



**SUNSHINE COAST
INTERNATIONAL
COLLEGE**

STUDENT GUIDE

2019–2020

STUDYING ENGLISH AT SCIC

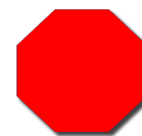


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STUDYING ENGLISH AT SCIC

STAFF CONTACTS

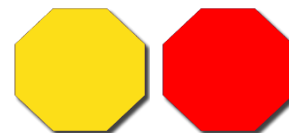


SCIC Contact Details

Address	Level 3, 233 Castlereagh Street, Sydney NSW 2000
Phone	+61 2 8042 5910
Email	admission@scic.nsw.edu.au
Website	www.scic.nsw.edu.au
Emergency number	+61 4 2342 8218

SCIC English College Staff

Principal Administrator/ Principal Executive Officer	Frank Sun
Academic Manager	Peter Tonkin
Head Teacher	Louise Gray
Admission Manager	Ashley Fang
Student Service Officer	Vanessa Margalef
Marketing Director	Tom Jung
Marketing Manager	Betty Berna
Accountant	Jessie Yu



Arrive Early!

SCIC provides an International Student Orientation before the commencement of classes as required by the ESOS (Education Services for Overseas Students) Act 2000. 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 Orientation Program on their first day, at either:

- **9.00am OR**
- **4.00pm**

What to do first

On your first day at SCIC bring your:

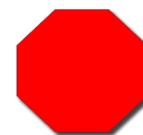
- Passport & visa details
- SCIC documents
- Address & contact details
- Pen & paper
- Mobile phone

Orientation Program

- Complete Arrival Form
- Do Placement Test
- Have Information session
- Learn evacuation procedures
- Meet your teachers and classmates
- Get the Wi-fi password
- Have your photo taken
- Have a tour of the campus

You will begin class on Tuesday. Come to Reception to learn which class and room you are in.

ENGLISH COURSES



GENERAL ENGLISH (GE)

Start date	Classes start every Monday	
Hours per week	20 hours/week	
Shifts	Day Shift: 9.00am – 2.45pm (5 hours/day), Monday – Thursday Evening Shift: 4.45pm – 9.00pm (4 hours/day), Monday – Friday	
Aim	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.	
Levels	Beginner	10 weeks
	Elementary	14 weeks
	Pre-intermediate	14 weeks
	Intermediate	14 weeks
	Upper-intermediate	14 weeks
	Advanced	14 weeks
Content	<p>THEME: Students study a different Theme each week (e.g. <i>Food & Cooking</i>) and improve their Reading, Writing, Listening and Speaking skills by learning about and discussing the theme.</p> <p>STRUCTURES: Students study a different grammar structure each week (e.g. relative clauses) and use it to improve their Writing and Speaking skills.</p> <p>PRONUNCIATION: Students focus on different aspects of English pronunciation and improve their Speaking and also Listening skills by becoming familiar with different accents.</p>	
Textbooks	Students at all levels use class sets of the <i>Navigate</i> textbooks from Oxford University Press. Teachers use many other different materials and electronic resources.	
Assessment	<p>All classes do a quiz at the end of each unit to check that its content has been learnt, and frequent progress tests 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>	
Entry requirements	There are no English language level or academic requirements for this course.	

Weekly timetable for GENERAL ENGLISH (GE)

AM Shift

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
9.00 am to 11.00 am	LESSON 1	LESSON 1	LESSON 1	LESSON 1
BREAK 11.00 am – 11.15 am				
11.15 am to 1.15 pm	LESSON 2	LESSON 2	LESSON 2	LESSON 2
LUNCH 1.15 pm – 1.45 pm				
1.45 pm to 2.45 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

CAMBRIDGE ENGLISH ADVANCED PREPARATION COURSE

Start date	Classes start every fourth Monday – contact SCIC Marketing staff for intake dates
Hours per week	20 hours/week
Shifts	Morning Shift: 9.00am – 2.45pm
Aim	The Cambridge English Advanced Preparation Course has been designed with the goal of preparing students already at an Upper Intermediate level for the Cambridge English Advanced Exam.
Duration	12 weeks
Components	<p>ENGLISH LANGUAGE SKILLS: Students study one topic per week and learn the relevant vocabulary and complex grammar structures that they must master to perform well in the Cambridge English Advanced Exam.</p> <p>EXAM SKILLS: Each week students develop the skills required in each section of the Cambridge English Advanced Tests (Use of English, Reading, Writing, Listening, Speaking).</p>
Textbooks	Students are given copies of the Cambridge English Advanced Result textbooks to use in class. Teachers use a wide range of supplementary materials and instructional media to provide additional language and test practice.
Assessment	<p>Complete Cambridge English Advanced Practice Tests are conducted under realistic test conditions every four weeks.</p> <p>A writing task will be assessed every week.</p> <p>Students receive feedback on progress each week, and an in-depth progress report with assessment scores and teacher feedback every four weeks.</p>
Entry requirements	<p>IELTS 5.5 or equivalent (e.g. successful completion of SCIC GE Upper-Intermediate).</p> <p>Students must be at least 18 years old to enter the course.</p>

Weekly timetable for CAMBRIDGE ENGLISH ADVANCED (CAE)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
9.00 am to 11.00 am	INTRO TO TOPIC & KEY VOCABULARY	VOCABULARY EXTENSION	LISTENING	USE OF ENGLISH
BREAK 11.00 am – 11.15 am				
11.15 am to 1.15 pm	READING	GRAMMAR	SPEAKING	WRITING
LUNCH 1.15 pm – 1.45 pm				
1.45 pm to 2.45 pm	TEST PRACTICE	TEST PRACTICE	TEST PRACTICE	TEST PRACTICE

IELTS Target 6.0 & 7.0 (IELTS 6/7)

Start date	Classes start every Monday	
Hours per week	20 hours/week 4 hours/day Monday – Friday	
Shifts	Evening Shift: 4.45pm – 9.00pm, Monday – Friday	
Aim	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.	
Levels	Intermediate (IELTS 6)	10 weeks
	Upper-intermediate (IELTS 7)	10 weeks
Components	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.	
Textbooks	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.	
Assessment	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.	
Entry requirements	For entry to IELTS Target 6: IELTS 5.5 or equivalent (e.g. successful completion of SCIC GE Upper-Intermediate). For entry to IELTS Target 7: IELTS 6.0 or equivalent (e.g. successful completion of SCIC GE Advanced).	

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	IELTS Through Topics				
	TOPIC 1	TOPIC 1	TOPIC 2	TOPIC 2	CONSOLIDATION
Break					
7:00pm to 9:00 pm	IELTS Exam Skills				
	READING SKILLS	WRITING SKILLS	SPEAKING SKILLS	LISTENING SKILLS	Weeks 5 & 10: IELTS PRACTICE TEST
					Weekly: WRITING TEST

HIGH SCHOOL PREPARATION (HSP)

Start date	Classes start every Monday	
Hours per week	25 hours/week 5 hours/day Monday – Friday	
Shift	9.00am – 2.45pm	
Aim	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.	
Levels & Course Structure	Elementary	12 weeks
	Pre-intermediate	12 weeks
	Assessment review	1 week
	Intermediate	12 weeks
	Upper Intermediate	12 weeks
	Assessment review	1 week
Components	<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 & informative topics.</p> <p>KEY LEARNING AREAS: Students study the basic concepts & vocabulary for Australian high school Maths, IT/ Engineering, Cultural appreciation and English – Public speaking and Academic Writing.</p>	
Textbooks	<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>	
Assessment	<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>	
Entry requirements	<p>Students must have at least a Beginner level of English for entry to this course.</p> <p>Academic requirements are: successful completion of Year 10 or equivalent in home country.</p>	

Weekly timetable for High school preparation (HSP)

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

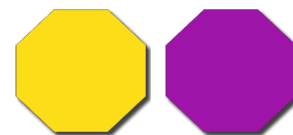
ENGLISH FOR ACADEMIC PURPOSES WITH IELTS EXAM SKILLS (EAP with IELTS)

Start date	Classes start every fifth Monday – contact SCIC for intake dates	
Hours per week	20 hours/week 5 hours/day Monday – Thursday	
Shift	9.00am – 2.45pm	
Aim	The 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.	
Levels	EAP 1	10 weeks
	EAP 2	10 weeks
Components	<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>	
Textbooks	<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 EAP 1 and <i>IELTS Success Formula Academic</i> at EAP 2.</p>	
Assessment	<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 & Writing test (Part 1) during IELTS Exam Skills class every fifth (5th) Friday.</p>	
Entry requirements	<p>For entry to EAP 1: IELTS 5.5 overall, with at least 5.0 in each band, or equivalent (e.g. successful completion of SCIC GE Upper-Intermediate).</p> <p>For entry to EAP 2: IELTS 6.0 overall, with at least 5.5 in each band, or equivalent (e.g. successful completion of SCIC GE Advanced).</p>	

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

Time	Mon	Tues	Wed	Thurs
9.00 am – 11.00 am	IELTS Exam Skills			
	READING SKILLS	WRITING SKILLS	LISTENING SKILLS	SPEAKING SKILLS
Break				
Academic Skills				
11.15am – 12.15pm	GRAMMAR EXTENSION	RESEARCH SKILLS	STUDY SKILLS	CRITICAL THINKING
12.15pm – 1.15pm	ACADEMIC SPEAKING	ACADEMIC READING	ACADEMIC WRITING	ACADEMIC LISTENING
Break				
1.45pm – 2.45pm	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 2018 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, attend regularly, participate in class and complete all your homework, 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 the course 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 the Academic Manager. 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 in which 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 where 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 Course Progress Letter, which includes information on accessing the Complaints and Appeals Process within 20 working days. SCIC will not report you to DHA 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 required by the *National Code 2018* to monitor and report on the attendance of its students.

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 check the class roll every thirty minutes and record each student's attendance for each lesson. If you are in the classroom but refuse to participate or use your phone in class, your teacher will mark you absent and advise the Head Teacher. Teachers also advise the Head Teacher if a student is often late or absent, and the Head Teacher will discuss this with the student.

Class attendance is calculated weekly by SCIC Administrative staff. If you are sick or can't come to class, 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
- you have been absent for 12% of your total course hours (for example 48 hours of a 20-week course)

You will need to attend a meeting with the Head Teacher, 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), 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). SCIC will maintain your enrolment and not notify DHA until the Internal and External Complaints and Appeals Process has been completed.

Once DHA has been notified of a breach, a student has 28 days to:

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

Students must have at least 80% attendance to be eligible for a Certificate of Completion of their course.

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's 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:

- a serious medical condition (medical certificate required);
- the death of a close family member (a death certificate may be requested);
- a major event (such as political or natural disaster) in their home country requiring a return home;
- 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. SCIC may also suspend, rather than cancel, a student's enrolment for misbehaviour. In all cases of college-initiated suspension or cancellation of enrolment, SCIC will provide the student with written advice of an intention to report them to DHA.

The student will have access to an internal appeals process*, which must be completed before SCIC 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 Home Affairs 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 2018.

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, entry requirements, 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 that 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: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

ADMINISTRATION INFORMATION



REFUND POLICY

1. Refund application requests must be made in writing on the **Cancellation/Refund Application Form** provided by SCIC.
2. Refunds will be paid in accordance with the conditions agreed to on the signed and dated **Letter of Offer**, except for Provider Default and Student Visa rejection/cancellation. In the case of Provider Default and Student Visa rejection/cancellation student refunds will be made in accordance with the [Education Services for Overseas Students \(Calculation of Refund\) Specification 2014](#), which outlines minimum payment requirements in these circumstances. An explanation of these requirements follows.
3. The Principal Administrator will approve or reject student refunds in coordination with the Accounts Department.
4. All refunds will be recorded in the student's file.
5. The administration fees and airport pickup fees are non-refundable under any circumstances.

Tuition fees and OSHC (if you have paid OSHC to SCIC)

Visa rejection/cancellation:

6. Before course start date: refund will be provided in full, minus a \$200 administration fee.
7. After course start date: refund is calculated on a pro-rata basis based on the number of months that the student has paid for, minus a \$200 administration fee.
8. SCIC will deduct \$200 administration fee and fees for any classes which have been provided to the student before the date of visa rejection/cancellation.
9. The student must provide written proof of visa rejection/cancellation within 4 weeks of the date when visa rejection took place.
10. If you have given written notice to SCIC to withdraw from your course:
 - a. 30 days or more before the course commencement date, 70% of tuition fees will be refunded minus a \$200 administration fee;
 - b. 1-29 days before course commencement date, 50% tuition fees will be refunded minus a \$200 administration fee.

Student default

No refund will be given to the student if they:

1. have provided misleading or false information during the refund process;
2. are in breach of their visa requirements as imposed by the Australian Government and withdraw from SCIC for this reason;
3. withdraw after course commencement date of the enrolled course.

Provider default (unable to deliver the course):

1. SCIC will calculate the refund amount eligible for the student (based on unused prepaid tuition fees) and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, SCIC will give the student a statement explaining how the unused prepaid tuition fees have been calculated
2. In the event that SCIC is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, the Tuition Protection Service (TPS) for international students will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees.

Refund procedure

1. You must complete the **Cancellation/Refund Application Form**.
2. Your refund will be processed within 4 weeks of receipt of your completed refund application with all supporting documents.
3. Where 2 or more courses are packaged, the condition of the refund will be applicable to all courses.
4. Commencement of the course is defined as the course start date recorded in the Application Form (AAF).
5. Course and other associated fees are not transferrable to another student or any other institution.
6. Course and other associated fees may be transferrable to another course that the student wants to do within SCIC.
7. Refunds are paid directly into the bank account nominated by the student. The refund amount is only

payable in Australian dollars.

8. Applicable bank charges will be deducted from refunds made by bank draft or electronic transfer.
9. If the student is not happy with the refund amount, then they can access SCIC's Complaints and Appeals Policy for a review.
10. If the student is not satisfied with the decision from the internal complaints and appeals process, they can seek further assistance and help under Australian Consumer Protection Laws – see <http://consumerlaw.gov.au/>

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).

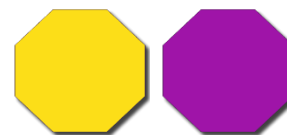
Note: this formula is only applicable to tuition fees. Fees regarding application, airport transfers, guardianship and accommodation are not subject to this regime, and their inclusion in the student's payment schedule will be set down in the student's LOO.

SCIC is not responsible for delays or loss of refund in an electronic transfer of funds.

Please note SCIC 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, SCIC also closes on public holidays. Students do not receive a refund for these public holidays.

Holiday	2019	2020
New Year's Day	Tuesday 1 January	Wednesday 1 January
Australia Day	Monday 28 January	Monday 27 January
Good Friday	Friday, 19 April	Friday 10 April
Easter Monday	Monday, 22 April	Monday 13 April
Anzac Day	Thursday 25 April	Saturday 25 April
Queen's Birthday	Monday 10 June	Monday 8 June
Labour Day	Monday 7 October	Monday 5 October
Christmas	Wednesday 25 December	Friday 25 December
Boxing Day	Thursday 26 December	Monday 28 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

Student Service Officer (at Reception): 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

Head Teacher: for problems related to attendance

Academic Manager: your course in general and your progress, help improving your study skills and achieving your English language goals

Principal Administrator: your education pathway

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, you can appeal to a person who is appointed by the Australian Government to ensure that overseas students are fairly treated:

Overseas Students Ombudsman (OSO)

Website: 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 student will be notified in writing of the outcome of the independent mediation.

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.

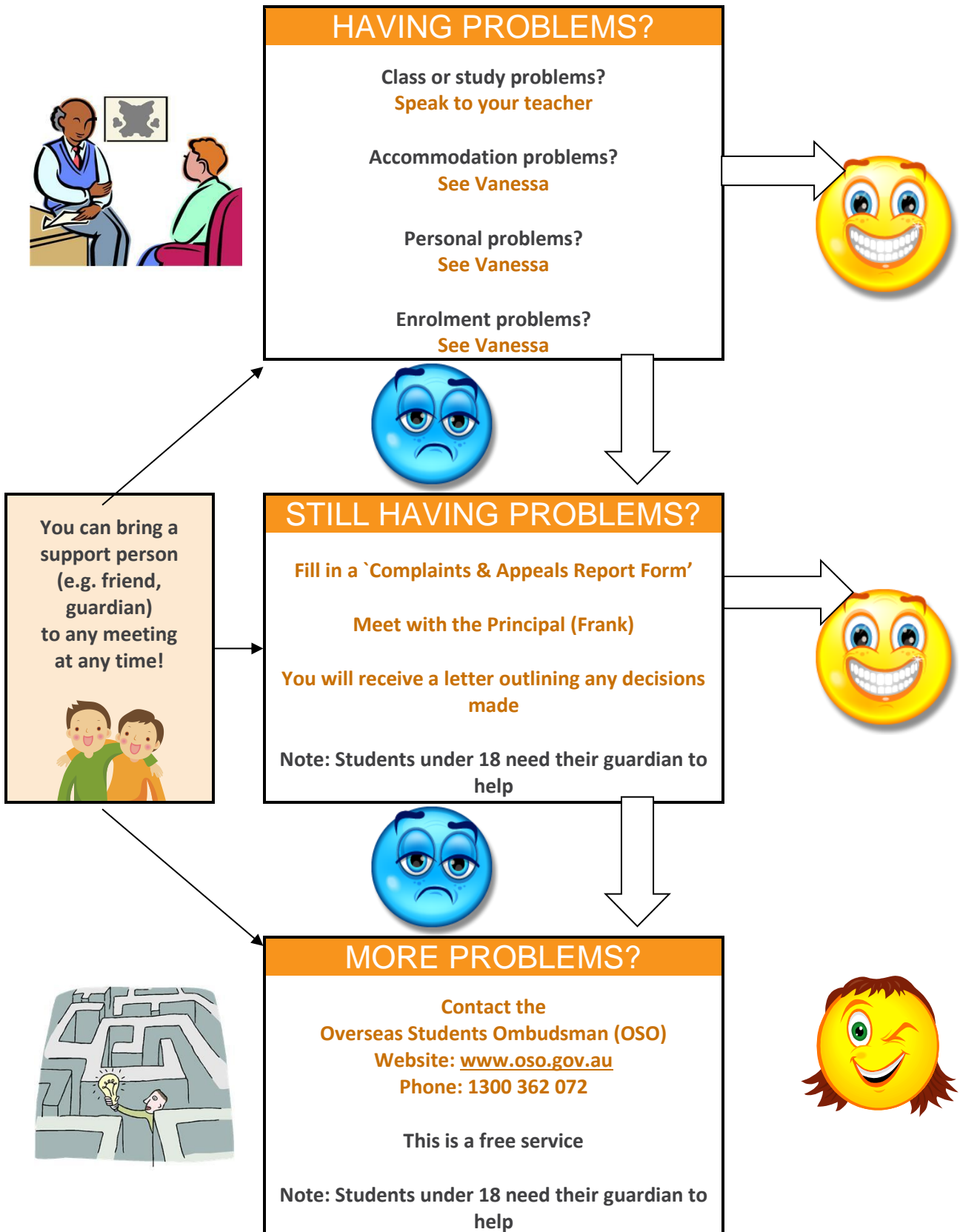
Unsatisfactory Attendance and Unsatisfactory Course Progress:

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

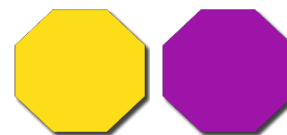
Students can use the Computer Room from 8.30am – 9.00pm.

Wireless Access

All students have access to the SCIC wireless network.

Common Areas

Students can use the common areas located near Reception from 8.30am – 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 or 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.

A water boiler, toaster, microwaves, a fridge and a coffee vending machine are provided for student use in the kitchen. Filtered drinking water is available in the kitchenette. A snack/ cold drink vending machine is located at Reception.

Food court

There is a food court downstairs 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

Don't use your phone on loudspeaker.

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

Put extinguished cigarette butts in the bin outside.

Put all rubbish in the bins.

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! Every month there is a prize for the best photo uploaded to Instagram, tagging SCIC!

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

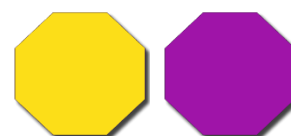
- **Smoking**

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

You are not permitted to smoke near the entrances to the building.

- **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>
Academic	
Teachers 02 8042 5910 / teacher@scic.nsw.edu.au	<ul style="list-style-type: none"> • Study skills & English language progress
Academic Manager Mr Peter Tonkin 02 8042 5912 / peter@scic.nsw.edu.au	<ul style="list-style-type: none"> • Academic progression and counselling • Difficulties with study
Head Teacher Ms Louise Gray 02 8042 5910 / louise@scic.nsw.edu.au	<ul style="list-style-type: none"> • Attendance counselling
Administrative	
Admission Manager Ms Ashley Fang 02 8042 5910 / admission@scic.nsw.edu.au	<ul style="list-style-type: none"> • Enrolments & payments
Principal Mr Frank Sun 02 8042 5911 / frank@scic.nsw.edu.au	<ul style="list-style-type: none"> • Study pathways • Conditions of enrolment / visa problems

Student Service Officer	<ul style="list-style-type: none"> • Day-to-day life in Australia: applying for tax file numbers, making appointments, banking, accommodation, transport • Personal problems • Applying for change to course or shift • Requesting a certificate
Personal	
Counsellor Make an appointment at Reception	<ul style="list-style-type: none"> • Mental health issues e.g. homesickness, depression
EMERGENCY LINE +61 4 2342 8218	<ul style="list-style-type: none"> • Homestay, health & mental health dilemmas

Useful websites for students

Independent learning	
www.er-central.com/	Reading site: many texts with timer & questions – you need to register (free) to do the quizzes
www.culturaldictionary.org/	Australian cultural dictionary
www.abc.net.au/education/learn-english/	Video lessons
www.myenglishpages.com	Activities for all skills
https://learnenglish.britishcouncil.org/en	Activities and resources for all levels and ages
https://learningenglish.voanews.com/	Voice of America news lessons
http://www.theenglishstudent.com/	Blog with interesting articles, videos, pictures etc
http://www.esl-galaxy.com/multimedia.htm	Online quizzes, games, videos etc.
www.learnenglishfeelgood.com/	Online grammar, vocabulary and travel English quizzes
www.adelaide.edu.au/english-for-uni/	Academic English activities
http://easyworldofenglish.com/default.aspx	Grammar, Pronunciation, Reading & Picture Dictionary
www.vocabulary.co.il/	Vocabulary can be fun!
http://esl-lab.com	Listening quizzes
https://lyricstraining.com/	Improve your listening with pop songs
Other useful websites	
http://insiderguides.com.au/	Information for international students in Australia
www.study.sydney/	NSW Government website for international students
www.clickforaustralia.com/NSW.htm	Tourist information about Sydney & NSW
www.transportnsw.info	Information about public transport
http://rlc.org.au/	Redfern Legal Centre: free service for international students
https://beachsafe.org.au/	Information and advice about Sydney beaches
www.fairwork.gov.au	Information about your rights at work in Australia
www.joiningthedots.org	Register for the Welcome Dinner Project: meet Aussies in their homes
www.meetup.com/en-AU/Sydneyenglishexchange/	Meetup group for students to practise speaking English