



# STUDENT GUIDE

2018

STUDYING ENGLISH AT SCIC



# CONTENTS

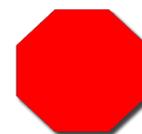
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<b>Studying English at SCIC</b>	
Staff contacts	03
To begin	04
Orientation	04
<b>English courses</b>	05
General English (GE)	05
IELTS Target 6.0 & 7.0 (IELTS 6/7) course	07
High School Preparation (HSP) course	08
English for Academic Purpose with IELTS Exam Skills (EAP with IELTS) course	10
<b>Student Visa Conditions</b>	11
Assessment & Progress	12
Attendance	13
Students' rights and responsibilities	14
Deferral, Suspension & Cancellation	16
Current Address Details	16
ESOS Framework	17
<b>Administration Information</b>	21
Refund Policy	18
Indemnity Declaration	19
<b>Student Support Services</b>	20
Having problems?	20
Campus & Facilities	23
Quick Guide to Key Personnel	24

# STUDYING ENGLISH AT SCIC

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## STAFF CONTACTS

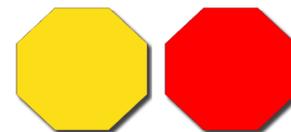


### SCIC Contact Details

<b>Address</b>	Level 3, 233 Castlereagh Street, Sydney NSW 2000
<b>Phone</b>	+61 2 8042 5910
<b>Email</b>	<a href="mailto:admission@scic.nsw.edu.au">admission@scic.nsw.edu.au</a>
<b>Website</b>	<a href="http://www.scic.nsw.edu.au">www.scic.nsw.edu.au</a>
<b>Emergency number</b>	+61 4 2342 8218

### SCIC English College Staff

<b>Principal Executive Officer</b>	Frank Sun
<b>Academic Manager</b>	Peter Tonkin
<b>Assistant to Academic Manager</b>	Louise Gray
<b>Admission Manager</b>	Maggie Lu
<b>Student Services Officer</b>	Nicole Vicente
<b>Marketing Managers</b>	Betty Berna Tom Jung Tina Lu
<b>Accountant</b>	Miya Xu



## Arrive Early!

SCIC provides an International Student Orientation before the commencement of classes as required by the ESOS (Education Services for Overseas Students) Act 2001. This gives you a lot of useful information about Sydney, the college, its staff and its services.

Arriving early to attend orientation gives you the chance to:

- Meet the people you will need to know at SCIC.
- Find your way around the school:
  - o Computer facilities
  - o Recreation and eating areas
  - o Classrooms
- Get general information about local area.

**All students must come to the Monday morning Orientation Program at 9.00am on their first day, no matter what shift they are taking.**

## What to do first

On your first day at SCIC bring your:

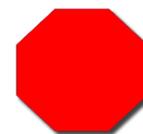
- Passport & visa details
- SCIC documents
- Address & contact details
- Pen & paper
- Mobile phone

## Orientation Program

- Complete Arrival Form
- Placement Test
- Information session
- Evacuation procedures
- Tour of the School
- Meet your teachers and classmates
- Get the Wi-fi password
- Receive your Health Insurance Card
- Have your photo taken

You will begin class on Tuesday.

## ENGLISH COURSES



### GENERAL ENGLISH (GE)

<b>Start date</b>	Classes start every Monday	
<b>Hours per week</b>	20 hours/week 4 hours/day Monday – Friday	
<b>Shifts</b>	Day Shift: 8.30am – 2.15pm, Monday – Thursday Evening Shift: 4.45pm – 9.00pm, Monday – Friday	
<b>Aim</b>	The General English course has been designed with the goal of improving the General (i.e. non-specialist, everyday) capacity of the learner to use the English language.	
<b>Levels</b>	Beginner	10 weeks
	Elementary	14 weeks
	Pre-intermediate	14 weeks
	Intermediate	14 weeks
	Upper-intermediate	14 weeks
	Advanced	14 weeks
<b>Content</b>	<p><b>THEME:</b> Students study a different Theme each week (e.g. <i>Food &amp; Cooking</i>) and improve their Reading, Writing, Listening and Speaking skills by learning about and discussing the theme.</p> <p><b>STRUCTURES:</b> Students study a different grammar structure each week (e.g. relative clauses) and use it to improve their Writing and Speaking skills.</p> <p><b>PRONUNCIATION:</b> Students focus on different aspects of English pronunciation and improve their Speaking and also Listening skills by becoming familiar with different accents.</p>	
<b>Textbooks</b>	<p>Students are given copies of the Navigate textbooks from Oxford University Press. Beginner-level classes use English Unlimited texts from Cambridge University Press. Advanced classes use New Headway texts from Oxford University Press.</p> <p>Teachers use many other different materials and electronic resources.</p>	
<b>Assessment</b>	<p>All classes do a quiz at the end of each unit to check that its content has been learnt, and progress tests at least once a month to assess skills development. Students who perform well in two progress tests may be promoted to the next level. Other tasks such as presentations in class may also contribute to assessment.</p> <p>Students receive a progress report with assessment scores and teacher feedback after each progress test.</p>	

## Weekly timetable for GENERAL ENGLISH (GE)

### AM Shift

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
8.30 am to 10.30 am	LESSON 1	LESSON 1	LESSON 1	LESSON 1
BREAK 10.30 am – 10.45 am				
10.45 am to 12.45 pm	LESSON 2	LESSON 2	LESSON 2	LESSON 2
LUNCH 12.45 pm – 1.15 pm				
1.15 pm to 2.15 pm	LESSON 3	LESSON 3	LESSON 3	LESSON 3

### PM Shift

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
4.45 to 6.45 pm	LESSON 1	LESSON 1	LESSON 1	LESSON 1	LESSON 1
BREAK 6.45 to 7.00 pm					
7.00 to 9.00 pm	LESSON 2	LESSON 2	LESSON 2	LESSON 2	LESSON 2

## IELTS Target 6.0 & 7.0 (IELTS 6/7)

<b>Start date</b>	Classes start every Monday	
<b>Hours per week</b>	20 hours/week 4 hours/day Monday – Friday	
<b>Shifts</b>	Evening Shift: 4.45pm – 9.00pm, Monday – Friday	
<b>Aim</b>	The IELTS Target 6.0 & 7.0 course (IELTS 6/7) has been designed to prepare students already at Intermediate or Upper-intermediate levels for the General Training or Academic IELTS exam, to achieve an overall IELTS result of 6.0 to 7.0 respectively.	
<b>Levels</b>	Intermediate (IELTS 6)	10 weeks
	Upper-intermediate (IELTS 7)	10 weeks
<b>Components</b>	IELTS THROUGH TOPICS: Students study two topics per week (e.g. <i>Psychology</i> and <i>Education</i> ) and related vocabulary items and key grammar structures found in the tests. IELTS EXAM SKILLS: Each week students cover all four skills (Reading, Writing, Listening, Speaking) required in the IELTS tests, both General Training and Academic.	
<b>Textbooks:</b>	Students are given copies of the <i>Objective IELTS</i> textbooks to use in the IELTS Through Topics class. Teachers use many different materials in IELTS Exam Skills class; there is no core textbook.	
<b>Assessment</b>	1. IELTS Writing Test: Weekly take-home test given to students on Tuesdays & collected on Fridays during IELTS Exam Skills class. 2. IELTS Practice Test: Students complete a Listening, Reading & Writing test during IELTS Exam Skills class every fifth week.	
<b>Dates</b>	Students preparing for specific exams are advised to enrol for a minimum 10-week period before they sit their exams (note that this is not compulsory). The skills covered in this module are repeated through the various topics every 10 weeks.	

## Weekly timetable for IELTS Target 6.0 & 7.0 (IELTS 6/7)

Times	Topics per day				
Evening	Mon	Tues	Wed	Thurs	Fri
4:45 pm to 6:45 pm	<b>IELTS Through Topics</b>				
	TOPIC 1	TOPIC 1	TOPIC 2	TOPIC 2	CONSOLIDATION
<b>Break</b>					
7:00pm to 9:00 pm	<b>IELTS Exam Skills</b>				
	READING SKILLS	WRITING SKILLS	SPEAKING SKILLS	LISTENING SKILLS	Weeks 5 & 10: IELTS PRACTICE TEST
					Weekly: WRITING TEST

## HIGH SCHOOL PREPARATION (HSP)

<b>Start date</b>	Classes start every Monday	
<b>Hours per week</b>	25 hours/week 5 hours/day Monday – Friday	
<b>Shift</b>	8.30am – 2.15pm	
<b>Aim</b>	The High School Preparation course (HSP) has been designed with the goal of improving the capacity of the adolescent (16 to 18-year-old) learner to use the English language in both everyday and high school specific contexts.	
<b>Levels &amp; Course Structure</b>	Elementary	12 weeks
	Pre-intermediate	12 weeks
	Assessment review	1 week
	Intermediate	12 weeks
	Upper Intermediate	12 weeks
	Assessment review	1 week
<b>Components</b>	<p>ENGLISH FOR SCHOOL LIFE: Students study a course specifically designed for secondary school learners. They improve all macroskills, grammar and vocabulary while studying interesting &amp; informative topics.</p> <p>KEY LEARNING AREAS: Students study the basic concepts &amp; vocabulary for Australian high school Maths, IT/ Engineering, Cultural appreciation and English – Public speaking and Academic Writing.</p>	
<b>Textbooks</b>	<p>Students are given copies of the <i>Life</i> textbooks to use in the English for School Life class.</p> <p>Teachers use a variety of texts in the Key Learning Areas (KLA).</p>	
<b>Assessment</b>	<p>TEXTBOOK test: Every Friday HSP I students do a 30-minute test based on the week's work.</p> <p>HSP Assignment: Every week all HSP students complete an assignment based on the KLA topics, which usually involves a written task or an oral presentation.</p>	

## Weekly timetable for High school preparation (HSP)

<i>Time</i>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
9am	Session 1: General English				
10:30 am	<b>Morning</b>	<b>Tea</b>	<b>Break</b>	<b>Tea</b>	<b>Break</b>
10:45 am	Session 2: General English				
12:15 pm	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>
1pm	Session 3: General English				
2pm	Session 4: High School Subjects				
3pm	Self-Study	Self-Study	Self-Study	Self-Study	Self-Study
4pm	<b>End</b>	<b>End</b>	<b>End</b>	<b>End</b>	<b>End</b>

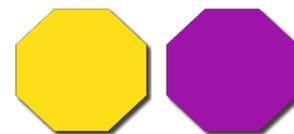
## ENGLISH FOR ACADEMIC PURPOSES WITH IELTS EXAM SKILLS (EAP with IELTS)

<b>Start date</b>	Classes start every Monday	
<b>Hours per week</b>	20 hours/week 5 hours/day Monday – Thursday	
<b>Shift</b>	8.30am – 2.15pm	
<b>Aim</b>	The English for Academic Purpose with IELTS Exam Skills (EAP with IELTS) course has been designed to improve the capacity of the learner to use English in higher education contexts as well as preparing students for the IELTS exam.	
<b>Levels</b>	Upper Intermediate	10 weeks
	Advanced	10 weeks
<b>Components</b>	<p>ACADEMIC SKILLS: Each week the following academic skill sets are studied: Academic Speaking, Academic Reading, Academic Writing, Academic Listening, Study Skills, Grammar extension, Vocabulary extension</p> <p>IELTS EXAM SKILLS: Students cover the skills required in each section of the IELTS tests of English, both General Ability and Academic. Four skills are covered each week (Reading, Writing, Listening, Speaking).</p>	
<b>Textbooks</b>	<p>Students are given copies of the <i>Cambridge Academic English</i> series to use in the Academic Skills class.</p> <p>The IELTS Exam Skills classes use <i>Instant IELTS</i> at Upper Intermediate level and <i>IELTS Success Formula Academic</i> at Advanced level.</p>	
<b>Assessment</b>	<p>1. Academic Skills Assessment. Assessment tasks such as an essay, debate, oral presentation and research assignment are conducted over the course.</p> <p>2. IELTS Practice Test. Practice test under close-to-test conditions twice every 10-week cycle. Students complete a Listening, Reading &amp; Writing test (Part 1) during IELTS Exam Skills class every fifth (5<sup>th</sup>) Friday.</p>	

## Weekly timetable for: English for academic purposes with IELTS exam skills (EAP with IELTS)

Time	Mon	Tues	Wed	Thurs
8.30am – 10.30am	<b>IELTS Exam Skills</b>			
	READING SKILLS	WRITING SKILLS	LISTENING SKILLS	SPEAKING SKILLS
<b>Break</b>				
<b>Academic Skills</b>				
10.45am – 11.45am	GRAMMAR EXTENSION	RESEARCH SKILLS	STUDY SKILLS	CRITICAL THINKING
11.45am – 12.45am	ACADEMIC SPEAKING	ACADEMIC READING	ACADEMIC WRITING	ACADEMIC LISTENING
<b>Break</b>				
1.15pm – 2.15pm	VOCABULARY EXTENSION	FLUENCY PRACTICE	PRESENTATION PRACTICE	FLUENCY PRACTICE

## STUDENT VISA CONDITIONS



### ASSESSMENT and PROGRESS

Sunshine Coast International College (SCIC) is required by the National Code of Practice 2007 to monitor, record and assess your course progress to ensure that you are doing well with your studies. SCIC identifies and offers support to students who are at risk of failing to meet satisfactory course progress requirements.

Formal assessments of course progress take place regularly as described in the course outlines.

1. Your assessments will be marked, graded and recorded, and your teacher will discuss them with you. Here is the SCIC Grading Guide:

Grade		Approximate %
A	Strong	80 - 100
B	Competent	65 - 79
C	Pass	50 - 64
D	Did Not Pass	00 - 49

Apart from your formal assessments, your teachers will also be assessing your language skills during class. You will make good progress with your English language studies if you use English as much as possible, participate in class and complete all of your homework, course assignments and tests. Aspects of your assessment may include:

- Class participation
- Core text tests
- Oral presentations
- Skills tests
- Assignments

### Progressing to a higher level

If your teacher considers that you are doing very well in class, and you are achieving As and Bs in your formal assessments, you may be moved to a higher level class if the Academic Manager agrees.

If you complete all units of study at a particular level, without registering an unsatisfactory level of progress, then you will graduate to the next level.

### Unsatisfactory Progress

If your teacher considers that you are not making satisfactory course progress, they will talk with you about it, or refer you to a counsellor. You may be given the opportunity to move to an easier class or to do extra activities to help you. If you are moved to an easier class, then the number of weeks that you have not passed your tests will NOT count towards your overall progress.

## Intervention Strategy

If you are receiving D grades in your formal assessments, the Academic Manager may arrange for you to attend a counselling session and complete an Unsatisfactory Course Progress Intervention Strategy Form. The aim of this session is to talk about reasons for your lack of progress and suggest ways to improve.

## Reporting Unsatisfactory Progress

The college will do everything it can to help you with your studies. However, if you still do not achieve satisfactory progress after being assisted by your teachers and the Academic Manager, and you have reached a point whereby you will not be able to register a satisfactory level for at least 50% of the period of enrolment of your current course CoE, SCIC must report this to the Australian Government and your student visa may be cancelled. You will receive a Notice of Intention to Report Unsatisfactory Attendance Letter which includes information on accessing the Complaints and Appeals Process within 20 working days. SCIC will not report you to DIBP until the Internal and External Complaints and Appeals Process is complete.

## ATTENDANCE

Under Australian visa regulations, holders of student visas are required to attend a minimum of 80% of total course hours. Sunshine Coast International College (SCIC) is responsible for monitoring and reporting on the attendance of its students, as required by the *National Code 2007*.

### Satisfactory Attendance

An attendance level of at least 80% of total course hours is satisfactory.

An attendance level of at least 70% of total course hours may be deemed satisfactory if you have satisfactory course progress, and there are compelling and compassionate reasons for the lack of attendance which include one or more of:

- i) a serious medical condition (medical certificate required)
- ii) the death of a close family member (a death certificate may be requested)
- iii) a major event (political or natural disaster) in your home country requiring a return home
- iv) any other event occasioning trauma such as being involved in an accident or a crime

### Recording Attendance

Teachers mark the class roll fifteen minutes after the start of each lesson. Any student who arrives after that time is marked absent. If you are in the classroom but refuse to participate your teacher will mark you absent and advise the Academic Manager. Teachers also advise the Academic Manager if a student is often late or absent, and the Academic Manager will discuss this with the student.

Class attendance is calculated weekly by the SCIC Administrative staff. If you are sick or can't come to college, please call SCIC to let us know. If you are sick for more than three days you will need to provide a doctor's certificate.

## Attendance Warning

You will receive an *Attendance Warning Letter* by email if

- you are absent for 5 consecutive days of classes OR
- your overall attendance is such that you have been absent for what amounts to 12% of your total course hours (for example 48 hours-12 days of a 400 hour-100 day course)

You will need to attend a meeting with the Academic Manager, discuss reasons for the absence, and complete a *Counselling Report and Confirmation of Agreement to Maintain Satisfactory Attendance*. All meetings are strictly confidential, and any records will be kept according to the SCIC *Privacy and Confidentiality Policy*.

## Reporting Unsatisfactory Attendance

If your attendance does not improve and you accumulate absent hours over 20% of your total course hours (for example, more than 80 hours of a 400-hour/20 week course), or over 30% in compelling and compassionate circumstances, you will receive a *Notice of Intention to Report Unsatisfactory Attendance*.

You must start the Complaints and Appeals Process within 20 days of receiving the letter (refer to SCIC *Complaints and Appeals Procedures* for more information). Your enrolment will be maintained throughout the Internal and External Complaints and Appeals Process.

Once DIBP has been notified of a breach, a student has twenty-eight (28) days in which to:

- Leave Australia
- Show the DIBP a new Confirmation of Enrolment (CoE) OR
- Provide DIBP with evidence that he/she has accessed an external appeals process.

## STUDENTS' RIGHTS AND RESPONSIBILITIES

### Rights

- To be in a safe and supportive environment
- To receive respect
- To receive individual support and opportunities for learning
- To receive feedback on learning progress
- To receive support and information about living in Australia
- To be free to express feelings and opinions honestly and respectfully
- To ask questions and receive honest answers

## Responsibilities

- Come to class on time and participate
- Prepare for class by doing homework and bringing a pen, notebook and any other materials required
- Respect the needs, feelings, property and opinions of others
- Not use your phone in the classroom unless instructed to do so by your teacher for learning purposes
- Follow SCIC policies and rules and instructions from SCIC staff
- Speak only English in class
- Respect the rights of your classmates to learn and not be disrupted
- Respect SCIC property, and treat the facilities and equipment as if they were your own
- Understand your visa obligations
- Understand your course assessment & attendance obligations
- Inform SCIC immediately of your change of address or contact number
- Comply with Australian laws, including Anti-Discrimination laws and Health & Safety laws

## Students are NOT permitted to:

- Be under the influence of alcohol or prohibited drugs
- Be disruptive or aggressive
- Be physically or verbally abusive
- Display any form of discrimination, sexual harassment or bullying
- Smoke in any areas other than outdoor designated areas
- Litter the campus with cigarette butts or rubbish

## Students under 18 years must also:

- Have excellent attendance (close to 100%)
- Do all class work, homework, assignments and assessments to the best of your ability
- Inform SCIC immediately if you have any
  - Questions e.g. joining a sport club
  - Problems e.g. bullying
  - Requests e.g. holidays or
  - Change of circumstance e.g. a new phone number
- Participate in all in-class and extra-curricular activities

- NOT smoke or drink alcohol at any time
- Co-operate with teachers, class mates and SCIC staff

## Misbehaviour

SCIC may suspend and/or cancel a student's enrolment for misbehaviour. Misbehaviour is defined as persistent and/or serious infringement of the Student Rights and Responsibilities including:

- Use and distribution of alcohol or prohibited drugs
- Not complying with reasonable directions of the college
- Being disruptive, aggressive, physically or verbally abusive
- Displaying any form of discrimination, sexual harassment or bullying
- Causing wilful damage to the college or other students' property
- Posing or presenting an unacceptable medical, physical or moral threat to the well-being of others
- Being convicted of any criminal offence whilst a student with the college
- Unacceptable social behaviour in any accommodation arranged by the college

## DEFERRAL, SUSPENSION and CANCELLATION

A student is permitted to defer the start date of their course or suspend a current enrolment for compassionate and compelling reasons, which include one or more of:

- i) a serious medical condition (medical certificate required)
- ii) the death of a close family member (a death certificate may be requested)
- iii) a major event (such as political or natural disaster) in their home country requiring a return home
- iv) any other event occasioning trauma such as (but not limited to) being involved in a motor-vehicle accident, being involved in or witnessing a crime.

The student needs to be aware that any deferral or suspension of their enrolment may affect their student visa.

A student will have their enrolment cancelled by the college for non-payment of fees or misbehaviour. The college may also suspend, rather than cancel, a student's enrolment for misbehaviour. In all cases of college initiated suspension or cancellation of enrolment, the college will provide the student with written advice of an intention to report them to the Department of Immigration and Border Protection (DIBP).

The student will have access to an internal appeals process\*, which must be completed before the college actually advises the Australian government.

\*see Having Problems?: SCIC Complaints and Appeals Process in this Student Guide.

## CURRENT ADDRESS DETAILS

You must inform us of any change to your contact details during your course, including residential address and telephone number. This is a requirement of the Australian government. **If you change your address, advise the Receptionist immediately, before you move.** The Department of Immigration must be able to contact you at any time during your stay. If they cannot contact you, it is possible that your visa may be cancelled.

## ESOS FRAMEWORK

### The ESOS Framework Quick Find Information

The Australian Government wants 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 Services for Overseas (ESOS) Act 2000* and the National Code 2007.

### 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.education.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 its 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. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right 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 right 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.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers 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 and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enroll a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

### Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

For more information about the ESOS Framework, see: <https://docs.education.gov.au/node/39586>

For information about student visas, see: <http://www.border.gov.au/Trav/Visa-1>

## ADMINISTRATION INFORMATION



### REFUND POLICY

1. Your pre-paid tuition fees will be refunded in full if you are not issued with a Student Visa. Written evidence (Letter of Refusal from the Australian Government) of such refusal will be required.
2. If you withdraw because of any other reason and inform the College in writing 28 days or more before your course commencement date, 90% of the pre-paid tuition fee will be refunded.
3. If you withdraw, in writing, 27 days or less before your course commencement date the College will retain 50% of the pre-paid tuition fee.
4. After the course begins, no tuition fees will be refunded.
5. If you do not commence your course within 14 days of the commencement date, your COE will be cancelled and there will be no refund of any fees.
6. The college will retain the application, airport pickup, homestay placement and homestay deposit fees in all cases.
7. The Overseas Student Health Cover & Tuition fees you are entitled to will be refunded to you via electronic transfer of funds to a nominated bank account in your country.
8. This agreement does not remove the right to take further action under Australia's consumer protection laws.
9. The registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
10. The college abides by the rules of the Tuition Protection Service (TPS).

The college is required to accept tuition fees under a particular formula: For course enrolment periods of between 1 and 24 weeks, the student will need to pay 100% of tuition fees in advance unless otherwise agreed to by the college. For any course longer than 24 weeks, the student is only required to pay 50% of fees prior to commencement, and the remaining 50% of fees 2 weeks before the start of the second half of their course. The payment schedule will be set down in the student's Letter of Offer (LOO).

Note: this formula is only applicable to tuition fees. Fees regarding application, airport transfers, guardianship and accommodation are not subject to this regime, and their inclusion in the student's payment schedule will be set down in the student's LOO.

If for any reason the college is unable to provide the course for which the student has enrolled, then the college has 14 days to either offer the student an alternative place which is acceptable to the student, or a refund of any prepaid unexpended tuition fees – i.e. tuition fees the student has paid but for which they have not received tuition. In the event the college is unable to satisfy this obligation, the Director of the TPS will facilitate access for the student to a comparable course at another college. The expectation is that students will accept an alternative place if one is available, for which they meet all the entry requirements and there is

no cost disadvantage to them. However, the student is not compelled to accept an alternative place and is eligible for a refund of unexpended tuition fees.

11. The college will only accept payment of fees in Australian Dollars and will only refund monies to the student in Australian Dollars. The college is not responsible for delays or loss of refund in an electronic transfer of funds.

Please note the college closes for two weeks over the Christmas/New-Year period. This period will not count towards weeks of enrolment and the student is not charged for these weeks. Throughout the year, the college also closes on public holidays. Students do not acquire a refund for these public holidays.

Holiday	2017	2018
<b>New Year's Day</b>	Sunday, 1 January	Monday, 1 January
<b>Australia Day</b>	Thursday 26 January	Friday 26 January
<b>Good Friday</b>	14 April	30 March
<b>Easter Monday</b>	17 April	2 April
<b>Anzac Day</b>	Tuesday 25 April	Wednesday 25 April
<b>Queen's Birthday</b>	Monday 12 June	Monday 11 June
<b>Labour Day</b>	Monday 2 October	Monday 1 October
<b>Christmas</b>	Monday 25 December	Tuesday 25 December
<b>Boxing Day</b>	Tuesday 26 December	Wednesday 26 December

## STUDENT SUPPORT SERVICES



### Having problems?

There are steps to follow to try and fix any problems you may have. Hopefully everything will be made right at

Step 1. If not, progress to the next step until the problem is fixed.

#### Step 1: Informal Assistance with Problems

Speak to the person involved OR any of the SCIC Student Support Staff:

**Teacher:** for problems in the class

**Receptionist:** for advice about finding a job, catching public transport, or issues relating to Homestay and Accommodation

**Welfare Counsellor (by appointment):** for problems relating to life in Australia, your feelings or treatment by others e.g. bullying, harassment or discrimination

**Academic Manager:** your course in general, your education pathway, help improving your study skills and achieving your English language goals, and for problems related to attendance, progress, breaches of your student visa,

The SCIC staff will make sure

- you will not be victimized or discriminated against in any way
- your complaints are resolved promptly, objectively, sensitively and with complete confidentiality



## Step 2: Internal Complaints & Appeals Process

If you are not satisfied with the outcome of the informal assistance at Step 1 or would like to appeal a decision made by SCIC, you are entitled to access SCIC's internal complaints and appeals process, for no extra charge:

### SCIC Complaints and Appeals Report Form

You will find a copy of this form at reception.

Lodge it with the Principal within 20 days of the outcome you're not happy with.

Meeting with the SCIC Principal or delegate

The Principal will arrange an appointment with you within 5 days of receiving the written complaint.

You are entitled to have a person attend the meeting with you as support.

### Written Response

You will receive a written record of the outcome of the meeting, including details and reasons for the decision, as soon as practicable.

Note that during this internal complaints and appeals process your enrolment will be maintained.

### Students Under 18:

Your legal guardian needs to help you at all stages during this process.

A third party will also be allowed at this meeting as support for both you and your guardian.



## Step 3: External Complaints & Appeals Process

If you are not satisfied with the outcome of the internal process, the college is able to provide you access to a person who is independent of the college so that you can be sure there is no conflict of interest involved in the decision the college has made:

**Overseas Students Ombudsman (OSO)****Website: [www.oso.gov.au](http://www.oso.gov.au)****Phone: 1300 362 072**

The OSO offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their college. The OSO will investigate complaints at no cost and the outcome of the independent mediation will be notified in writing to the student.

SCIC agrees to be bound by any decision made by the OSO, and will ensure recommendations are implemented within 30 working days of receipt of the OSO report.

**Students Under 18:**

Your legal guardian needs to help you at all stages during this process.

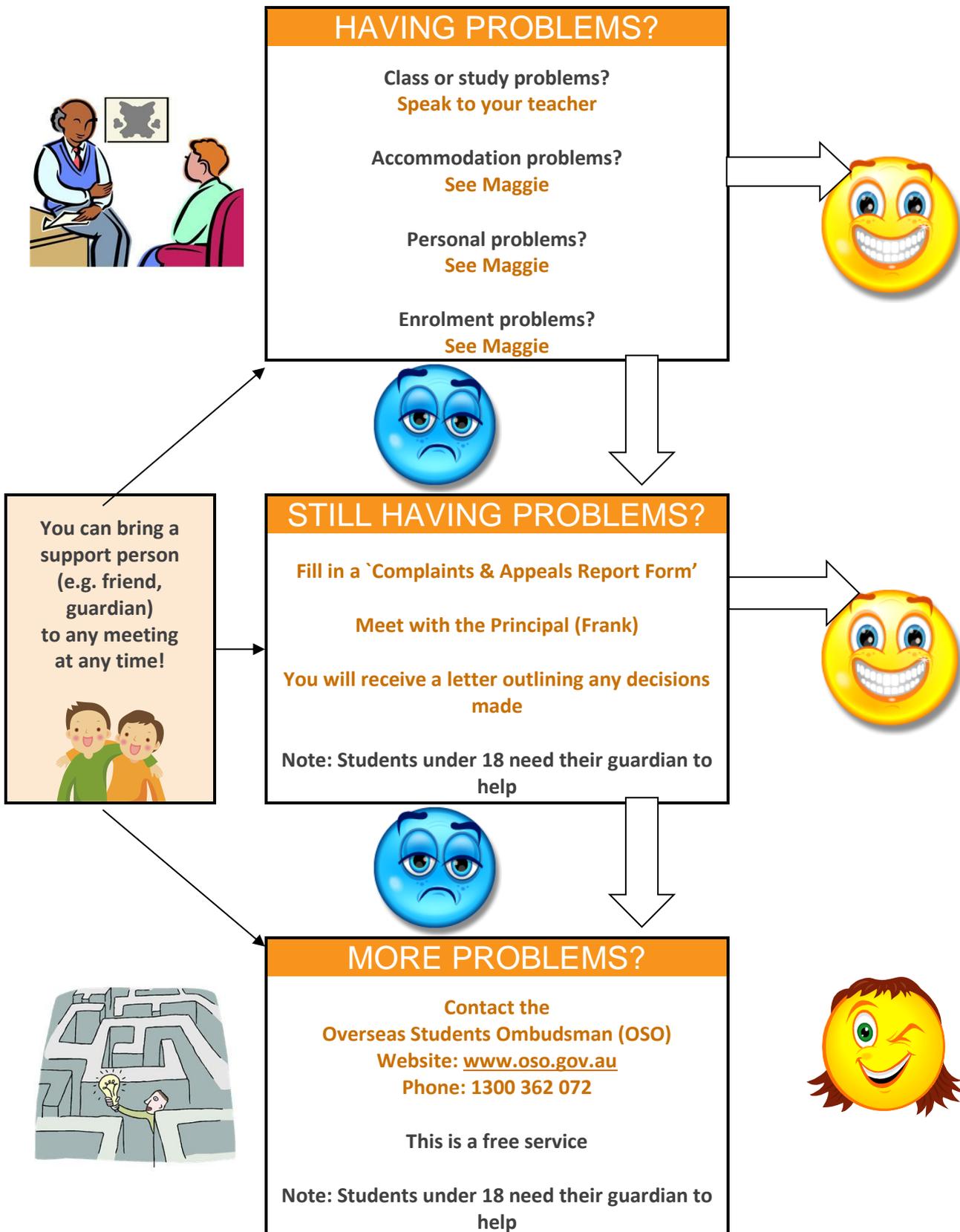
**Unsatisfactory Attendance and Unsatisfactory Course Progress:**

SCIC will wait for the outcome of one external appeal before reporting a student for unsatisfactory attendance or course progress. To avoid being reported, students need to advise SCIC, within five working days of the date of their Internal Complaints and Appeal written response, that they have lodged an external appeal, and provide proof of that appeal.

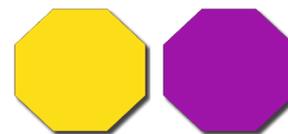
**Deferral, Suspension or Cancellation:**

In all other matters, SCIC is able to report a student immediately after the Internal Complaints and Appeals Process, whether or not the student chooses to access an external appeal.

## Having Problems?



## CAMPUS and FACILITIES



### Internet / Self-Study

#### Computer Room

Students can use the computer room from 8.00am – 9.00pm.

#### Wireless Access

All students have access to the SCIC wireless network and there is an area in the common room for you to use your notebook computers.

#### Common Areas

Students can use the common areas located near Reception from 8.00am – 9.00pm.

#### SCIC Computer Room Rules

Don't eat or drink near computers.

Don't use the computer for more than 15 minutes during busy times.

Don't download games/songs/movies, or alter the software on the computer in any way.

### Food

#### Eating Areas

You can have your meal in Café Noir on Level 1, or at any picnic table outside.

Kettles, microwaves and fridges are provided for student use in the kitchen. Filtered drinking water is available in the kitchenette.

#### Food court

There is a food court next door. You can buy different types of food to eat in or take away, as well as coffee, snacks etc. There is also a Medical Centre.

#### SCIC Common Area Rules

Speak only English at Sunshine Coast International College!

Don't smoke inside the buildings or near the doors, only in the smoking area.

Put extinguished cigarette butts in the bin.

Put all rubbish in the bin.

Wash all dishes and cutlery after use.

Keep the kitchen and common areas clean 😊

### Activities

#### Excursions

Classes often visit places of interest near the College. These visits are a great opportunity to get to know Sydney and practise your English in the real world. Attendance is counted.

#### Celebrations

SCIC holds regular parties to celebrate significant days, events & cultural exchange. Parties make learning English fun!

## Health & Safety

### Fire Safety and Evacuation Procedures

Please take note of the fire safety instructions provided in each classroom. There will be regular fire drills during the year.

#### Prohibited in the Building:

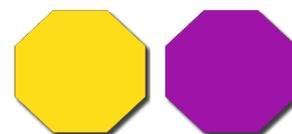
- **Smoking**

In Australia, smoking is prohibited for people under the age of 18. Our college is a non-smoking building - therefore there is no smoking anywhere inside the school, including toilets and fire stairs.

Under no circumstances are you permitted to smoke near the entrances to the college.

- **Chewing Gum**

Chewing gum is prohibited in the building and the school areas.



## Quick Guide to Key Personnel

<i>Who to see</i>	<i>Issues</i>
<b>Academic</b>	
<b>Teachers</b> 02 8042 5910 / teacher@scic.nsw.edu.au	Study skills & English language progress
<b>Academic Manager</b> Mr Peter Tonkin 02 8042 5912 / peter@scic.nsw.edu.au	<ul style="list-style-type: none"> <li>• The program, curriculum &amp; assessment</li> <li>• Academic regulations, academic progression</li> <li>• Difficulties with study, decisions to defer</li> <li>• Academic and personal counselling</li> </ul>
<b>Administrative</b>	
<b>Admission Manager</b> Ms Maggie Lu 02 8042 5910 / admission@scic.nsw.edu.au	<ul style="list-style-type: none"> <li>• Transport &amp; activity information</li> <li>• Day-to-day life in Australia – applying for tax file numbers, making appointments, banking advice</li> <li>• Enrolments &amp; payments</li> </ul>
<b>Principal</b> Mr Frank Sun 02 8042 5911 / frank@scic.nsw.edu.au	<ul style="list-style-type: none"> <li>• Study pathways</li> <li>• Conditions of enrolment / visa problems</li> </ul>
<b>Personal</b>	
<b>Counsellor</b> Make an appointment at Reception	<ul style="list-style-type: none"> <li>• Mental health issues e.g. homesickness, depression</li> </ul>
<b>EMERGENCY LINE    +61 4 2342 8218</b>	<ul style="list-style-type: none"> <li>• Homestay, health &amp; mental health dilemmas</li> </ul>

