



**International
House**
Sydney City & Bondi

Student Orientation Handbook (ELICOS)

**International House Sydney is owned and operated by IH Sydney Training
Services Pty. Ltd. ABN: 24 077 578 093
RTO 91109 CRICOS 02623G**

Student Guide: Contents

Part 1: International House Sydney

General information/ staff	3
Map of surrounding area	4
Your first day	5
Timetable of lessons	6
Attendance	7
Special Needs Students	8
Your Progress in Class	8
When you are at school	9
Smoking	10
Map of college	11
Courses offered	14
Work rights in Australia	15
School facilities	16

Part 2: Living in Sydney

Where you can find.....	16
Transport	18
Social Club	19
Living in Sydney	19

Part 3: Other useful information

If you have a problem	21
Contacts you might need	22



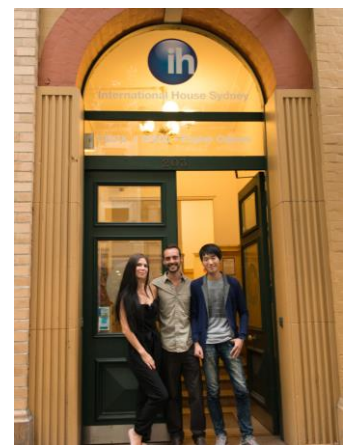
Welcome to International House Sydney...

Congratulations on your acceptance into International House Sydney. We hope your time here is enjoyable and a great learning experience. We welcome you and look forward to helping you achieve your goal in improving your English.

This handbook has been created in accordance with the ESOS Legislative Framework, to make your time at International House Sydney a more enjoyable and memorable learning experience.

Centre Details

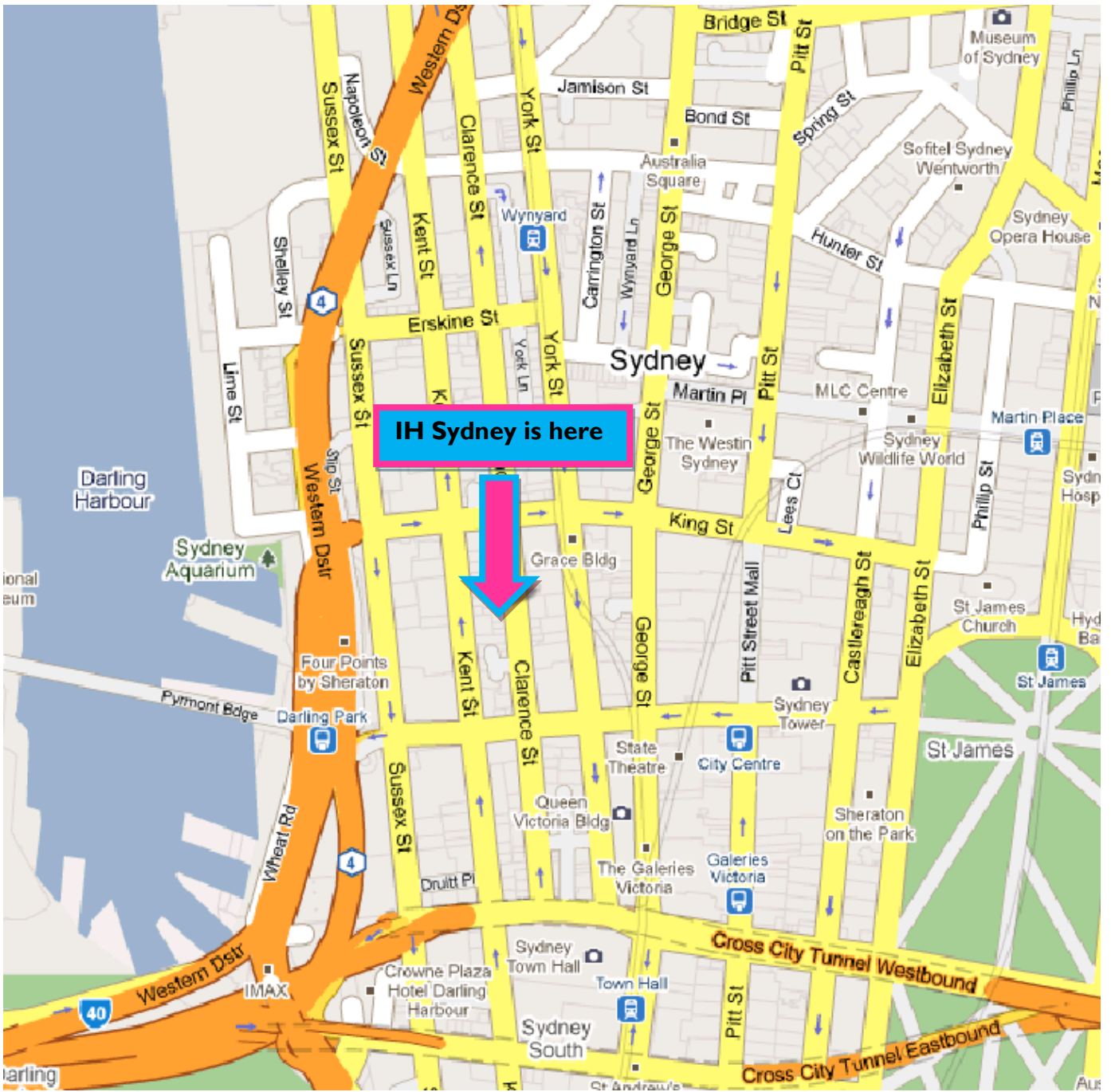
Address: Level 1, 203 Clarence Street, Sydney 2000
Phone: (02) 9279 0733
Fax: (02) 9279 4544
Email: info@ihsydney.com.au
Website: www.ihsydney.com.au



Who's who at International House Sydney?

Any of the staff at International House can help you if you have a question, but this list will help you decide who the best person to speak to is.

Managing Director:	Tim Eckenfels
Business Manager:	Fernando Passarelli
Director of Studies:	Yu Kuriki
Registrar:	Kay Wong
Director of Sales & Marketing:	Sylvain Lolley
Marketing Managers:	Nao Sugiura/ Rose Passarelli
Marketing Assistants:	Lucas Chiusoli/ Mayumi Taniguchi/ Lorenzo Brunello/ Veronika Brutarova
Student Services Officers:	Nadine Charrouf/ Dayana Kostiuć/ Almudena Zulueta
First Aid Officer:	Kay Wong
Fire Wardens:	Inna Walsh & Yu Kuriki
Digital Media Team:	Natasha Serna/ Lucy Tapia/ Andrea Tapia



About the College

International House Sydney is located in the middle of the Sydney CBD, with plenty of transport and sightseeing options available (for more information see Reception). The closest train station is **Town Hall**, which is through the Queen Victoria Building, also known as the QVB (see left). Bus stops can be found all along Clarence Street. Our location, building and excellent facilities make the college an ideal place to study.



Your First Day

When you arrive at the college someone at Reception will mark your name off and make sure the school has everything we need from you. If you are on a Student Visa we will need to photocopy the front page of your **passport** and also a copy of your **Visa**. After that a member of staff will show you around the school and a little bit of the local area. You will also be asked to complete a **language test** which will help us put you in the right class. Please don't be afraid to ask questions if there is anything you don't understand.




English Only Policy:

Your teacher cannot learn English for you. You have to work hard yourself, both at school and also out of class. The best way is to speak English as much as possible. At school, it is a rule that **you must speak as much English as you can**, as this helps you learn and also communicate with your classmates who may be from different countries to you. Find fun ways to practise; by watching TV, listening to the radio, reading magazines, coming on a Social Club excursion.... these are all ways you can improve your English!!!!



Sample Timetable of Lessons (these are subject to change)

Intensive English: Monday to Friday	
8:30 – 10:30am	Lesson 1
10:30 – 11:30am	Lunch
11:30 – 2:30pm	Lesson 2



Semi Intensive English: Monday to Thursday	
8:30 – 10:30am	Lesson 1
10:30 – 11:30am	Lunch
11:30 – 2:30pm	Lesson 2

Evening English: Monday to Friday	
5:00 – 7:00pm	Lesson 1
7:00 – 7:15	Break
7:15 – 9:15pm	Lesson 2

*** Please don't take food or drinks into classrooms ***

School Opening Hours:

Your school is open from 8:30am to 6:00pm Monday to Friday, which allows you to come in early and get a head start on your studies or allows you to stay back to study.



Attendance:

It is very important for you to come to every lesson. Too many absences mean you miss out on too many lessons and you may fail your course and/ or be reported to Immigration for breaching your Visa. International House Teacher Training and Professional Centre (IH) requires 100% attendance of its students. Exceptions may be allowed if you are sick or have an emergency situation.



If you want to take a break from your course, forms to be completed for holidays are located at Reception (change of course form). **Holiday applications need to be made two weeks before you want to take your holiday.** This is then processed by the Director of Studies, who makes the decision to approve or reject the request. For any illness related absences a medical certificate is required upon your return to school.

Your attendance is marked every half hour, so if you are late or leave early, this will be counted in your overall attendance at the end of the course. If attendance falls to **90%**, you will receive a warning letter. You can speak to the Director of Studies or Registrar at any time, to discuss the attendance requirements of the school and your visa, or to explain the reason for your absence. You will receive a 2nd warning letter if your attendance falls to **85%** and you will need to see the Registrar. A final Intention to Report letter is issued if your attendance falls to **80%**.

If attendance falls below **80%**, you will not receive a certificate when you finish your course. And if you have a student visa, you will be reported to Immigration, which means that you might have to leave Australia.

If you can't come to school:

If you are unable to attend class for any reason you must call Reception and let them know that you will not be coming into school. If you are sick and don't think that you can come to school you must present a valid Doctor's Certificate on your first day back (this does not mean you will be marked as present, but may be used for Immigration purposes).

Lateness:

Students are expected to be at school before classes start. If you are late you interrupt the learning of all the other students in class, and will be made to wait outside until break or when your teacher asks you to enter.

Student Contact Details:

It is your obligation as an international student to notify International House of your current residential address (especially if you are on a Student Visa) and contact details. To change your details please see Reception and they can help you with this.

Special needs students:

At IH Sydney, special needs students are educated in a way that addresses their individual differences and needs. This process involves the individually planned and systematically monitored arrangement of teaching procedures, adapted equipment and materials, and accessible settings. These interventions are designed to help learners with special needs achieve a higher level of personal self-sufficiency and success in school, than may be available if the student were only given access to a typical classroom education.

Your Progress:

How your English improves in class is very important. We check your progress in the following ways:

- Every day in class (how well you participate, do the work, etc.)
- End of File/Chapter tests
- Progress Tests or Mock Tests

Your teacher will talk to you about your performance in class. After the Progress/Mock Test, you will receive academic counselling from your teacher. Your performance will be recorded on the school's system.

If you are not doing well in class, your teacher will make study plans with you, e.g. extra homework, so you can do better.

If you still score less than 50% in the Progress/Mock tests after following the study plans:

- 1) You will receive a verbal warning from your teacher that the school might have to report this to Immigration.
- 2) If you still do not show improvement, you will receive a letter stating the school will report this matter to Immigration.

When you are at School:

Sick:

If you are feeling unwell or you are injured while you are at school then go to Reception for contact details for the medical centre or will help you.



Lost Property:

There is a lost property box at Reception, so if you have lost anything at school go and see Reception who can check for you. Remember that you are responsible for your own belongings, so don't leave anything valuable lying around!

Cameras:

The school is monitored by CCTV cameras 24 hours a day, 7 days a week.

Smoking:

By Australian law, you are not allowed to smoke inside or around the front of the school. This includes the stairwells, bathrooms and front lobby. Fines apply! There is a map of smoking areas on the next page.



DO YOU SMOKE????

Smoking is ONLY permitted
in these areas:

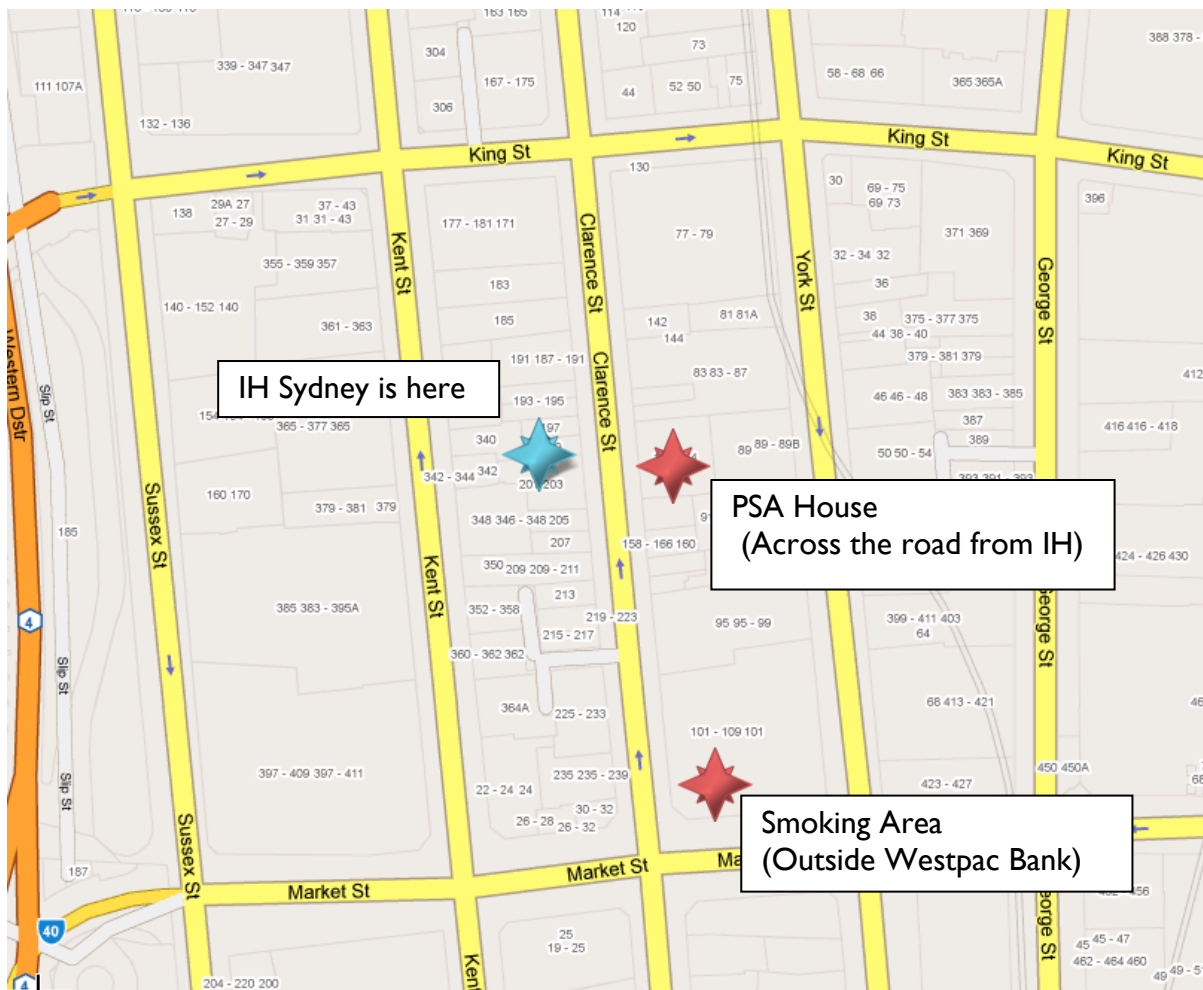


PSA House



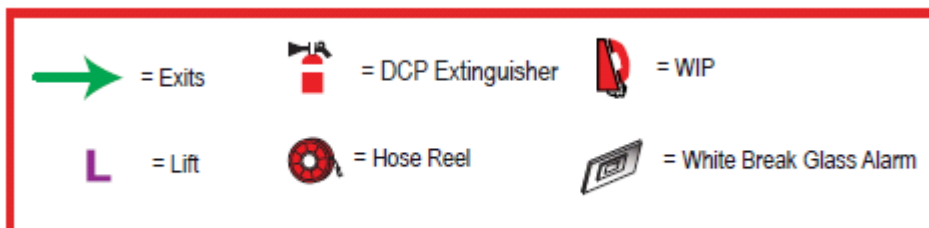
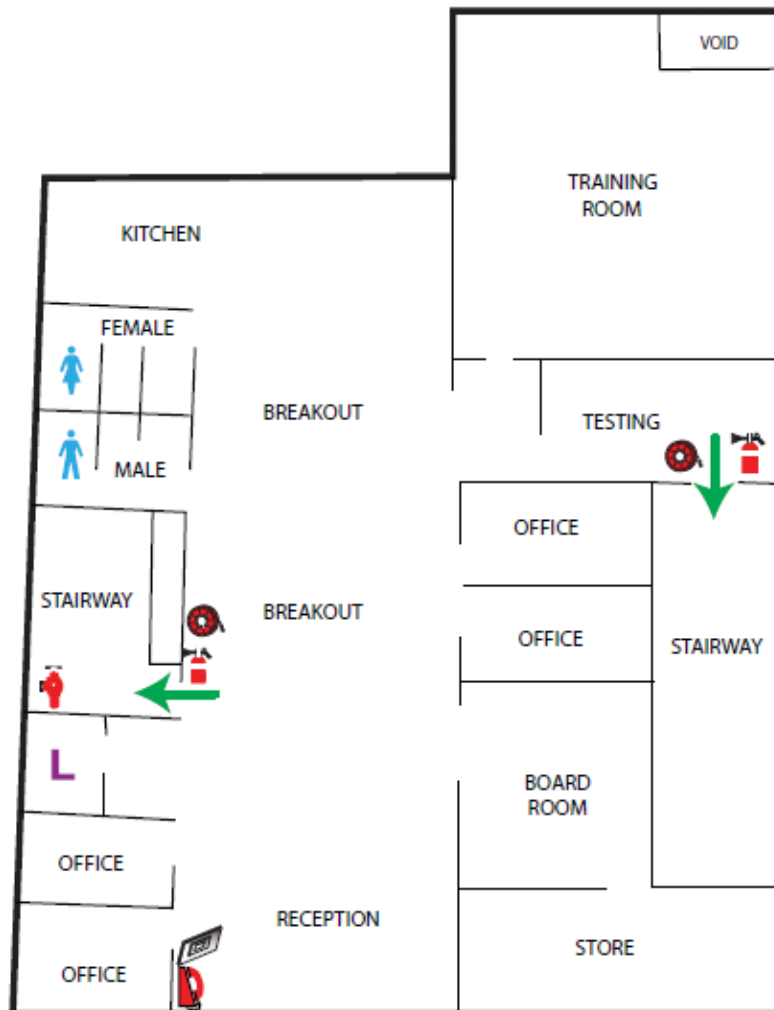
Smoking Area

**NOT INSIDE, OR AT THE FRONT
OF IH SYDNEY**

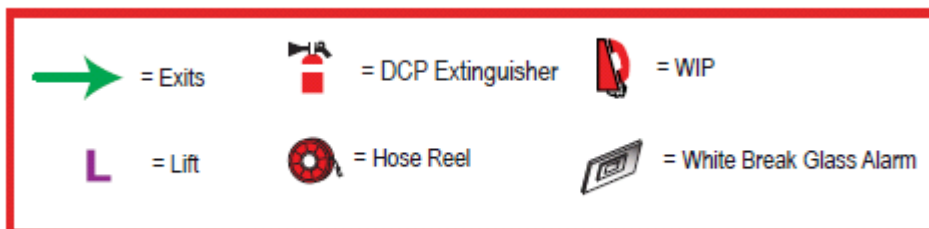
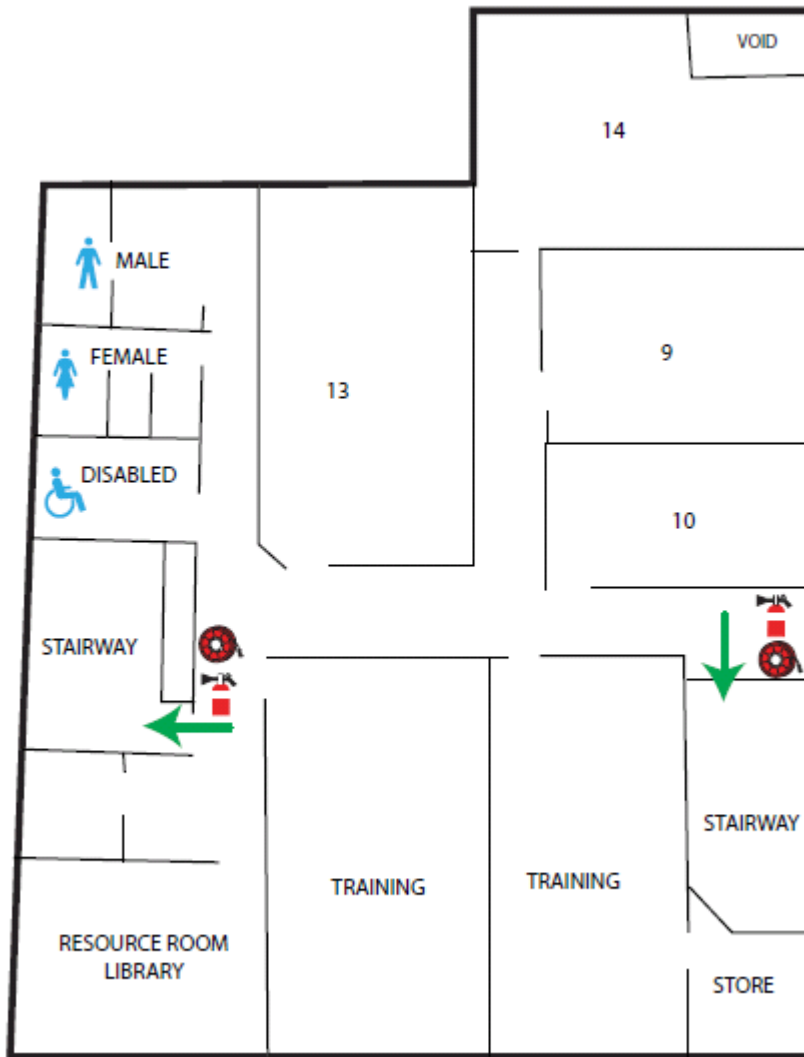


Map of College:

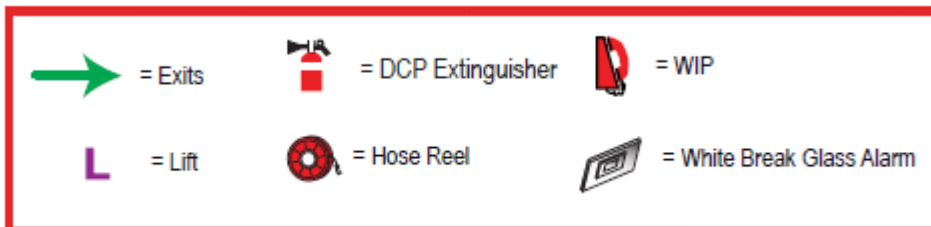
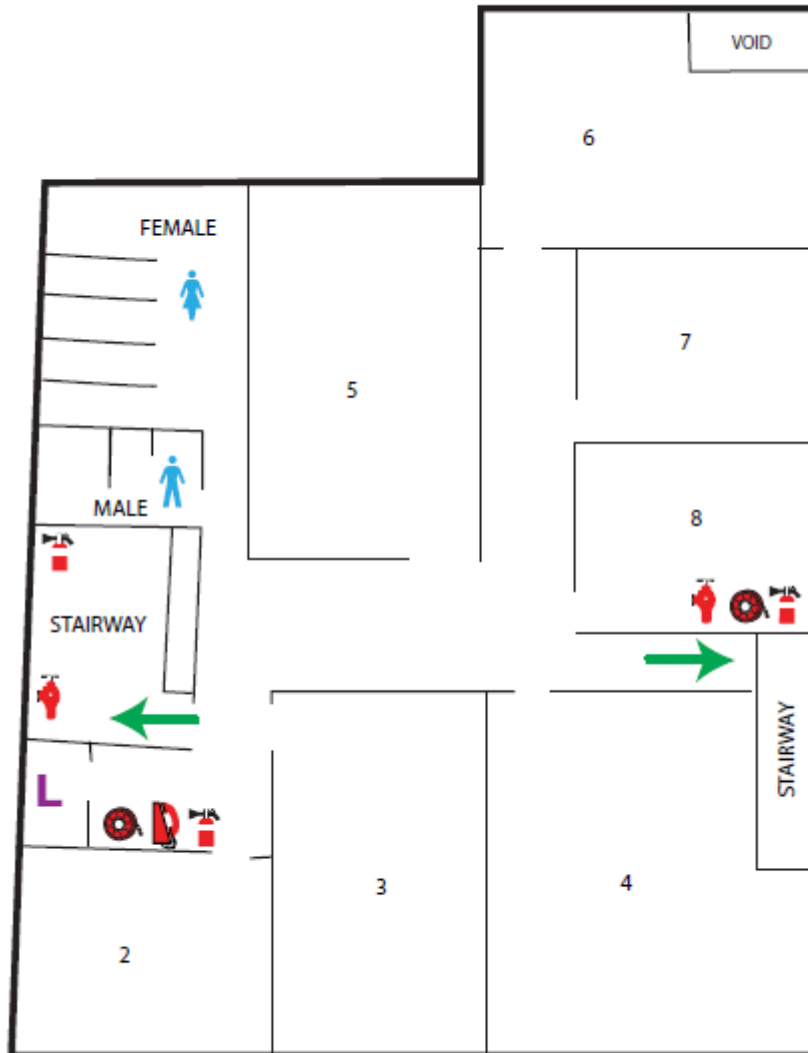
Level I:



Level 2:



Level 3:



Courses Offered:

Most students who study at International House Sydney study General English. The program is staffed by some of the most talented teachers in Sydney and involves development of communication skills in all areas; speaking, reading, listening and writing. It is suitable for students of all levels.

Other Courses:

As well as English courses, we offer a variety of other programmes. If you would like to join a free English class (teaching practice for our teacher training students), please speak to Reception!

ELICOS

General English
ETYL

Exam Preparation:

IELTS Academic Preparation
Cambridge FCE
Cambridge CAE

Teacher Training:

Certificate IV in TESOL
Cambridge DELTA
Cambridge CELTA
J-SHINE

Computer and Internet Access:

Students can use the computers on Level 1 for study related things.

Username: student


Password: Sydney




Using mobile devices in the classroom:

WiFi Network: IHSYDNEY STUDENT
Password: **IHSydney2016**

YES Educational use e.g. dictionary



NO Texting, Facebook



Student and Academic Counsellors:

There are counsellors available for you to speak to during the day between 9:00am and 5:00pm each day. Ask at Reception if you would like to make an appointment to see one of them.

Social Program:

At International House Sydney we run a social club for all students to get involved with and meet other people. There are regular outings all over Sydney which allow you to do some sightseeing at the same time as making new friends with your classmates. Look out for signs and posters around the school which tell you about the next upcoming event. If you have any ideas for trips or outings, please speak to Reception (see page 16 for more details).

Working rights:

Working holiday visa

The Working Holiday visa (subclass 417) is a temporary visa for young people who want to holiday and work in Australia for up to a year. It is a temporary visa that encourages cultural exchange and closer ties between Australia and eligible countries.

This visa allows you to:

- stay in Australia for up to 12 months
- work in Australia, generally for up to six months with each employer
- study for up to four months

- leave and re-enter Australia any number of times while the visa is valid.

Student Visa

Student Visa holders cannot work more than 20 hours per week when your course is in session (other than work which has been registered as a part of the course). No work limits apply during recognised periods of vacation offered by your education provider.

You cannot undertake work until you have commenced your course in Australia.

Student ID Cards:

International House Sydney does not give ID cards to students, but Student Services can provide you with a letter to confirm your enrolment. If you need a student ID card you can go to www.isiccard.com.au and follow the instructions to apply online. This is only for full time students studying for a minimum of twelve weeks.

Kitchen Facilities:



A kitchen and lunch room with chairs and tables is provided on Levels 1 and 3 for your meal and break times. Cups, glasses, hot water, a microwave and a fridge can also be used for your convenience. **Please keep these clean** as all students and staff share these.

Level 1 – dirty dishes into the dishwasher, not the sink

Level 3 – dirty dishes need to be washed, dried, and returned to cabinets provided.

When you are not at School:

Be Safe:

Sydney is a safe city, but you need to be sensible in the school and outside.

- Keep your money, bag, camera with you at all times.
- Carry enough money for the day- not large amounts.
- When using public transport at night time, travel in the carriage that is marked with a blue light- this is next to the guard so is much safer.
- If you need help talk to a police officer, or go into a shop.

Where Do I Find...?

Food & Drinks:

There are many shops that you can buy your lunch from. These include:

- Pure Grind on Clarence Street
- Food Court in Pitt Street Mall
- McDonalds in George Street
- City Express convenience store
Clarence Street

There are also vending machines on



on
levels 1 and 3!

Shopping Centres:

- Queen Victoria Building (QVB)
- Pitt Street Mall
- Centrepoint Westfield

Chemist:

There is a chemist on the corner of York Street and King Street (see map on pg 4).

Convenience/ grocery store:

- City Express, located between IH and Market Street
- Woolworths, near Town Hall (George Street)



Toilets:

There are toilets located:
Level 1, next to the lunch room
Level 2 next to the lift
Level 3 next to the kitchen

Telephones:

The school phones are only for admin staff and incoming calls, public phones can be found outside the Commonwealth Bank on Market Street (across the road from the QVB).



Fire:



If the fire alarm sounds, **don't panic!** Follow the instructions of the fire wardens, leave your bags, books and coats in the classroom, and leave the building as quickly as possible. Once outside, stay with your teacher to have your name marked off. **DO NOT RE-ENTER THE SCHOOL UNTIL THE PRINCIPAL TELLS YOU TO.**

Emergencies:

If you need to call the **police, fire service or ambulance** the number is triple zero (000). Remember this number is only for REAL emergencies.

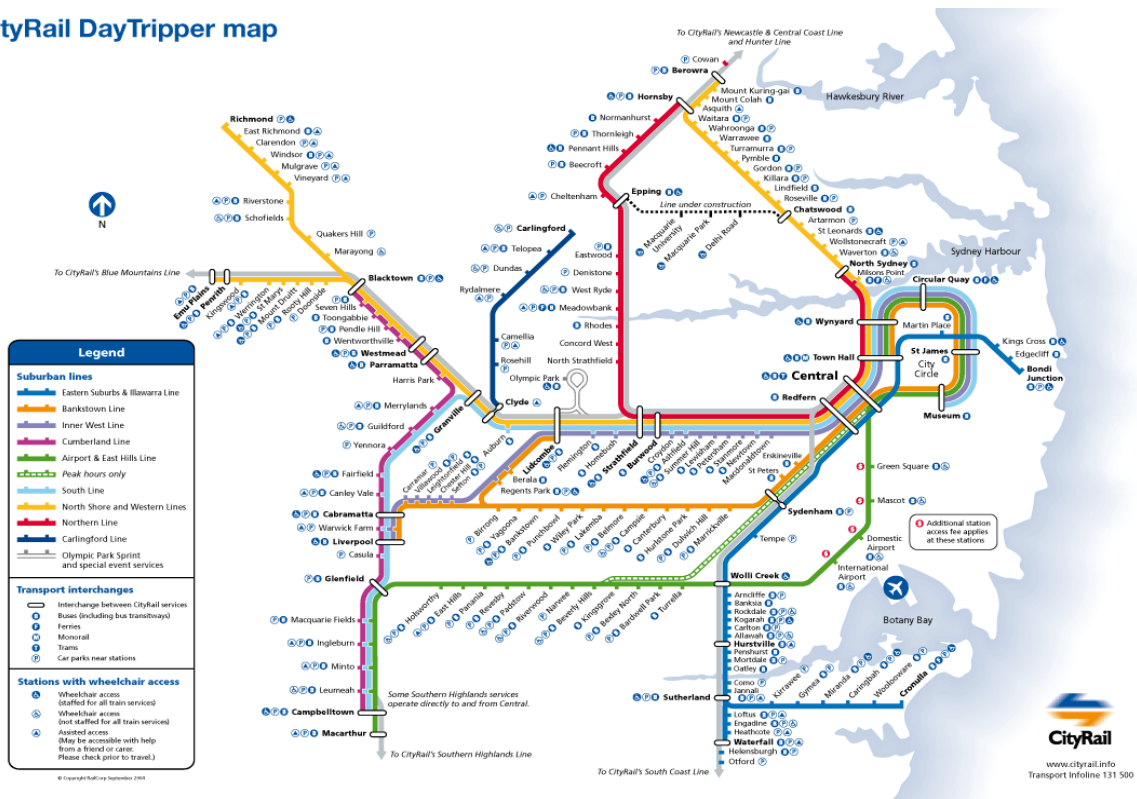
Transport

Trains:

The easiest way to travel around the city is by train. You can purchase one trip, return trip, or the more convenient Opal card, which will also allow you to travel by bus or ferry (depending on what you need). These are sold at most news agencies and convenience stores. For a train timetable you need to ask at the train station.



CityRail DayTripper map



Buses:

Bus stops are located throughout the city and are usually the most convenient way to travel to the beaches (Manly, Bondi, Mona Vale etc). You will need to signal the driver if you want the bus to stop. Buses (night riders) can also be caught during the times when the trains have stopped running; most go along the same routes and will stop at the major stations. You will need to check the signs and also with the driver to be sure.

The best way to plan your trip if you are using public transport is to visit the website www.transportnsw.info/ .

Taxis:

Taxis are more expensive than most public transport but can be safer if you don't wish to travel alone at night. You can be picked up from your location or you can stop one by waving in the street. Cabs have an orange light on the roof; this is turned on if the taxi is available.



Social Club:

The Social Club is a very important part of your course. By joining in you can make more friends, practise your English, and see more of Sydney and its surrounding places. Most importantly you can have lots of FUN!!!

Every month we have a new calendar of events, some after school, and some on the weekends. Please ask at Reception if you have anywhere you would like to visit, questions about any events or would like to put your name down to join an event.

We always try to include a variety of fun activities in each programme, some are free and some are not. Events include going to the zoo, the aquarium, Sydney Tower, ice skating, movies, beach bbq, picnics in the park and tenpin bowling, as well as parties for Christmas, Easter, Valentines Day and **more!!!!**

Living in Sydney

Many people come to visit Sydney from overseas each year. They normally receive a very warm welcome from the local people but this depends on how you behave when you are here. Here is some advice to help with living in Australia.

Accommodation

If your homestay or residential accommodation was booked by IH Sydney, and if you have any issues, please come to Student Services, located on level 1, immediately .You will not receive a refund if you leave your accommodation before talking to us to resolve the situation. Our friendly Student Services team is always here to help you.

Queuing

In Sydney it is normal for people to queue at bus stops, shops, the bank and the cinema. It is very rude to push in at the front or the middle of the queue.

Noise

Many people go to bed early as they have to go to work early the next day, so please don't make too much noise late at night.

When coughing, sneezing or yawning, people will put their hand over their mouth, and spitting is not acceptable. Listen to how often people say "please", "thank you", "excuse me" or "I'm sorry". Try to use these words in a similar way. Remember we drive on the left so look right when you cross the road, and we stand on the left on any escalators to allow others to pass on the right.

Making new friends

If you would like to meet more people who share your same interests, join a Meetup group! For more information please see:

www.meetup.com/cities/au/sydney/

You could also check with your local community centre. The services and programs they provide are tailored specifically to meet the recreation and learning needs of the different communities that surround each centre.

Legal Services

Free legal advice on any matter is available from the Inner City Legal Centre (Darlinghurst) (02) 9332 1966. Please also see this website <http://www.clcnsw.org.au/> for more information on free legal services available in Sydney.

Australian Laws



Litter – you must not drop litter in the street, on trains or any other public places. Please take it home or place in rubbish bins. There are heavy fines for littering in Australia.

Alcohol – You cannot buy beer, wine or spirits if you are under the age of 18. You will be asked to produce identification at the pub, bar or shop. You also cannot buy alcohol for anyone under the age of 18, the police are very strict about this law. It is

also illegal to buy alcohol and drink in a public place, for example on the footpath or in a park.



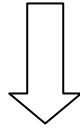
Dangerous Objects – You must not carry any kind of weapon (for example a long knife or a gas/liquid spray) in a public place.

Drugs – It is illegal to have any kind of drug in Australia, this includes “soft” drugs like cannabis. If someone approaches you on the street or in a club, remember to say NO! Possession of any drug can result in a prison sentence. Smoking cigarettes indoors and on public transport is not allowed.

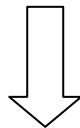
Remember - Shoplifting, using public transport without paying for a ticket and most things that are illegal in your country are probably also illegal here. Most will end in fines and possible jail time so be careful!

Do you have a problem?

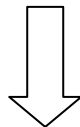
If you have a problem with the class, your teacher or the school, it is important that you tell someone.



1. Speak to your class teacher or one of the Admin staff at Reception and tell them what your problem is. Bring a friend with you to the meeting to help you understand.



2. If your class teacher or the staff member can't help you, talk to the Director of Studies. They may ask you to write about your problem and send you a letter in reply.



3. If your Director of Studies can't help you, you can write to the Managing Director.

If you are still unhappy with the response to your problem, you can talk to someone outside the school. You can contact:

The Overseas Student Ombudsman (to lodge a complaint)

The Overseas Students Ombudsman offers a free and independent service for overseas students (**on student visas**) who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the website www.oso.gov.au or phone 1300 362 072 for more information

OR

The Australian Council for Private Education and Training

(IH will cover the fee of lodgement of application)
<http://acpet.edu.au/students/student-support/appeals>

Contacts You Might Need:

Office of Fair Trading

McKell Building
Level 3 Ground Floor
2-24 Rawson Place
Sydney NSW 2000
Telephone: 13 32 20

Immigration Department:

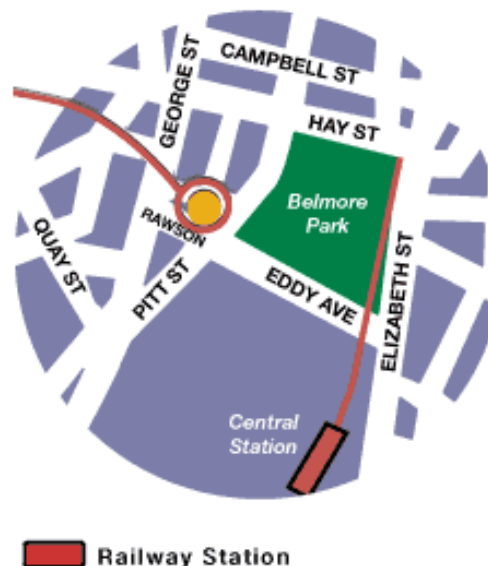
Ground Floor
26 Lee Street
Sydney NSW 2000
Telephone: 131 881
Open: Monday- Friday 9:00am to 4:00pm

Taxi Service:

Bookings: 133 300

Transport:

To find out where your closest bus or train stop is call 131 500 or www.transportnsw.info/



Beyond Blue
Call: 1300 22 4636

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Version 2016-3

Or to chat online go to <http://www.beyondblue.org.au/get-support/get-immediate-support>