extend your enrolment in the current course, getting a new CoE, your attendance is monitored over each of the CoEs separately, rather than over the entire period of your enrolment.

Class Times ELICOS

Morning Classes (Monday –Thursday)

8.45am - 10.45am	Lesson 1
10:45am - 11:00pm	Break
11.00am – 1.00pm	Lesson 2
1.00pm - 1.30pm	Lunch Break
1.30 pm – 2.30 pm	Lesson 3

Evening Classes (Monday – Friday):

4.00pm – 6.00pm	Lesson 1
6.00pm – 6.30pm	Break
6.30pm – 8.30pm	Lesson 2

ELICOS (Evening Class) is delivered over 4 sessions, while ELICOS (Morning Class) is delivered over 5 sessions.

CANCELLATION AND REFUND POLICY

1. The Enrolment Fee, Accommodation Placement Fees and Airport Pick- Up Fees are non refundable whether you complete your course or not.
 2. An administrative charge of \$100 is made to vary an application e.g. Change of Start Date, Change of Course
 3. Tuition Fees and OSHC are refunded in full if your visa application is rejected and you provide official written notification of the refusal from the Australian Government.
 4. Student Default. No refund will be made if a student:
 - has given false or mislead 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
 5. If you give written notice of you intention to withdraw from the 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%.
- All refunds will be made within 4 weeks after we receive a written claim from the student.
6. 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.
 7. All refunds will attract an administration charge of \$150.00.
 8. Course and other Fees are not transferable to another student or institution but may be transferred to another course with Cambridge College International at the discretion of the College.
 9. 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.
 10. Bank charges are deducted for refunds made by bank draft or electronic transfer.
 11. Provider Default: In the unlikely event that Cambridge College International is unable to deliver your course in full starting from the agreed date, you will be offered a full refund of all course

money (including tuition fees, enrolment fees, accommodation placement fees etc) within 2 weeks after the default date.

12. All refund considerations will be strictly limited to the monies which Cambridge College International 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 Cambridge College International).

13. 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.

Certificate for ELICOS 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 ISLPR (Australian Second Language Proficiency Rating) from 1 - 5. The ISLPR 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 Director Of Studies.

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.

Change of Provider

Students on a student visa are not permitted to change their primary provider (main college) for the first six months of their primary course. The College may release a student in exceptional circumstances. If a student wishes to cancel/suspend the course at the College a cancellation fee of \$350 will apply. Please refer to

the Enrolment Agreement for more information or contact our admission department.

Complaints and Appeals Policy and Procedure

This policy and procedure provides information for handling complaints - including how to make a complaint, how to deal with a complaint and how to find support.

Legislation

When complaining, certain legislation must 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).

What can a complaint be about?

- the service provided, or not provided, in any campus
- the behaviour or decisions of staff, or
- practices, policies or procedures of the College.

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. Oral complaints that cannot be resolved informally will need to be put in writing and help will be provided if needed. Complainants may have a support person present when making the complaint and at any related meeting. The Director of Studies will inform students about the complaints and appeals processes during the orientation program. The Director of Studies needs to advise the parties involved about these guidelines and provide information on how to access the guidelines. While all internal 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. Anonymity may be requested if desired.



Talk to someone

Formal complaint

If the matter cannot be resolved informally a Complaints & Appeals form should be filled in and submitted to the Student Services Officer. There are no associated fees.



Fill in a complaints form

It is preferable but not essential that the complainant's name and signature are included in the complaint. Students should be aware that, in some instances, a complaint can not proceed if it is anonymous or if you request that your identity be withheld. The process begins within 10 working days and all reasonable measures are taken to finalise the process as soon as possible. The student who lodged a complaint 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 complainant is dissatisfied with the outcome of the complaint or appeal at the end of the internal process, a complainant may wish the matter dealt with through an external dispute resolution process facilitated by the Australian Council for Private Education and Training (ACPET).

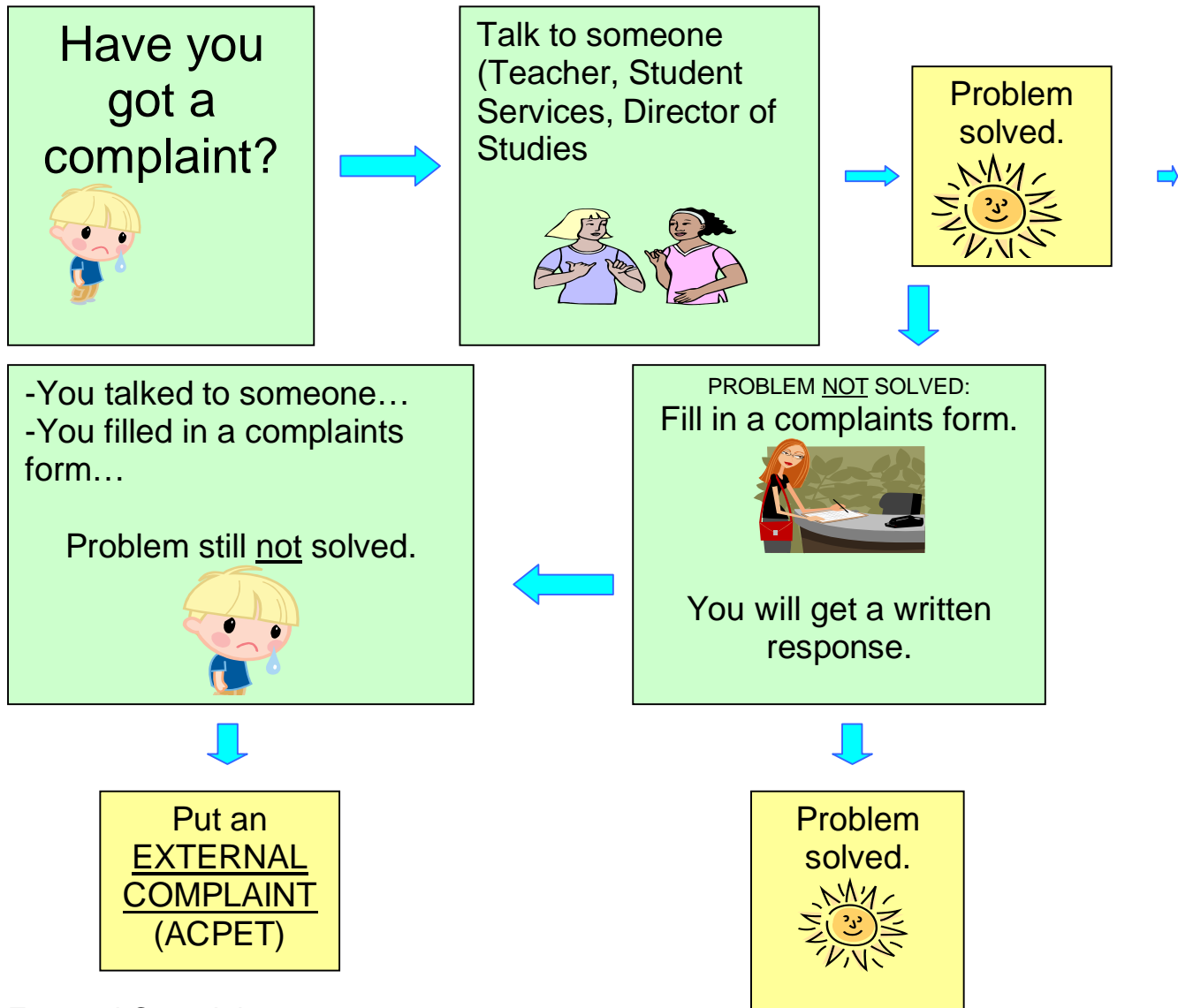
The cost of lodging an external appeal is \$400; with 50% paid by you (\$200) and 50% paid by the College. If a complainant is successful in external appeal, a complainant will receive a refund of \$100.

Complainant must lodge an appeal to ACPET via email and will be required to complete the appeals form which includes payment details. The form is available from the ACPET website: http://acpet.edu.au/index.php?option=com_content&task=view&id=4947&Itemid=348 The form is also available from the Student Service Officers at the reception desk of the college.

Students should not phone or go into an ACPET office under any circumstances. Once ACPET receives your appeal form, they will contact you and the College to request all documentation. ACPET will notify you (and the College) of the outcome of your appeal in writing within 1 month of receiving your form.

Where the outcome of the internal and external complaints and appeals process, supports you, Cambridge College International will implement the decision or corrective action as soon as possible and advise you accordingly.

Complaints and appeals – flow chart



Australian Council for Private Education and Training
(ACPET)

Suite 12, Level 14, 329 Pitt Street
Sydney NSW 2000
Ph: (02) 9264 4490 Fax: (02) 9264 4550

Toll-free in Australia 1800 657 644

E-mail student.appeals@acpet.edu.au **Website** www.acpet.edu.au

Students may be accompanied by and assisted by a support person at any relevant meetings.

PROCEDURES FOR LEAVE OF ABSENCE REQUEST

STEP 1 – REQUEST FOR A LEAVE OF ABSENCE

- Student applies for Leave of Absence Request from SSO or online (if applicable)

STEP 2 – RETURN OF THE LEAVE OF ABSENCE WITH SUPPORTING EVIDENCE

- Student returns completed Leave of Absence Request form to SSO with supporting evidence.
- If the request is made online the student will submit its request online and deliver supporting documents to the SSO
- Students will be required to depart Australia if the period of suspension is more than 28 days, unless permission can be obtained from DIAC stating that they are unfit to travel.

STEP 3 – SSO RECORDS THE LEAVE OF ABSENCE

- SSO makes records in the SMS (Student Management System) about the Leave of Absence Request with the date received and completes the steps 1-5 on reverse side of the Leave of Absence Request form.
- SSO collects all support evidence from the student and attaches it to the form

STEP 4 - LEAVE OF ABSENCE TO DOS

- Application is forwarded by the SSO to the DOS

STEP 5 – MEETING A STUDENT

- DOS may refer the student to the Group Counsellor if additional recommendation is required
- Depending on the nature of a request a student can be called for a meeting with the Group Counsellor. The Group Counsellor may request DOS to join the meeting.

STEP 6 – RECOMMENDATION

- DOS, considering the Group Counsellor recommendations (if applicable) makes a decision on the Leave of Absence request.

STEP 7- DECISION MADE

- DOS submits the signed and approved Leave of Absence form to the SSO. If the request is declined DOS fills in a Leave of Absence feedback report in which he/she states clearly the reason for refusal.

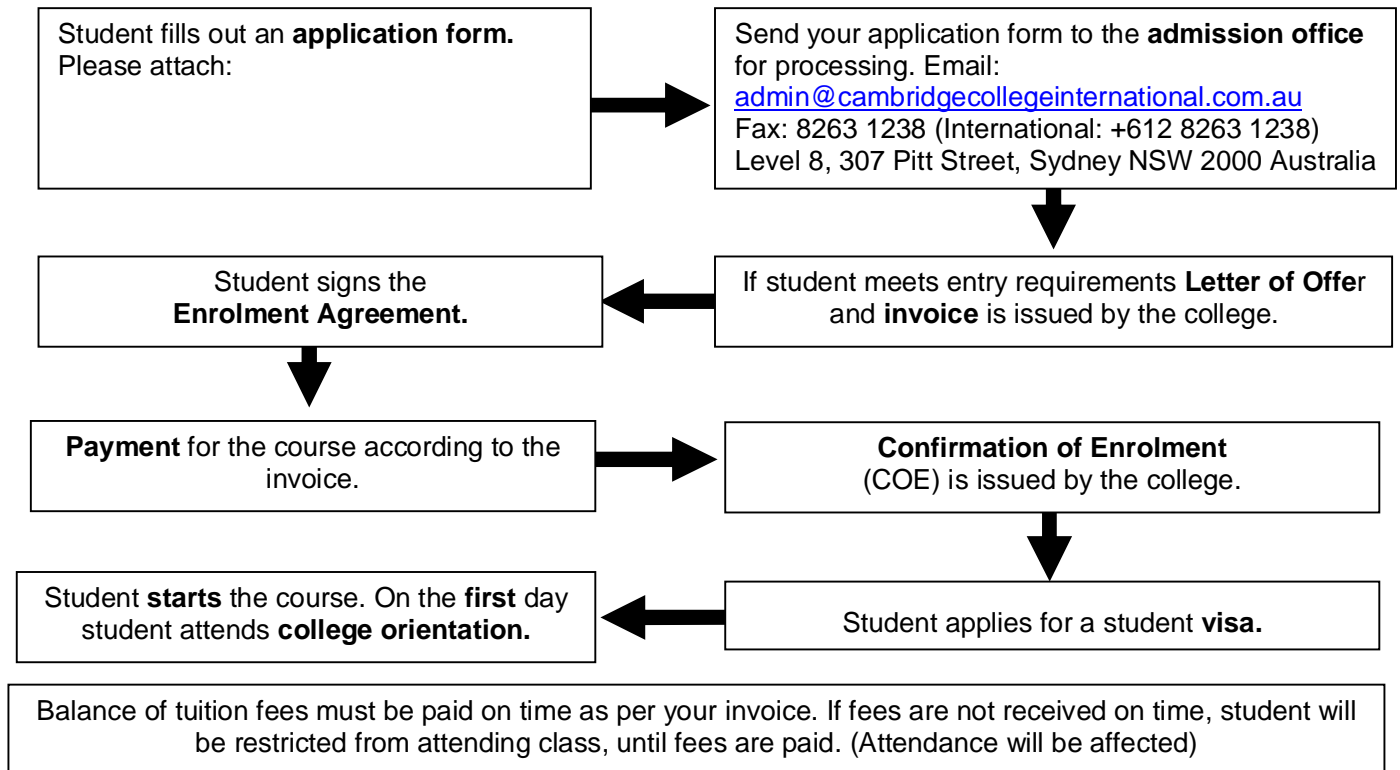
STEP 8 – STUDENT INFORMED OF OUTCOME

- SSO informs the student of the outcome of the request.

STEP 9 – APPEALS PROCESS

- If unsuccessful:
In the written report DOS clearly states that the student has the right to appeal the decision through Complaints and Appeals Process

Enrolment procedure



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 should get a medical certificate **from a doctor**, which states what is wrong with you and which dates you are unable to attend college.

You should take this certificate to your SSO 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 DIAC if your attendance falls below 80%. You should keep the original copy as DIAC may wish to see it.

Occupational Health & Safety

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

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 (possibly at 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
- OH&S 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

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 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.

- The College forwards payment and application on behalf of new students to Australian Health Management (for policy information please see <http://www.ahm.com.au/7323/OSHC>)
- AHM can take up to 4 weeks to process applications and your name will be posted on the AHM list on the notice board at your college. When your name appears on the board it means you are able to collect your card from the Students Services Officers desk at the college.
- If you have any health problems before receiving your card you are still covered. When you go to the doctor and pay for your consultation, you must ask for a receipt. AHM will reimburse your money provided you produce the receipt.

Remember you are covered from the day you arrive in Australia (even though you may not have your card).

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 and Citizenship (DIAC) 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.

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
- You must not adjust any of the computer default settings
- You must not play computer games on College IT equipment

- You must not open and take part in “chat” programmes
- 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 should receive their student ID card within one week after enrolment, provided SSO has been given two passport size photos 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 all aspects of your course and living in Sydney.

Student Services Department provide following help for students:

- Orientation Sessions (for English Courses every Monday at 9am and 2 pm)
- Any documents and correspondence needed i.e. Confirmation of Enrolment Letters, Attendance letters, Certificates, Student tuition fees invoices, etc
- Student ID cards
- AHM (Australian Health Management) information
- Job Placement Services

- Assist students to apply for Tax File Number
- Help with accommodation and general enquiries
- Students event program

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 background

Religious background

Student Satisfaction Survey

Student Satisfaction Survey forms are available from the front desk. In addition all students will be encouraged to complete a Student Satisfaction Survey at regular intervals during each term. These surveys will be distributed in class and may be returned to College reception.

Tuition fees

Course fees are given in separate marketing brochures.

Students' visa requirements

All students should be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 contact hours per week
- ELICOS Student's must attend a minimum of 80% of all scheduled classes for each term
- Students must provide current and accurate contact details to the education provider. If contact details

change, students are required to give a change of details form to the college.

- Student who obtain work rights on their visa are able to work up to 20 hours per week while the course is in session

Working in Australia

The student visa allows a student to work up to 20 hours per week 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\$17 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 DIAC 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. You must go outside the building if you wish to smoke. • Smoking and littering in front of the building is prohibited and council rangers visit quite often and fine offenders \$60.

Students who choose not to comply with the Student Responsibilities will be given a verbal warning in the first instance, a written warning in the second instance and dismissal in the third and final instance. In this instance no course fee will be refunded.

Where a student's behaviour is considered to be extreme the Director of Studies has the right to dismiss the student without notice. Examples of extreme behaviour may be, but are not limited to, being under the influence of alcohol, being in possession of illicit drugs, using abusive language to teachers and fellow students.

Where an internal student's extreme behaviour results in dismissal from the school, DIAC will be notified immediately.

Useful Numbers

Abortion Grief Counselling Association.....	1300 363 550
Abortion Trauma & Crisis Pregnancy Help.....	1300 737 732
Australian Health Management (AHM)	134 246
AHM Emergency helpline.....	1800 006 745
Alcohol & Drug Information Service.....	1800 177 833
Department of Immigration and Citizenship.....	131 881

Department of Industrial Relations:

➤ Wageline.....	1300 369 945
➤ Workplace Rights Hotline.....	1300 737 841
➤ Employment.....	1300 369 925
Domestic Violence.....	1800 811 811
Emergency Services (Police and Ambulance and Fire).....	000
Human Rights & Equal Opportunity Commission.....	(02) 9284 9600
➤ Complaints Info line.....	1300 656 419
➤ General Enquiries.....	1300 369 711
Privacy Hotline.....	1300 363 992
International Directory Service.....	1225
Kids Help Line.....	1800 551 800
Legal Aid Australia.....	1300 651 188
Lifeline 24 Hours.....	13 11 14
Public Transport Information Line.....	13 12 30
Quit Line.....	131 848
Telephone Directory Service.....	12455
Telephone Interpreting Services.....	131 450
The Education Group Head Office.....	(02) 8263 1200

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