



ELICOS Student Orientation Handbook

CRICOS PROVIDER CODE: 03613B



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Welcome

We are very pleased to welcome you to Southern English College.

This student handbook aims to answer common questions about your course at SEC, study options, assessment, services and a lot more.

The SEC Team hopes you have a wonderful learning experience during your time here that is fulfilling and fun! So, please carefully read through this handbook. We are sure it will answer all your questions. Even so, if you still have questions after reading this handbook, please do not hesitate to come and speak to us.

Key staff

Mana Khatri	Principal Executive Officer (PEO)
Sue Keevers	Director of Studies ELICOS

Key contacts

Director of Studies	ELICOS@sabt.edu.au
Student Support	info@sabt.edu.au StudentSupport@sabt.edu.au
Academic Support	AcademicSupport@sabt.edu.au

Our Courses

Southern English College offers the following courses:

- *English for Academic Purposes (095482B) - Levels 1 and 2*
- *General English (108792K) – Starter, Elementary, Pre-intermediate, Intermediate, Upper-Intermediate, and Advanced levels*
- *IELTS preparation (108793J) – Foundation and Advanced levels*
- *PTE preparation (108794H)*

* courses are offered based on class sizes and may not be offered in every intake.

College Address and General Contact Details

Address	Main Campus: 95 Bathurst Street, Sydney NSW 2000 Second Campus (Thomas St Campus): 191 Thomas Street, Haymarket NSW 2000
Email	info@sabt.edu.au
Website	www.southernenglishcollege.nsw.edu.au
Telephone	1300 852 205 (Australia); +61 2 8031 7727 (International)



Student Code of Conduct:

Student Responsibilities

All students, throughout their training and involvement with Southern English College, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, threaten, victimise and discriminate against others
- Attend classes well prepared and not under influence of alcohol or drugs
- Treat others' and school's property with respect
- Follow all safety policies and procedures as directed by staff
- Report any safety risks they see on campus
- Not bring into the premises any articles or items that may threaten the safety of self or others (firearms, knives etc.)
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to Southern English College in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws
- Notify Southern English College of any difficulties they experience (academic and non-academic)
- Notify Southern English College if they are unable to attend class or need to apply for holidays
- Make payments for their course within agreed time frames

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment, which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised
- Have their personal details and records kept private and secure according to our Privacy Policy
- Access the information Southern English College holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive learning, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, learning and assessment arrangements and their progress
- Access the support they need to effectively participate in their study program
- Provide feedback to Southern English College on the services they receive
- Be informed of any changes to agreed services, and how it affects them as soon as practicable

Note: Disciplinary actions may be taken if students are in breach of the Code of Conduct.



Studying with SEC

Orientation day

This is where it all begins. All English students are required to attend Orientation on the first day of their course.

When you arrive at SEC you will be given a Student Enrolment Form to fill in. It is important that you give us your correct contact details, your passport and your visa, which we will photocopy and give back to you.

Next is an English Placement Test. This test is mandatory and it helps us assess your English language abilities and find the most suitable class for you to study in. It takes approximately 1.5 hours and has 4 parts – Reading, Grammar and Vocabulary, Writing and Speaking.

After you have taken your test, you will receive an orientation from our Student Support Officer, who will talk to you about the school, house rules, attendance, safety in Sydney and support services we offer to our students.

Lastly, you will be given a tour of the campus and taken out on a walking tour of the city centre, where our Student Support Officer will point out places of interest and important places such as bus stops, train stations, shops, pharmacies etc.

Your class officially starts on Tuesday after Orientation Day. Please make sure you are on time and come to the reception on Level 1. The Director of Studies will give you an English Placement Test Report with information about your class, English level, teacher’s name and the classroom number. You will also be given a course book.

Timetable

We understand that we are all very different and prefer to study at different times of the day. To accommodate all the early birds and night owls, we offer morning and evening study options, both running from Monday to Thursday. This adds up to 20 hours face-to-face instruction per week, which we refer to as full-time study load.

Morning (Monday - Thursday) <i>Main Campus</i>	Evening (Monday - Thursday) <i>Main Campus</i>	Afternoon (Monday - Thursday) <i>Thomas St Campus</i>
8:45 am - 10:25 am	4:00 pm - 6:30 pm	2:15 pm – 4:45 pm
10:40 am - 12:15 pm	6:45 pm - 9:15 pm	5:00 pm – 7:30 pm
12:45 pm – 2:30 pm		
<i>SEC reserves the right to amend the timetable as necessary.</i>		

It is possible to change from morning to evening class, subject to availability. We will do our best to place you in the class of your choice but please do bear in mind that this is not always possible as



classes fill up quickly and your name may need to be put on a waiting list. If you would like to change your timetable, please ask your teacher. All changes happen on Monday to avoid confusion and loss of attendance data.

English levels

At SEC we currently offer General English at 4 levels. The following table explains the link between SEC levels, IELTS and PTE scores. It is a rough guide that is meant to give you an approximation of the levels rather than a thorough and detailed explanation.

SEC levels	CEFR	IELTS	PTE
Advanced	C1	8.0 7.5 7.0	79-83 73- 79 65-73
Upper-Intermediate	B2	6.5 6.0 5.5	58-65 50- 58 43-50
Intermediate	B1+	5.5 5.0	43-50 36-43
Pre-Intermediate	B1	5.0 4.5 4.0	36-43 30- 36 <30

Monitoring progress and moving between levels

It takes approximately 12 weeks to complete one level of General English. However, moving to a more challenging higher level depends on your performance and course progress.

At the end of each week, you will be taking a Progress Test to assess your English abilities in Reading, Listening, Speaking, Writing, Grammar and Vocabulary. Your teacher will then talk to you individually and give you feedback on your learning. Every month you will receive a Progress Report outlining how much you have improved or highlighting areas that you need to focus on.

Your teacher will make the decision to move you to a higher class if you have:

- Passed most of your weekly Progress Tests
- Maintained minimum 80% attendance
- Have completed min 10 weeks of study at your current level
- if your teacher has confirmed that you are ready for a new challenge

If you are studying EAP course, you will be required to complete several written and oral assignments, which your teacher will use to measure your progress. These assignments will be explained to you in detail at the start of your EAP course. There is no moving between EAP1 and EAP2, you must complete EAP1 before EAP2.



Certificates

At the end of your studies, you will receive a Certificate of Achievement for an English language level if you:

- ☞ have completed minimum 5 weeks at that level
- ☞ maintained your attendance above 80%
- ☞ have no outstanding fees

If you have not met the above-mentioned requirements, you will receive a Statement of Attainment stating what course you have studied and the course duration.

Policies and Procedures

Attendance Policy

(Applies to student visa holders only)

If you want to improve your English and make progress fast, it is very important to attend class. In addition, it is a condition of your student visa to attend a minimum 80% of all scheduled classes. This includes excursions, class trips and quick outings with your teacher.

Your attendance is monitored on a daily basis. If you are 15 min late for your first class, you will be marked absent for the class and your teacher may or may not let you join the class. Similarly, if you leave school early, you will be marked absent. If your overall attendance falls below the required 80%, Southern English College may have to report you to the Department of Home Affairs (DHA), which may affect your visa.

Remember to call the school and let the Student Support Officer (SSO) know if you are unwell and will not be coming to class. If you are sick, please go and see your doctor and also bring a medical certificate to school the following day. The SSO at the reception will make a photocopy of your medical certificate to keep in your file and give the original back to you. Make sure you keep it safe.

Our team will contact students who have missed 5 consecutive days of classes, first by phone and then via email. This is to make sure we know the reasons why students have not been attending and offer help and support if needed.

If you are concerned about your attendance, speak to the SSO at the reception desk, who can check your attendance rate for you.



Holidays and leave policy

ELICOS long term students (your course is more than three months long) are entitled to apply for a holiday. If your course is shorter than three months, we can only approve your holiday in special circumstances, which will be considered on a case-by-case basis.

Please remember that you must apply for holidays before you leave the country, otherwise you will be marked absent from class, which will affect your attendance rate. Holidays cannot be granted retrospectively. To apply for holidays, contact the SSO who will give you a Holiday Application Form to complete. This needs to be done before or on Monday one week prior to your intended holiday. Your holiday will always start on Monday and finish on Friday.

Important thing to remember – the length of your holiday will be added to the end of your course. This is very important because the holiday period must not impact your visa length.

English Only policy

Speak English at all times when in school, unless your teacher allows you to use your language. Studying English in Sydney with students from all around the world is a unique opportunity, so make sure you use it to your advantage.

Student contact details policy

It is one of the conditions of your student visa to inform the school if your contact details have changed. Please inform the Student Support Officer if your address, phone number, email address etc have changed. SEC will not be held responsible for the consequences if a student fails to notify the school of the above-mentioned changes.

Mobile phones policy

Your phone must be switched off or put on silent during class time. If you are expecting an important call, excuse yourself and take it outside the classroom. Never answer phone calls in the classroom as this is very disruptive and disrespectful to your teacher and class.

If you spend a long-time outside class talking on the phone, you will be marked absent from class and this will affect your attendance. Sometimes your teacher may ask you to use your phone as part of class activities or games. This is acceptable as long as you follow your teacher's instructions.

Grounds for suspension and cancellation

Students may request for suspension of studies due to compassionate and compelling situations. Suspension or cancellation of studies may also be actions that SEC takes in the event of a breach of the Student Code of Conduct.

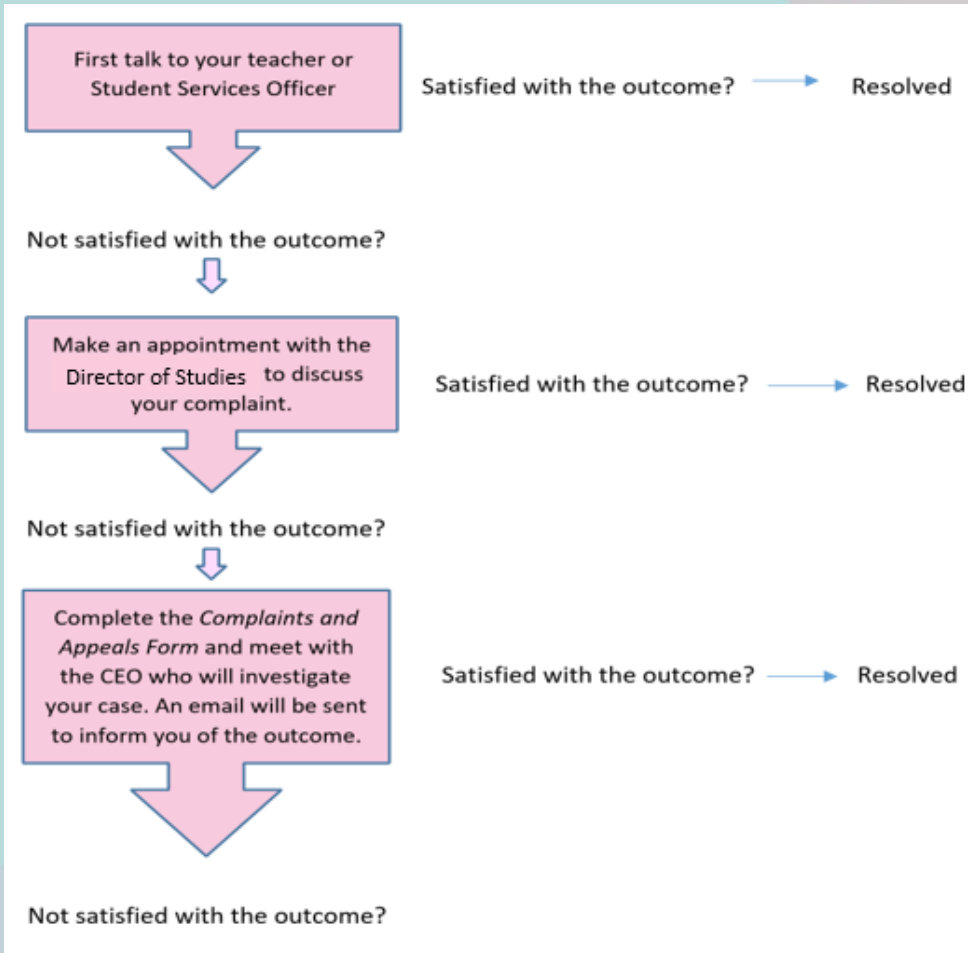
Breaches to attendance and course progress policies may also result in cancellation of enrolment. All course variations may impact on the status of visa for Student Visa Holders.



Complaints and appeals procedure

Please follow this process if you have a complaint or feel you have not been treated fairly while studying at SEC. You may bring a friend, interpreter or a support person to help you resolve your grievance.

SEC Complaints and Appeals Flowchart



Contact the *Overseas Students Ombudsman* to lodge your complaint www.oso.gov.au
GPO Box 442, Canberra ACT 2601
Phone: 1300 362 072 Fax: 02- 6276 0123
E-mail: ombudsman@ombudsman.gov.au
This service is free of charge



Living in Sydney

To help you start your new life in Australia we have collected information that we think you will find useful. If there is anything else you need, please come and talk to us.

Accommodation

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their share of rent and bond.

Follow these links for private and share rental options:

- www.gumtree.com.au
- www.realestate.com.au
- www.domain.com.au

Boarding or homestay

Boarding or homestay is when you rent a room in a house, and live with the homeowners. This is a private agreement between you and the homeowner.

- <http://www.ozhomestay.com.au/>
- <http://www.homestaynetwork.org/>

Other options

- Student accommodation near Central Station <http://www.iglu.com.au/>
- Urbanest student accommodation <http://cms.urbanest.com.au>
- The Pad Student Living <http://www.thepad.com.au/>
- UniLodge Sydney <http://unilodge.com.au/lodge/sydney/>

It is important to remember that as an international student, you have the same renting rights as local residents.

For more information about renting and also your rights and responsibilities, visit the NSW Fair Trading website at: http://www.fairtrading.nsw.gov.au/ftw/Tenants_and_home_owners/Renting_a_home.page

You may also contact us if you need details or advice on this.



Working in Sydney

As an international student on a student visa, your priority in Australia is studying. The requirement is minimum 20 hours of study in a week, which is a full-time study load. However, your visa allows you to work up to 40 hours per fortnight. Please follow this link if you need more information on your working rights.

- http://www.immi.gov.au/students/_pdf/permission-to-work-students.pdf

In order to work in Australia, you need a Tax File Number. To get your Tax File Number visit the nearest Australia Taxation Office (ATO) or apply online

- <http://www.ato.gov.au>

For more information on working rights of international students in Australia, please visit:

- <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/factsheets/rights-andobligations/international-students>
- <https://www.studyinaustralia.gov.au/english/live-in-australia/working>

Transportation

Sydney has an excellent network of busses, trains and ferries. To use any of them you will need to buy an Opal Card. It's a smart card that you load with credit and each time you travel you must tap on and tap off to pay your fare. You can get your Opal Card here:

<https://www.opal.com.au/en/get-an-opal-card/>

For timetables and information on busses, trains and ferries go to:

- <http://www.transportnsw.info/>
- www.sydneybuses.info
- <http://www.transportnsw.info/tickets/ferry>
- www.cityrail.info

TripView is a helpful app with timetables and routes for Sydney's buses, trains and ferries. It is available for Apple, Android and Windows devices.

Banking

Opening a bank account in Sydney is easy. You will need your passport and a proof of address. You may be asked for a letter from your school to confirm that you are an international student.

Please ask the SSO to issue this letter for you.

Once you have opened your bank account, the bank will send you your ATM card via post.



Bank branches close to our campus

Westpac: Cnr. Market St & Clarence St., Sydney St
George: 11/55 Market St, Sydney
ANZ: 205 Castlereagh St Sydney
National: 134 Liverpool St Sydney
Commonwealth: Cnr Liverpool St & Castlereagh St Sydney

Hours: Mon to Fri 10:00 am – 4:00 pm

Health

As a condition of your Student Visa, you must have Private Medical Health Insurance (Overseas Student Health Cover = OSHC) before you arrive in Australia.

Once you have received your OSHC card, which you can collect at the reception, you can go to any doctor. You may have to pay for medical services upfront – however, you can claim most of these fees back.

Some medical practitioners ‘bulk bill’ which means you only have to pay some or none of your bill. To find a doctor near you that offers bulk billing, please ask at the reception or visit: www.oshcworldcare.com.au/member_student/medical_providers.aspx

Remember to ask for a medical certificate if you visit your doctor and bring it to school the following day.

Mental health

24-hour Telephone Counselling Distress Call – 1300 364 454

Lifeline – 131 114

Salvo Care Line – (02) 9331 6000 or outside Sydney 1300 36 3622 Salvo Prevention Crisis Line – (02) 9331 2000

Mental Health Services

Camperdown Community Health Team – (02) 9515 9000 (Monday – Friday (9am – 5pm)

Concord Centre for Mental Health – switch after hours emergency – (02) 9767 5000

Canterbury Community Mental Health after hours emergency – (02) 9787 0000

Croydon Mental Health – (02) 9378 1100 – (Monday – Friday 9am – 4:30pm)

For other Mental Health Services telephone, the Mental Health Access Line – 1800 636 825 (Free call)

Beyond Blue - 1300 224 636 (or go to www.beyondblue.com.au)

Other useful contacts

EMERGENCY NUMBER - 000 – only use this number in real emergency!

When you dial 000, you will be asked whether you want fire department, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.



Sexual Assault

NSW Rape Crisis Centre – (02) 9819 6565 or 1800 424 017

Crisis Service – (02) 9515 6111 ask for after-hours crisis workers

Domestic Violence

NSW Domestic Violence line – 1800 656 463 (24 hours)

Alcohol and Drug Counselling

Alcoholics Anonymous – (02) 9799 1199 (24 hours)

Victims of Crime Support Line

Victims Support Service – (02) 8688 551/1800 633 063 (8am – 5pm)

Translating and interpreting Service: 131 450 You can call this service anytime.

Redfern Legal Centre

Call to make an appointment - (02) 9698 7645

<https://rlc.org.au/our-services/international-students>

The Department of Home Affairs (DHA)

General inquiries: 131 881 - Work Rights Information line: 1800 040 070 www.homeaffairs.gov.au

DHA is located at 26 Lee St, Haymarket NSW 2000, Australia.

The counter hours are 9 am – 4 pm, Monday to Friday.

Postal Address: GPO Box 9984, Sydney NSW 2001



Personal safety in Sydney

Sydney is one of the safest cities in the world, however, with a population of 5 million it is a huge city and crime does occur.

It is important to keep your wits about you and make sure you follow some common-sense steps when living in Sydney.

To keep safe (especially after dark):

- Travel with a friend or in a group, avoid travelling alone if possible
- Do not carry large amounts of cash, only have the amount you will need with you (Australia is becoming a 'cashless' society so you might find that carrying an debit/ credit card is more convenient than cash)
- When withdrawing money from the ATM be alert and aware of your surroundings
- Leave your valuables (e.g., passport) at home
- Avoid places and situations where you feel others are behaving in a loud, aggressive way
- Walk on the left-hand side of the footpath. When crossing the road look right, then left
- At night stay in well-lit areas where there are people, avoid narrow dark lanes

For more tips on how to keep safe in Sydney, please visit:

<http://www.cityofsydney.nsw.gov.au/community/health-and-safety/communitysafety/safety-advice>

Beach safety

One of the main attractions in Sydney are its beaches. Please enjoy them responsibly and follow the advice below:

- Always swim between the red and yellow patrol flags, for your nearest patrolled beach check the BeachSafe app or website <https://beachsafe.org.au/>
- Read the safety signs for information about the beach and ask a lifesaver or lifeguard for safety information
- Always swim with someone else so you can look out for each other, and always supervise children around the water

- Never swim under the influence of alcohol or drugs
- If you need help in the water, stay calm and attract attention by raising one arm
- In an emergency, dial Triple Zero (000) Police
- Don't forget to be sun safe by remembering to:

Slip on some protective clothing

Slop on some sunscreen

Slap on a hat

Slide on a pair of sunglasses

Seek some shade

Sip on lots of water to stay hydrated



For information about patrol times, weather, and beach locations visit the Beachsafe Website <https://beachsafe.org.au/> or Download the Beachsafe App



Student Services

The team at SEC are here to help you. If you have any questions, suggestions or feedback please come and talk to us:

Questions/Comments	Team member to ask
<p>What is my English level? How long do I need to spend in this class before I can move up? I don't like my class/classmates. Am I improving my English/making progress? What can I do to improve my English faster? /Outside class? Etc....</p>	<p>Your teacher</p>
<p>What other courses can I study after I finish my current course? Can I change my timetable (from morning to evening or vice versa)? Can I change my course (e.g., GE to EAP)? What is my attendance? I don't like my class/teacher. I like my teacher/class very much and want to tell someone. Etc...</p>	<p>Director of Studies ELICOS elicos@sabt.edu.au Phone: 1300 852 205</p>
<p>When do I have to pay my course fees? What is my attendance? Can I take time off /apply for holidays? I need an official letter from school (there may be different types) I want to speak to a counsellor. I need to find accommodation in Sydney. Etc...</p>	<p>Student Support Officer info@sabt.edu.au Phone: 1300 852 205</p>
<p>I feel homesick, depressed, lonely etc... I have been victimised or bullied in school or at work. Etc...</p>	<p>Counsellor (See p. 13 of this handbook)</p>
<p>Contact the OSO if you have a complaint against Southern English College. Before you contact the OSO, however, you must talk to us and we will do our best to resolve your problem internally. The OSO will not assist you unless you have tried to speak to the school first and followed the school's procedure for making a complaint (see p.10)</p>	<p>Overseas Students Ombudsman www.oso.gov.au Phone: 1300 362 072 E-mail ombudsman@ombudsman.gov.au</p>



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Southern English College
RTO Code: 31595 | CRICOS Code: 03602E
www.southernenglishcollege.nsw.edu.au
Email: info@sabt.edu.au