



**International  
House**  
Sydney City & Bondi

# **IH Sydney Study Adventure Info Pack**

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

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Welcome to 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.

Here is some information to help with your arrival in Sydney.

### Centre Details

Address: Level 1, 203 Clarence Street, Sydney 2000

Phone: (02) 9279 0733

Fax: (02) 9279 4544

Email: [info@ih Sydney .com.au](mailto:info@ih Sydney .com.au)

Website: [www.ih Sydney .com.au](http://www.ih Sydney .com.au)

School Emergency Contact: Tim Eckenfels +61 408 701 169

Airport Transfer / Homestay Emergency Contact:  
+61 430 008 448 or +61 416 067 060



### Who's who at International House Sydney?

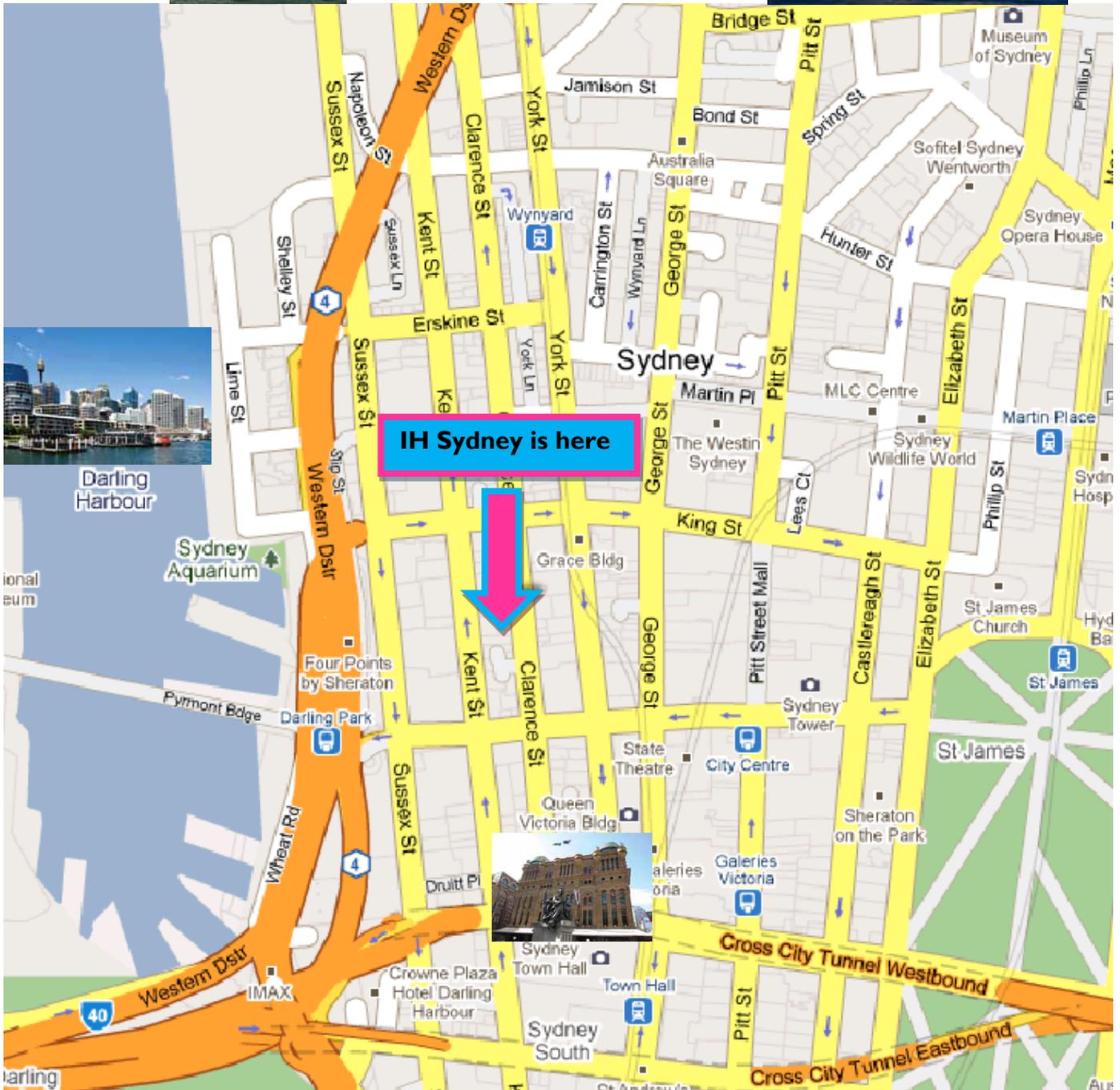
Any of the friendly staff at International House can help you if you have a question, but this list will help you decide who the best person to speak to is. The school is open from 8:30am until 6pm, unless you have an evening class or special permission to be there.

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



Harbour Bridge

Opera House



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 above). Bus stops can be found all along Clarence Street. Our location, building and excellent facilities make the college an ideal place to study.



## **If you have already arranged for Homestay:**

You should have received a homestay profile from our Student Services team, with details of your stay in Sydney and your homestay family. Airport pickup is optional, and should have been organised alongside your homestay. When you arrive in Sydney, you will pass through customs with your luggage, and then look out for a sign with your name.

Homestay is the most popular form of accommodation for overseas students as it allows you the chance to experience Australian culture with a friendly Australian host family. This includes breakfasts and dinners from Monday to Friday, and all meals on the weekends.

For further information please contact [reception3@ihsydney.com.au](mailto:reception3@ihsydney.com.au)



## **If you have arranged for Residential Accommodation:**

Your stay in Sydney will most likely be with our main provider, Cozzystay. Airport pickup is mandatory, as the driver will take you to your accommodation and provide orientation. This should have been organised alongside your accommodation. When you arrive in Sydney, you will pass through customs with your luggage, and then look out for a sign with your name.

Cozzystay offers residential accommodation in fully equipped apartments located in Kingsford, North Sydney and Randwick. Students are assigned to a house depending on availability and are notified 2 weeks before arrival with the details of their placement. The student lodges are located in suburbs near Sydney Centre, with a travel distance of approximately 30 minutes by public transport. The apartments are fully equipped with bed linen for the students, kitchen, laundry, television, living room, phone and WiFi internet access.

Furnished Property.com offers apartments such as Jack's Place in Elizabeth Bay, which includes a roof-top terrace with outdoor furniture and BBQ, free cable Internet in every room, free WIFI in common areas, separate communal study room, study desks in every room, secure buildings with lockable rooms, fully equipped kitchens, lounge areas with flat screen TV's and Foxtel (cable TV) at no extra charge, separate male and female shared bathrooms, live in, on-site House Manager and is close to public transport.

For more information on any residential accommodation options, please contact [reception3@ihsydney.com.au](mailto:reception3@ihsydney.com.au)



## Your first day at school:

Your first day begins at 8am for daytime students, and 4pm for evening English students. When you arrive at the college, go to the Reception desk on level 1 to record your arrival. Remember to bring your passport, visa, Offer Letter and any other documents we may have requested from you. After that, you will also be asked to complete a short English language test which will help us place you in the right class. A member of staff will show you around the school and its surroundings. You will also be given a Student Orientation Handbook which contains maps, staff profiles, and lots of college information which will help you settle in. Please don't be afraid to ask questions if there is anything you don't understand.



## Clothing and Weather:

Students usually dress casually. Jeans, a T-shirt and sneakers are commonly worn. Please do not wear anything that is rude or could offend any of the other students. All staff and students are expected to dress in a manner that is appropriate for a college environment and respectful of other cultures.

Summer in Sydney is usually quite warm and humid, with an average daily temperature of 26°C, but you may need a light jacket in the air-conditioned classrooms and evenings.

Winter is quite mild, with an average daily temperature of around 17°C, however as we are near the ocean it can be quite cold and windy. If you are arriving in July you will need plenty of warm clothing as it is the coldest month of the year.

Most homestay accommodation is not centrally air-conditioned or heated, so the temperature may be different from what you are used to. Check the weather forecast closer to your arrival date for a more accurate idea!

## Health Cover:

The health care provider we use is Worldcare (Allianz Global Assistance). There are two different options, depending on what kind of visa you are entering Australia on.

For **student visa** holders, it is compulsory to purchase Overseas Health Cover (OSHC) for the length of your visa. IH Sydney can arrange this for you, or you may choose to purchase your own.

For more information on health cover, go to [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

If you have travelled on a **working holiday** or **tourist visa**, it is not compulsory that you have health cover; however you may choose to purchase **OVHC**, which provides insurance cover similar to the Medicare benefits available for Australian citizens.



## Electrical Goods:

The electrical supply in Australia is 230-250 volts / AC 50 Hertz. Electrical goods from other countries usually need a conversion adaptor, and 100 volt appliances (shavers, hairdryers, etc.) cannot be used without a transformer, which can be purchased in your own country or once you arrive in Australia.



## Mobile Phones:

If your existing mobile phone provider has an “international roaming” agreement with a network in Australia, you can use your phone to make and receive calls in Australia. This can be very expensive, so it may be better to choose a “prepaid sim card” option once you arrive. Our main networks are Telstra, Vodafone and Optus.

## Money:



The exchange rate for the Australian Dollar fluctuates, depending on the foreign exchange market. We recommend that you do not carry more than \$200 in cash when you are in Australia, as this should be enough to cover any initial incidental expenses.

## In an Emergency:

For life threatening emergencies, call for Police, Ambulance or Fire. Dial 000 and speak slowly. The operator will ask which service you need, and then connect you through. You will need to check your exact location and nearest cross street to be able to direct them to where you are.

## Telephone numbers:

To check a local telephone number, visit [www.whitepages.com.au](http://www.whitepages.com.au)

The code for Australia is **61** and for Sydney is **02**

When calling outside Sydney:

Interstate – code + number (02, 03 etc)

International – 0011 + country code + area code + phone number



## Trading Hours:

Most suburban shops operate 7 days a week and are usually open from 9am to 5pm, with late night shopping on Thursday until 9pm (shops in the city close at 7pm most days). Supermarkets stay open later.

Banks are generally open 9:30am to 4pm, Monday to Thursday, and 9am to 5pm on Fridays. Most banks are closed on Saturday and Sunday.

Post Offices are called “Australia Post”, open from 9am to 5pm Monday to Friday. Telephone and electricity bills can be paid at the post office.



## **Social Club Activities:**

Our social activities coordinator at IH Sydney is Dayana, she is here from Monday to Friday. If you have any suggestions or ideas for where you would like to go, please let her know! There is a monthly calendar which outlines all the activities we have available for that month, including surf camps and weekend tours to the Blue Mountains, Hunter Valley and South Coast. Every Tuesday afternoon there is a short tour of the city, so you can get a good idea of the area surrounding the school.

## **Contacts you might need:**

### **Taxi Service:**

Bookings: 133 300

### **Transport:**

To find out where your closest bus or train stop is call 131 500 or [www.transportnsw.info/](http://www.transportnsw.info/)

**Immigration, Visa information:** 131 881

**Translating and interpreting service:** 131450

**Sydney Maps:** <http://maps.google.com/> and type in the search bar where you would like to go

### **News:**

To catch up on the latest national and international news visit [www.ninemsn.com.au](http://www.ninemsn.com.au)

### **Weather:**

<http://www.bom.gov.au/nsw/forecasts/sydney.shtml>

**Events on in Sydney:** <http://whatson.cityofsydney.nsw.gov.au/>

### **Tours around Sydney and NSW:**

<http://www.sydney.visitorsbureau.com.au/tours/>



## Getting around Sydney

### Trains:

The easiest way to travel around the city is by train. You will need to purchase an Opal card, and top it up regularly to maintain credit. These are sold at all train stations and also most news agencies and convenience stores. For a train timetable you need to ask at the train station. The closest train station to IH is Town Hall. Trains stop running by about 1am and resume again at about 5am the next morning.



### 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.

### 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.



The best way to plan your trip if you are using public transport is to visit the website [www.transportnsw.info/](http://www.transportnsw.info/).

## We are on Facebook!

Keep up to date with photos and events on our IH Sydney Facebook page <http://www.facebook.com/IHSydney>

We also have Instagram, Twitter, and LinkedIn accounts, search for IH Sydney to add us to your updates!



**PRIVACY** The information you provide in this application will be used to process your enrolment at IH Sydney Training Services Pty Ltd (hereinafter called "IH Sydney"). This information will be treated as confidential and is available for your review. However, it may be made available to Australian Immigration and education authorities in relation to your visa (if applicable), as required by the National Code and the ESOS Act 2000. IH Sydney may send you information about our centre or other courses. You may request not to receive further information at any time.

**TERMS AND CONDITIONS** I the candidate/trainee, note the availability of pre-enrolment information at [www.ihsydney.com.au](http://www.ihsydney.com.au) and agree to the following:

- Acceptance to my course is subject to successful completion of a selection and/or interview process and I agree that IH Sydney in its absolute discretion, may accept or reject my application to undertake the course.
- Once a place has been offered, it can only be secured when a deposit or full fee (as stated in the Course Dates and Fees Schedule) has been paid. I agree that if I do not pay the balance of fees 14 days prior to course commencement that my position on the course can be offered to another candidate.
- I am obligated to inform IH Sydney of a change of address while enrolled on a course.
- **I accept the following refund policy:**
  - More than 28 working days written notice before the original course start date:** Full refund of tuition fees less any enrolment fees, additional fees, course deposit and accommodation booking fees. A \$200 Admin Fee applies to all refunds.
  - 28 working days or less but greater than 14 working days written notice before the original course start date:** 80% of tuition fees less any enrolment fees, additional fees, course deposit and accommodation booking fees. A \$200 Admin Fee applies to all refunds.
  - 14 working days or less written notice before the original course start date:** 0% refund. There is no refund of tuition or any fees for cancellation fewer than 14 working days before the original course start date. A \$200 Admin Fee applies to all refunds.

**Notes to Refund Policy:**

- It may be possible, up to two weeks before a course starts, to transfer to a later course date
- CELTA deposits are non refundable. Deferrals may be considered under special circumstances, a fee of \$250 applies.
- No refund will be issued if I do not commence a course for which I have paid or if I withdraw after I have commenced the course
- If my visa application is denied, a full refund of all unused Course fees and related fees, less the enrolment fee, will be made provided that IH Sydney receives a copy of the Australian Embassy rejection letter prior to course commencement and within 24 hours of the default date.
- IH Sydney will issue a full refund in the event of a course being cancelled or not completed by IH Sydney due to insufficient numbers or any other reason. In this event, the full refund will be paid within 2 weeks after the provider default date.
- If I request a refund I will do so in writing addressed to the Principal of the centre, stating the reason for my request and including all dates and other necessary information that support this request. In the event that a refund is granted by IH Sydney, it shall be paid within 4 weeks of receipt of the written claim.
- A transfer request from/to IH Sydney within 6 months of the principal course is only accepted where a release letter is received/issued by IH Sydney and in accordance with Standard 7 of National Code 2007
- I understand that all enrolments in ELICOS courses of 24 or fewer weeks constitutes as one course. Once I have commenced my course, I am not entitled to a refund for any unused weeks or tuition.
- IH Sydney reserves the right to increase fees at any time and to cancel a course if there is an insufficient number of candidates
- I need to disclose, during my interview, any medical problem that may affect my ability to participate and complete the course I am applying for in accordance with the course requirements
- I must attend 100% of classes or I will be breaching student visa conditions. IH Sydney must report student with less than 80% attendance to the Australian Government Department of Immigration and Border Protection (DIBP) and this could result in a visa cancellation.
- The following may affect my grade and may be grounds for dismissal from the course:
  - lack of punctuality on my part
- failure on my part to co-operate reasonably with other trainees, students, IH Sydney personnel and third parties (such as, but not limited to, work experience providers)
- non compliance on my part with the IH Sydney code of conduct. (A copy of the code can be obtained from IH Sydney)
- Failure on my part to complete any written assignments on time and to a satisfactory standard will affect my grade. I accept as final all decisions made by IH Sydney in regard to certification, grading and dismissal from the course
- I accept financial responsibility for any books and materials borrowed by me
- Trainees/students on IH Sydney courses will have different trainers/teachers during their courses and class sizes may vary.
- I may be photographed and videotaped during my time at IH Sydney and that these images may be used for marketing communications
- I must inform IH Sydney in writing if I do not wish to be photographed or videotaped and have these images used for marketing communications
- That this agreement signed by me, and the availability of complaints and appeals processes, does not remove the right for me to take further action under Australia's consumer protection law through the NSW Civil and Administrative Tribunal, located at 19 York Street, Sydney 2000
- I understand that if I am on a student visa it is my responsibility to advise IH Sydney of my current residential address on arrival and if I change my address I must notify the centre immediately. I am aware that failure to notify the centre may result in automatic cancellation of my visa without my knowledge.

**INDEMNITY AND RELEASE** I, the candidate/trainee, am aware that certain risks and dangers may be associated with any study undertaking and participation in associated activities including but not limited to participation in compulsory practice teaching and observation activities, travel and optional recreational activities. In consideration of IH Sydney accepting my application as a candidate and/or trainee, I agree that I will not hold IH Sydney responsible or liable for and will not make any claim against IH Sydney by reason of any injury, damage or loss which I may suffer as a result of or in connection with or during the period of –

1. my attendance at IH Sydney and /or
  2. my participation in activities whether educational, social, recreational or otherwise, conducted or arranged by or on behalf of or by arrangement with IH Sydney or in any way associated with IH Sydney and/or
  3. whilst in accommodation whether short term or long term arranged for me by IH Sydney.
- On behalf of myself, my executors, administrators and assigns, I hereby release IH Sydney from all liability to myself or to any other person for any such injury, damage or loss and from any actions, claims or demands which, if I had not entered into this Agreement, I might hereafter have been entitled to take or make against IH Sydney in respect of any such injury, damage or loss and I hereby indemnify IH Sydney against any such liability.

I agree that this Agreement shall be governed in all respects by and interpreted in accordance with the law of the State of New South Wales in the Commonwealth of Australia. I certify that the information I have given is true and correct and that I have read the 'Terms and Conditions' and 'Indemnity and Release' above, and agree to be bound by them.

\_\_\_\_\_  
Student Name

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date