

ORIENTATION HANDBOOK

QUICK FACTS

Computers: username –student
password – sydney
WiFi username – IHSYDNEY STUDENT
password: IHSydney2016

CENTRE DETAILS

Address: Level 1, 203 Clarence Street, Sydney NSW 2000
Telephone: 02 9279 0733
Fax: 02 9279 4544
Email: info@ih Sydney .com.au (general enquiries)
Website: www.ih Sydney .com.au

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



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Version 2016-1*

Welcome to International House Sydney...

We welcome you and look forward to helping you achieve your goal in improving your English and/or teaching skills.

This handbook has been created in accordance with the ESOS Legislative Framework, to provide information about the centre and to make your time at International House a more enjoyable and memorable learning experience. More information about our courses, including entry requirements and course content is available on our website at www.ih Sydney.com.au



Quality Commitment

We commit to the provision of:

- The highest quality of teaching and training at all times and the management of all clients to their own best benefit and the mutual benefit of the training centre.
- Equality and fairness in the selection of all clients for training courses, and true and adequate pre-course information to assist them in their decisions and choices regarding the training of greatest benefit to them.
- Orientation and information to clients as they embark on their chosen training course.
- Qualified, experienced trainers who have a commitment to excellence, are well informed, and recognize the importance of regular monitoring of their own performance, and its relation to the overall quality of the course.
- Quality client service before, during and after training courses: friendly advice at all times, course information, access to facilities and equipment such as photocopying services and book supplies.
- Adequate assessment systems of trainees, staff and courses, and a commitment to continual revision and improvement of these systems based on regular recorded and followed up feedback, and procedures for acting on grievances.
- A secure and harmonious team environment.
- Continual review and improvement of our services and processes with the involvement of all members of staff.

We value the differing contributions made by all who work and study within the centre.

In turn, we expect that anyone undertaking training with us will make the commitment to:

- Show a strong sense of team spirit and sharing of information, where people work together to ensure each other's success;
- Treat other people with respect and understanding at all times;
- Be willing to participate actively in the teaching / learning process;
- Take responsibility for their learning;
- Ask for help when they need it;
- To listen to, and learn from, tutors and peers;
- Help to maintain a clean, tidy environment conducive to study and work;
- Be honest;
- Be punctual;
- Dress appropriately;
- Avoid discriminating against peers, staff or students on any grounds.

Your feedback is appreciated! Please see our Student Services team with any comments or suggestions.

Centre Opening Hours

The Centre is open from 8.30am to 6.00pm, Monday to Friday for trainees involved in full time study, and until 9.00pm for trainees involved in part-time study on class days.



Resources Policy

The Centre provides a selection of current and relevant teaching resources for all trainees. To minimise participants' costs, no compulsory core texts are used on courses except for textbooks already covered under the materials fee. To maximise easy access to materials for all trainees, no borrowing or booking system is used. This system relies on cooperation of all trainees not to remove texts from the resource room or the centre, and not to covet texts for private use. Access to photocopying of materials is provided for trainees for preparation of lessons and assignments. It is important that copyright laws are observed.

Computer and Internet Access

Students have access to computers and internet for study related issues and are able to print course related materials. Students also have the opportunity to use wireless internet. The username and password are on page 1 of this handbook.

Using mobile devices in the classroom

WiFi Network: IHSYDNEY STUDENT

Password: **IHSydney2016**

YES Educational use e.g. dictionary



NO Texting, Facebook



Smoking

Smoking is not permitted anywhere on the school premises, or within 4 metres of the building. If you wish to smoke please go to the corner of Clarence and Market Streets outside Westpac Bank.

If you are found smoking in or around the school, you will be issued with a fine.



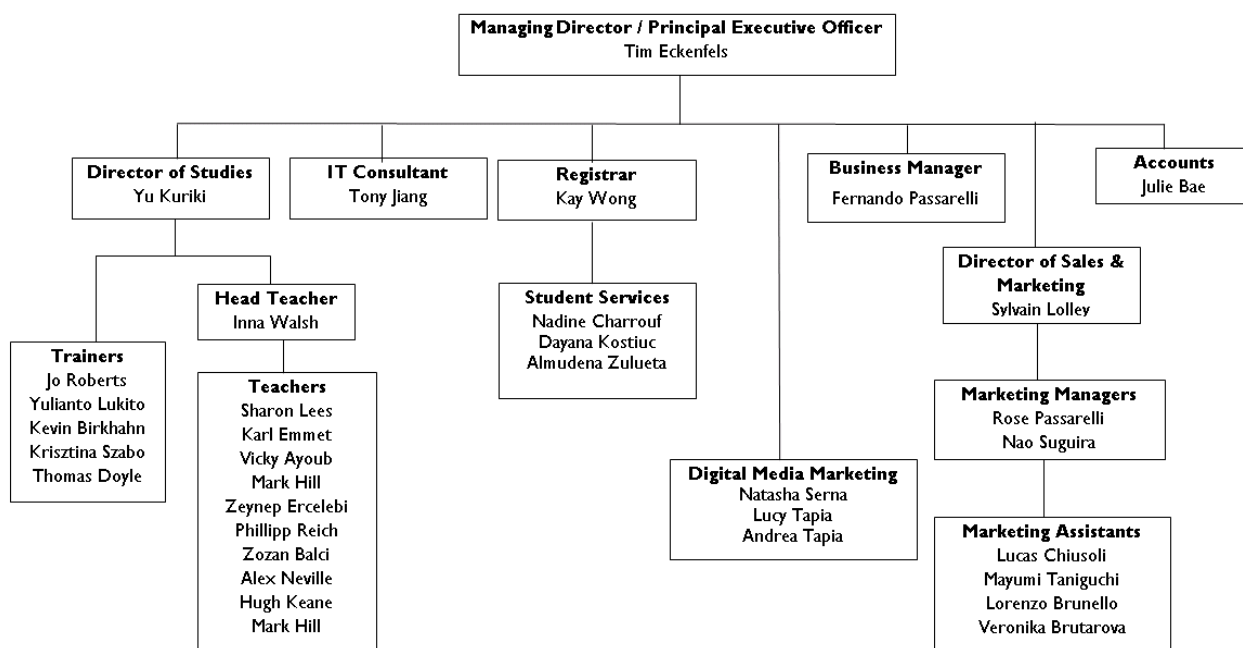
Cameras

International House Sydney is monitored by 24 hour CCTV.

Fire Safety & First Aid

The fire warden is responsible for evacuating the school in the event of a fire. If you are asked to leave the building by a warden, please follow the procedures outlined on the noticeboard on every floor. Fire exits are marked with white and green signs. Locate the fire exit nearest to your place of study. First Aid kits are at Reception and the teachers' staffroom.

Who's Who at IH Sydney?



First Aid Officer:

Kay Wong

Fire Wardens:

Level 1: Kay Wong and Julie Bae

Level 2: Nadine Charrouf and Rose Passarelli

Level 3: Yu Kuriki and Inna Walsh



Student Contact Details

It is your obligation as an international student to notify the College of your current residential address details at all times. You can do this at reception at any time between 8:30am and 6pm.

Student Services

The Student Services team are responsible for the provision of support services to students and ensuring that they are successfully adjusting to student life in Sydney at International House Sydney. Some of the services about which they can provide more information include:

Welfare and Academic Counselling

Welfare and academic counselling is available to you from 9am to 5.30 pm each day. Ask at reception if you would like to make an appointment.

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.



Emergency and Health Services

For all serious emergencies, the number to call for assistance is 000. You will be asked for the service you require: Police, Ambulance or Fire.

To see a doctor for medical help in a range of languages including Chinese, Korean and Japanese, contact the PEC City Clinic at Suite 22 Level 2, 650 George Street, telephone 1800 836 415.

Working Rights in Australia

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.

Social Calendar

A social calendar of interesting events is created monthly. Activities include film clubs, Sydney sightseeing, weekend trips away and much more. For more information ask at Reception.

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.

Common special needs include learning disabilities, communication disorders, emotional and behavioral disorders, physical disabilities, and developmental disabilities. Students with these kinds of special needs benefit from the additional educational services we provide, such as different approaches to teaching, the use of technology, and a specifically adapted teaching area.

Accommodation

Family homestays and residential accommodation can be provided on request. If your homestay or residential accommodation was booked by International House 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 Student Services to resolve the situation. Our friendly Student Services team is always here to help you.

Privacy Policy

The College undertakes to protect the privacy of its students, and no information will be passed to other individuals, companies, agencies or used in advertising without your prior written permission. However, you should be aware that as part of our registration to abide by the regulations of the ESOS Act 2000 and the National Code, we are obliged to pass information about you that you provide to us as required to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund.

The College is also required under s19 of the ESOS Act 2000 to tell DIBP about certain changes to your enrolment, and any breach by you of a student visa conditions relating to attendance or satisfactory academic performance (Standard 11 of the National Code)

When You're 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 you travel by train at night, 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 food from. These include:

- Lava Cafe on Clarence Street
- Pure Grind Cafe on Clarence Street
- Oporto's on Clarence Street
- Benz on York Street
- Food Court in Pitt Street Mall
- McDonalds on George Street



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.

Convenience Store:

There is a convenience store on Clarence Street, on the right as you walk towards Market Street from the school.

Contacts You Might Need:

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 (counselling for anxiety or depression)

Call: 1300 22 4636

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

COURSE INFORMATION

QUICK FACTS

Attendance requirements for all students:

(IH) requires **100%** attendance of its trainees for the Certificate IV in TESOL. Where there are extenuating circumstances that prevent the trainee from meeting this requirement, absence must be discussed with the Managing Director (or delegate) and documented evidence must be presented explaining the reasons for the absence. Students may be expelled from the Centre where this condition is not met or where the Managing Director (or delegate) is unsatisfied with the evidence provided.

Attendance requirements for students on Student Visas:

Where absences accrue so that it becomes impossible for the student to attend for more than **80%** of the course the centre may report a trainee to the Immigration Department. Students are provided with written warnings and advice where attendance is deemed unsatisfactory.

Information for trainees on the 8-week Certificate IV in TESOL course I0322NAT CRICOS 086290G

The Certificate IV in TESOL course is an **intensive** 8-week course. You cannot take a holiday at any point in the course. Trainees need to be in class from 8.15am to 1:45pm for Methodology (first 4 weeks), and from 11:45am to 5:00pm for Teaching Practice (last 4 weeks). There are 5 hours of class a day and you will need to do on average another 5 hours of self-study per day outside these hours.

The assessment of the course is continuous and includes classwork, participation in class, assignments and teaching practice. There are 6 written assignments on the course.

Trainees must demonstrate written accuracy in their assignments. Work should therefore be proofread before it is submitted. Plagiarism (copying information directly from books, journals or other students without referencing the source) is not tolerated.

The Certificate IV in TESOL course is divided into two parts: The first four weeks deal with Methodology and the last four weeks are Teaching Practice:

Methodology (HLTHIR403C)

During the Methodology module, you will receive 2 hours English language input and 3 hours teaching methodology input. In order to meet the criteria for the course in this module, you will need to show:

- Satisfactory progress in English language knowledge and skills.
- An understanding of teaching methodology (through re-reading notes from the day, participating in class discussion and assignments).

Teaching Practice (TAEDEL401A)

During the Teaching Practice Module, you will be **teaching real students**. You will receive written and spoken feedback on your teaching practice at the end of each session. In order to meet the criteria for the course in this module, you will need to show:

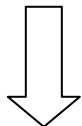
- A professional attitude to the teaching of these classes.
- Application of teaching methodology in your teaching practice.
- The ability to participate constructively in spoken feedback on your own and your classmates' teaching.
- An understanding of teaching methodology (in the final two assignments).



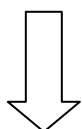
Queries & Complaints Procedure:

Do you have a problem?

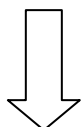
If you have a problem with the class, your teacher or the school, it is important that you tell someone.



1. Speak to your class teacher or one of the Admin staff on level 1 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 for the lodgement of application)

<http://acpet.edu.au/students/student-support/appeals>



Certificate IV in TESOL 10322NAT

As a nationally recognised course under the Australian Skills Quality Authority, there are specific provisions which may be relevant to your situation.



Mutual Recognition of Other Qualifications within the Australian Qualifications Framework

The Australian Qualifications and Training Framework maintains the National Training Information System (NTIS) which is a national database of AQTF qualifications. All qualifications are seen to be equal within the level of their award (i.e. Certificate I, Certificate II, Certificate III, Certificate IV, Diploma etc.). International House Sydney – Teacher Training and Professional Centre accepts all Qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO) nationally.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) means that you consider that you have achieved competency, through previous informal and formal study, work or life experiences that are equivalent to the provisions of the course you are about to undertake. In order to have these experiences considered as part of your course, it is necessary to evaluate the experiences to ensure that they are valid, current and equal to the contents of that part of the course considered to be equivalent. The evidence you may provide may include samples of work, references from supervisors, Statements of Attainment from their courses etc. If you wish to make application to this effect, please ask for the relevant application form and RPL Information Package. A fee is charged for this consideration to cost the time and human resources involved in the assessment. The College welcomes applications for RPL in the event that it may save client's time and money.

Trainees undertaking Vocational Education and Training

Trainees are adult individuals who have sought out the opportunity to become EFL Teachers. We recognise that our trainees come from a variety of educational backgrounds, and we endeavour to introduce flexible training styles that facilitate their learning, including a variety of assessment models, and a variety of information delivery techniques, including on-line learning.

Certificate IV in TESOL and competency based learning

As an Australian qualification which forms part of the ASQA, trainee of the Certificate IV in TESOL are required to show they are competent in a variety of areas. A competency logbook is maintained throughout the course, and trainees who are marked as 'not competent' may have to repeat assessments in order to be awarded a Certificate IV in TESOL. Students who are unsuccessful will receive a Statement of Attainment showing the successful and unsuccessful competencies.

Reassessment on Appeal

In some cases, a trainee may consider that the outcome of an assessment is not an accurate assessment of the trainee's ability. In this situation, a trainee may request in writing that the assessment be undertaken again. Following an appeal from the trainee the college will grant an opportunity for the trainee to undertake a reassessment. The reassessment will take place in similar conditions as the first assessment and the Assessor's decision in relation to the second assessment will be final. Additional fees may be payable.

Client Feedback and Satisfaction Data

At the end of each course your Trainer will provide you with the opportunity to give feedback and ideas for improvement for future trainees. You will be asked which parts of the course were the most helpful and which parts were of the least benefit. Please be assured that we appreciate your comments and that we consider them in relation to overall improvements to the Centre and the course that you have undertaken.