



**International
House**

Sydney City | Bondi | Darwin | Melbourne
Gold Coast | Byron Bay | Adelaide



Business
College at **ih**



STUDENT HANDBOOK



SYDNEY CITY



BONDI



MELBOURNE



DARWIN



GOLD COAST



BYRON BAY



ADELAIDE

RTO 91109 | CRICOS 02623G

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Congratulations on your decision to study with us at IH Sydney Training Services Pty Ltd. I am committed to helping you in your journey to achieve personal study goals.

Our team will provide you with friendly guidance and assistance to ensure that you gain the maximum benefit from your studies. They work hard so that your time with us proves to be enjoyable, safe and productive.

Our programs are aligned to meet the needs of Australian Business, offering you the ability to be industry-ready after graduation.

All of us at IHSTS are friendly and really want you to enjoy yourself whilst you learn.

Enjoy your time with us! Our campuses are in some of Australia’s best cities, offering a great variety of restaurants, cafes, shopping, and things to do.

I firmly believe in quality – quality both of the training and of the resources – so that you have the best opportunity to learn your chosen skill set. It is my job to deliver this to you.

If you have any queries or concerns whilst you are a student of IH Sydney Training Services Pty Ltd, please do not hesitate to discuss them with me or any member of our team.

I wish you every success with your studies.

Tim Eckenfels

CEO, IH Sydney Training Services Pty Ltd.

WELCOME TO INTERNATIONAL HOUSE SYDNEY TRAINING SERVICES



CONGRATULATIONS

Thank you for choosing to study at IH Sydney Training Services home to ELICOS, Teacher Training and VET Business College at IH.

We pride ourselves on delivering quality education to help you achieve your study goals while also offering fun and interactive learning experiences.

This handbook* has been created to support you through your learning journey. We hope your time with us is enjoyable and provides you with lasting memories and terrific career and study pathways for the future.



* in accordance with ESOS Framework

COURSES OFFERED



ELICOS

General English	Cambridge FCE	IELTS Preparation & EAP
English for Health Professionals	Cambridge CAE	Speaking & Pronunciation
Cambridge PET	Cambridge CPE	



TEACHER TRAINING

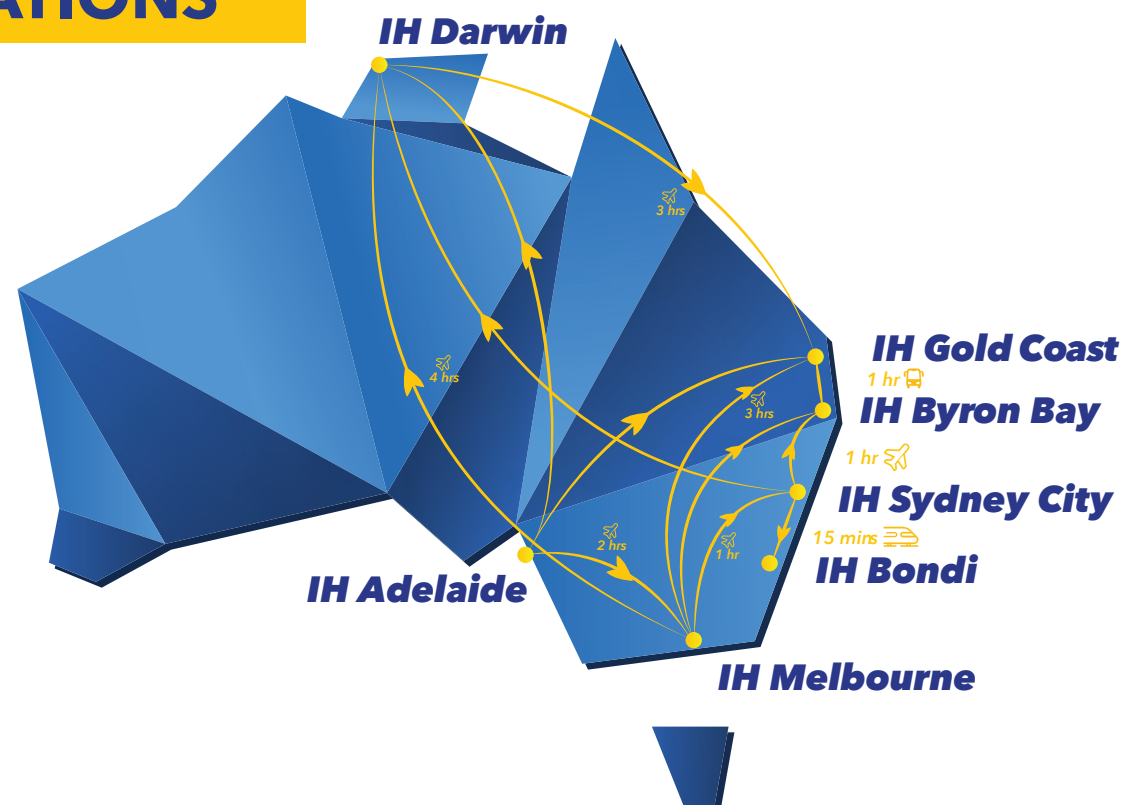
10692NAT - Certificate IV in TESOL	ETYL/TECSOL	Cambridge DELTA
IH Sydney TESOL	Cambridge CELTA	J-SHINE



VET COURSES

BUSINESS	BSB30120 - Certificate III in Business	
	BSB40120 - Certificate IV in Business	
MARKETING & COMMUNICATION	BSB50120 - Diploma of Business	
	BSB60120 - Advanced Diploma of Business	
DIGITAL MEDIA MARKETING	BSB40820 - Certificate IV in Marketing & Communication	
	BSB50620 - Diploma of Marketing & Communication	
LEADERSHIP & MANAGEMENT	BSB60520 - Advanced Diploma of Marketing & Communication	
	10904NAT - Diploma of Social Media Marketing	
PROJECT MANAGEMENT	10931NAT - Diploma of Digital Marketing	
	10787NAT - Advanced Diploma of Digital Marketing	
INFORMATION TECHNOLOGY	CUA60420 - Advanced Diploma of Creative Product Development	
	BSB40520 - Certificate IV in Leadership & Management	
	BSB50420 - Diploma of Leadership & Management	
	BSB60420 - Advanced Diploma of Leadership & Management	
	BSB80320 - Graduate Diploma of Strategic Leadership	
	BSB40920 - Certificate IV in Project Management Practice	
	BSB50820 - Diploma of Project Management	
	BSB60720 - Advanced Diploma of Program Management	
	BSB80220 - Graduate Diploma of Portfolio Management	
	ICT60220 - Advanced Diploma of Information Technology	

LOCATIONS



Sydney City Campus - Clarence St.
Level 1, 203 Clarence Street, Sydney, NSW

The Sydney City campus is located in the heart of the Central Business District (CBD), a 5-minute walk from the Queen Victoria Building and 10 minutes from both Town Hall and Wynyard train stations. It features 17 spacious and comfortable classrooms, with the latest audio-visual equipment to create the perfect learning environment.



Sydney City Campus - George St.
Level 4 and 5, 540 George Street, Sydney, NSW

Sydney City George St Campus is centrally located and is adjacent to Town Hall with trains, buses and Light rail stops directly in front of the campus. The campus itself is situated on two levels with modern and spacious classrooms, the latest technology and dedicated student common areas with kitchen facilities, ping pong table and more.



Darwin Campus
3 Searcy Street and 69 Smith Street, Darwin, NT

The Darwin campus is located in the Darwin CBD, close to public transportation, restaurants, cafes and all sorts of shops and stores in the Darwin pedestrian mall. Public transport stops directly in front of the campus. Darwin is one of Australia's most livable cities, with warm, welcoming people. Students residing in Darwin have an opportunity to partake in an authentic Australian experience, and also learn about Aboriginal culture.



Gold Coast Campus
Level 4, 42 Marine Parade, Southport, QLD

Located in Southport and set privately on the 4th level of the Australia Fair shopping centre, the college has 14 classrooms, a huge common area, and even larger outdoor terrace. Excellent bus, light rail, and train services, connecting Southport to the entire Gold Coast and Brisbane metropolitan areas, are available at reasonable prices.



Bondi Campus
Level 1, 237 Oxford Street, Bondi Junction, NSW

The Bondi campus is located in Bondi Junction, less than a 5-minute walk from the train station. Surrounded by shops, restaurants and cafes, the campus is just a 20-minute bus ride away from the iconic Bondi Beach. The campus has 14 classrooms distributed throughout one level, a large common area, PCs for student use, strong Wi-Fi and a ping-pong table.



Melbourne Campus
Level 6, 350 Queen Street, Melbourne, VIC

The Melbourne campus is located in the heart of the Melbourne Central Business District on level 6 of a beautifully renovated building. Public transport stops directly in front of the building. Cafes, restaurants and shops surround the building and area. With a population of over 5 million, and architecture and style often compared to Europe, students will enjoy the casual, classy and affordable lifestyle offered in Melbourne.



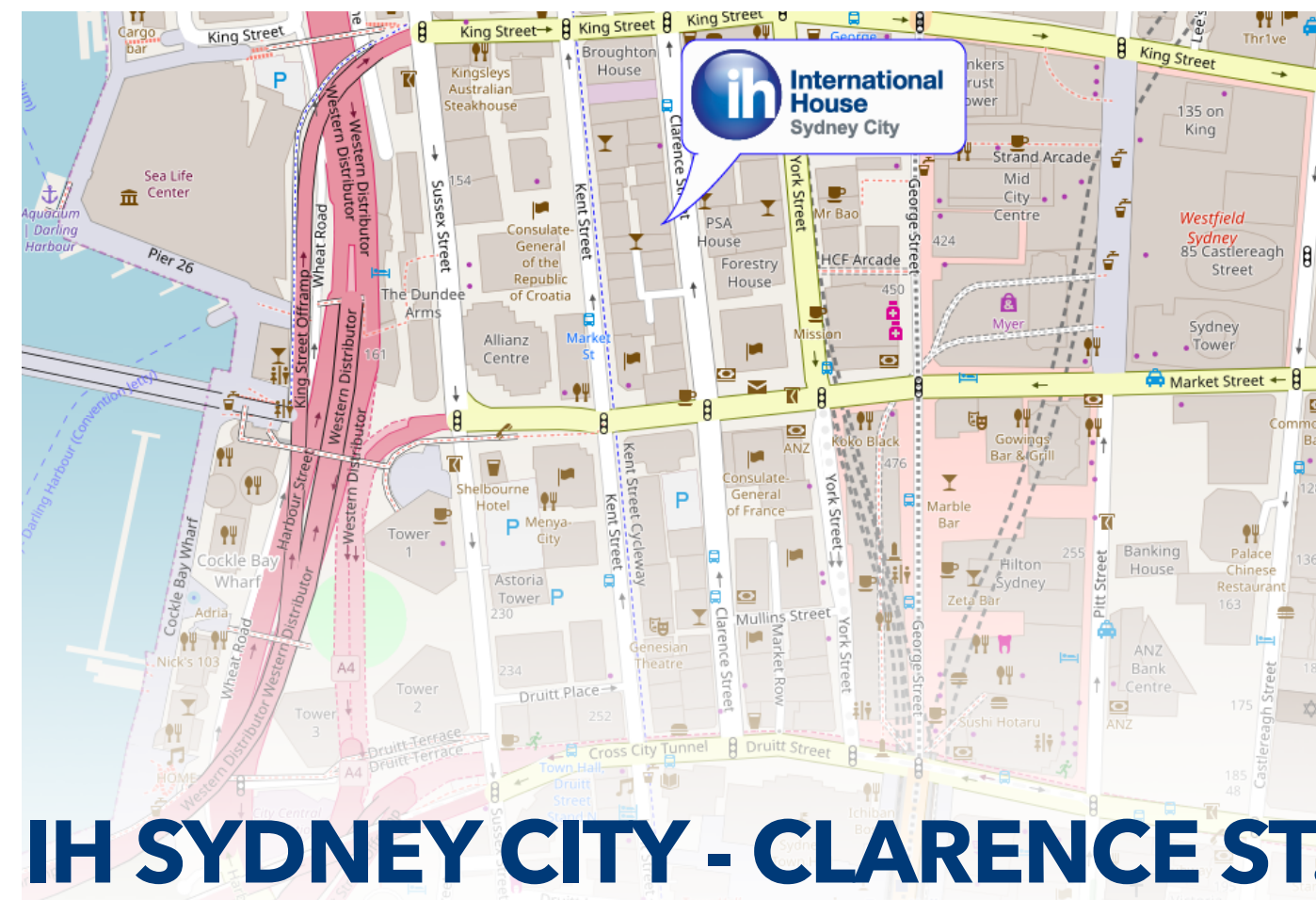
Byron Bay Campus
1 Carlyle Street, Byron Bay, NSW

Located in the heart of welcoming and trendy Byron Bay, this 12-classroom campus has a relaxed and friendly atmosphere and is a 10-minute walk from the world-famous Byron Bay beaches.



Adelaide Campus
Level 3, 127 Rundle Street Mall, Adelaide, SA

There's always something going on in Adelaide, from its famous festivals to its food and wine culture. With easy access to vineyards, endless coastline and the beautiful countryside, Adelaide offers the best of all worlds, and combines excellence in education with an enviable lifestyle.



IH SYDNEY CITY - CLARENCE ST.

CENTRE DETAILS

Address: Level 1, 203 Clarence Street, Sydney NSW 2000

Phone: (02) 9279 0733

Email: sssydneycity@ihsydney.com.au

LOCATIONS

IH Sydney City - Clarence St. is located in the middle of the Sydney CBD, with plenty of transport and sightseeing options available (for more information see Student Services).

The closest train station is Town Hall, which is under the Queen Victoria Building, also known as the QVB.

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

COMPUTERS

Students can use the computers on Level 1 and 3.

Username: student

Password: internationalhouse

Wi-Fi available on campus. Please see the Student Notice Board in each campus for the network name and password.

SCHOOL FACILITIES

1. 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, microwaves, and fridges can also be used for your convenience. Please keep these clean as all students and staff share these.

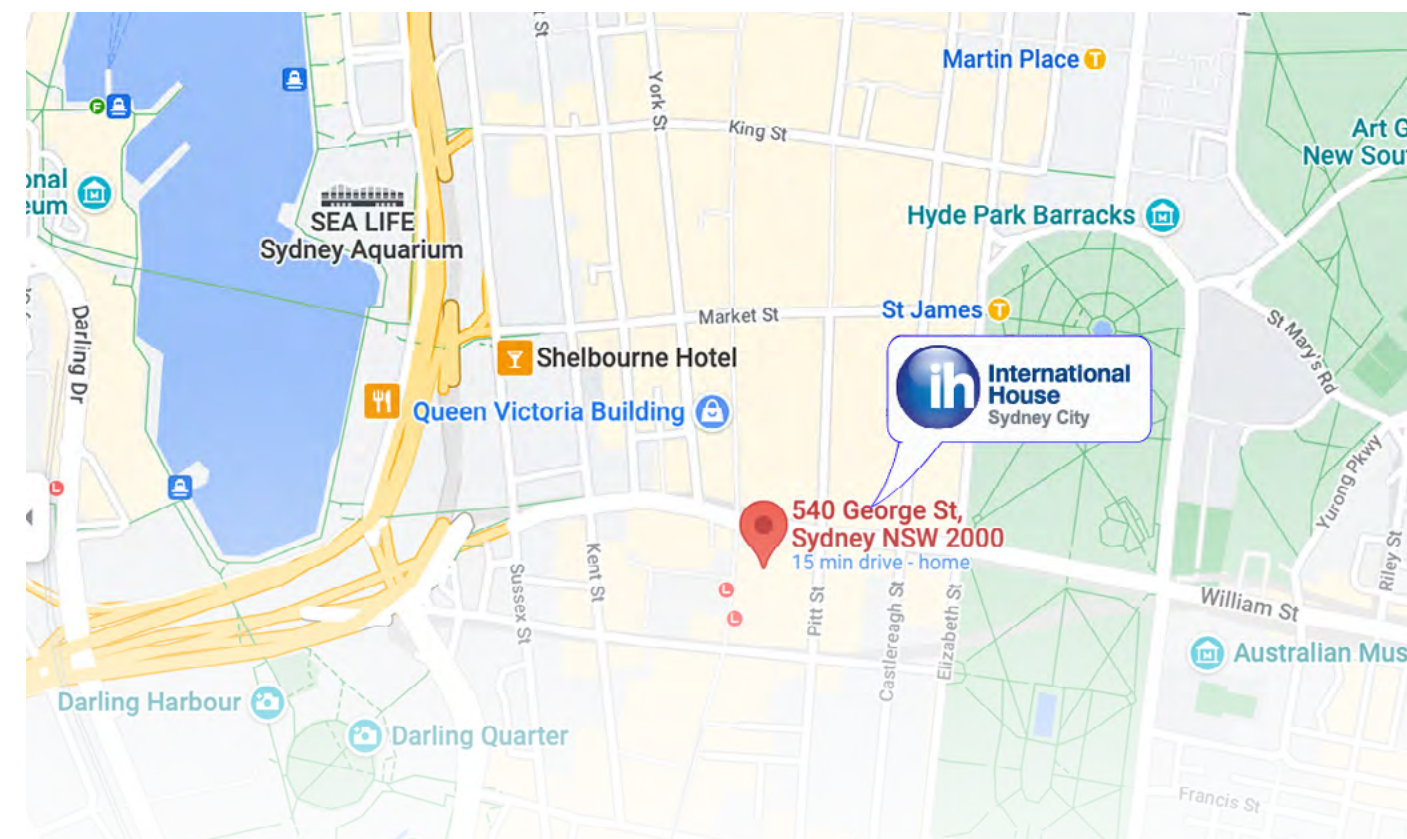
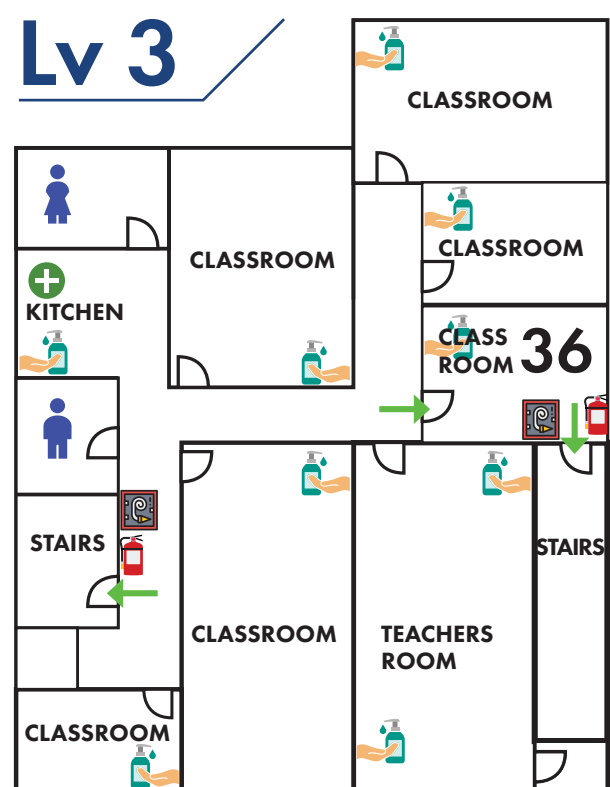
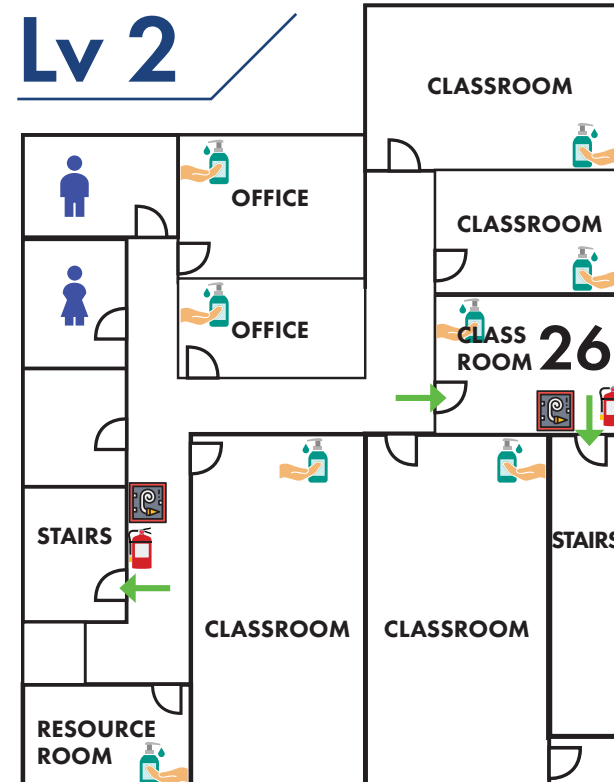
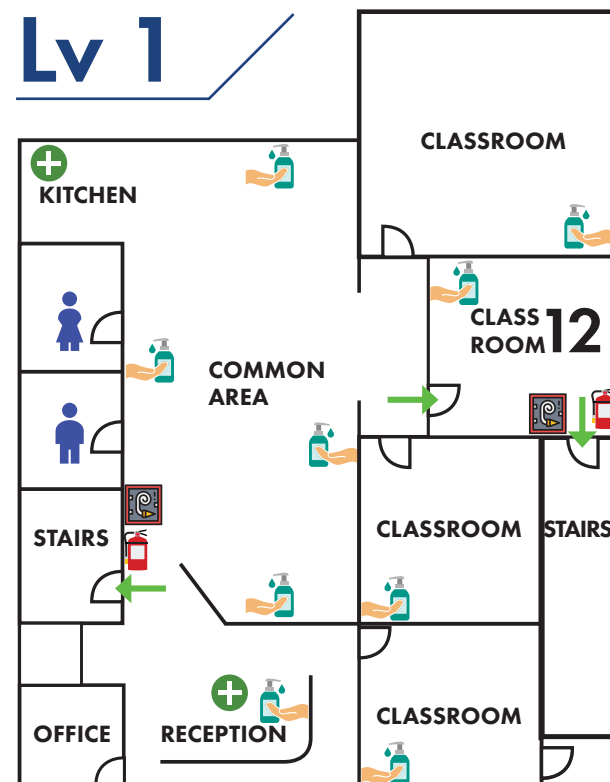
Level 1 - dirty dishes into the dishwasher, not the sink.

Level 3 - dirty dishes need to be washed, dried, and returned to the cabinets provided. There are snack machines on Levels 1 and 3.

2. **ihear u**
IH Sydney City - Clarence St. provides a service to improve our students' wellbeing and help them reach their potential during their study (ihearu@ihsydney.com.au).



MAP OF THE COLLEGE



IH SYDNEY CITY - GEORGE ST.

CENTRE DETAILS

Address: Level 4 and 5 , 540 George Street, Sydney NSW 2000
 Phone: (02) 9279 0733
 Email: sssydneycity@ihsydney.com.au

LOCATIONS

IH Sydney City - George St. is located right in front of Town Hall train station, with plenty of transport and sightseeing options available (for more information see Student Services).

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

COMPUTERS

Username: student
 Password: internationalhouse
 Wi-Fi available on campus. Please see the Student Notice Board in each campus for the network name and password.

SCHOOL FACILITIES

1. A kitchen and lunch room with chairs and tables is provided in the common area for your meal and break times. Cups, glasses, hot water, microwaves, and fridges can also be used for your convenience. Please keep these clean as all students and staff share these. Please wash your dishes after use.

There is a snack machine in the common area, and you can also use the toaster and coffee capsule machine located in the kitchen. You will have to bring your own coffee capsules.

2. **ihear u**
 IH Sydney City provides a service to improve our students' wellbeing and help them reach their potential during their study (ihearu@ihsydney.com.au).



MAP OF THE COLLEGE



Lv 4

-  Restroom/Toilet
-  Fire Extinguisher
-  Emergency Exit
-  First Aid Kit

Lv 5

-  Restroom/Toilet
-  Fire Extinguisher
-  Emergency Exit
-  First Aid Kit



LIVING IN SYDNEY CITY

WHEN YOU ARE NOT AT SCHOOL

Be Safe:

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

- Keep your money, bag, camera, etc. 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, find a police officer.
- Australia's emergency number is 000.

SOCIAL TIPS

- 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 and walk 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.

WHERE DO I FIND...?

Food & Drinks:

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

- The Food Court in Pitt Street Mall
- McDonalds on George Street

Shopping Centres:

- Queen Victoria Building (QVB)
- Pitt Street Mall

Chemist:

There is a chemist on the corner of York Street and King Street

Medical Centre:

Medclinic at 309 George Street

Grocery store:

Woolworths, near Town Hall (George Street)

ACCOMMODATION

If your homestay or residential accommodation was booked by IH Sydney City, and if you have any issues, please come to Student Services 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.

Tenants Advice and Advocacy Services

02 8117 3700



TRANSPORT

Trains/Light Rail:

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

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/Uber:

Taxis and Ubers 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 by phoning for a taxi or downloading the Uber app. Taxis can also be waved down on the street. Look for one that has the orange light on the roof turned on.

Ferries

You can pay for your ferry trip in Sydney using your Opal card.

SMOKING AND VAPING

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!

TRANSPORT NSW

<https://transportnsw.info>



CENTRE DETAILS

Address: Floor 1, 237 Oxford Street, Bondi Junction NSW 2022

Phone: (02) 9279 0733

Email: ssbondi@ihsydney.com.au

LOCATIONS

IH Bondi is located in Bondi Junction, less than 5 minutes away from the train station on foot.

Surrounded by shops, the school is just a 10-minute bus ride away from the iconic Bondi Beach. Our location, building, and excellent facilities make the college an ideal place to study.

COMPUTERS

Students can use the computers in the common area.

Username: student

Password: internationalhouse

Wi-Fi available on campus.

Please see the Student Notice Board in each campus for the network name and password.

SCHOOL FACILITIES

1. A kitchen and lunch room with chairs and tables is provided in the common area for your meal and break times. Cups, glasses, hot water, microwaves, and fridges can also be used for your convenience. Please keep these clean as all students and staff share these. Please wash your dishes after use.

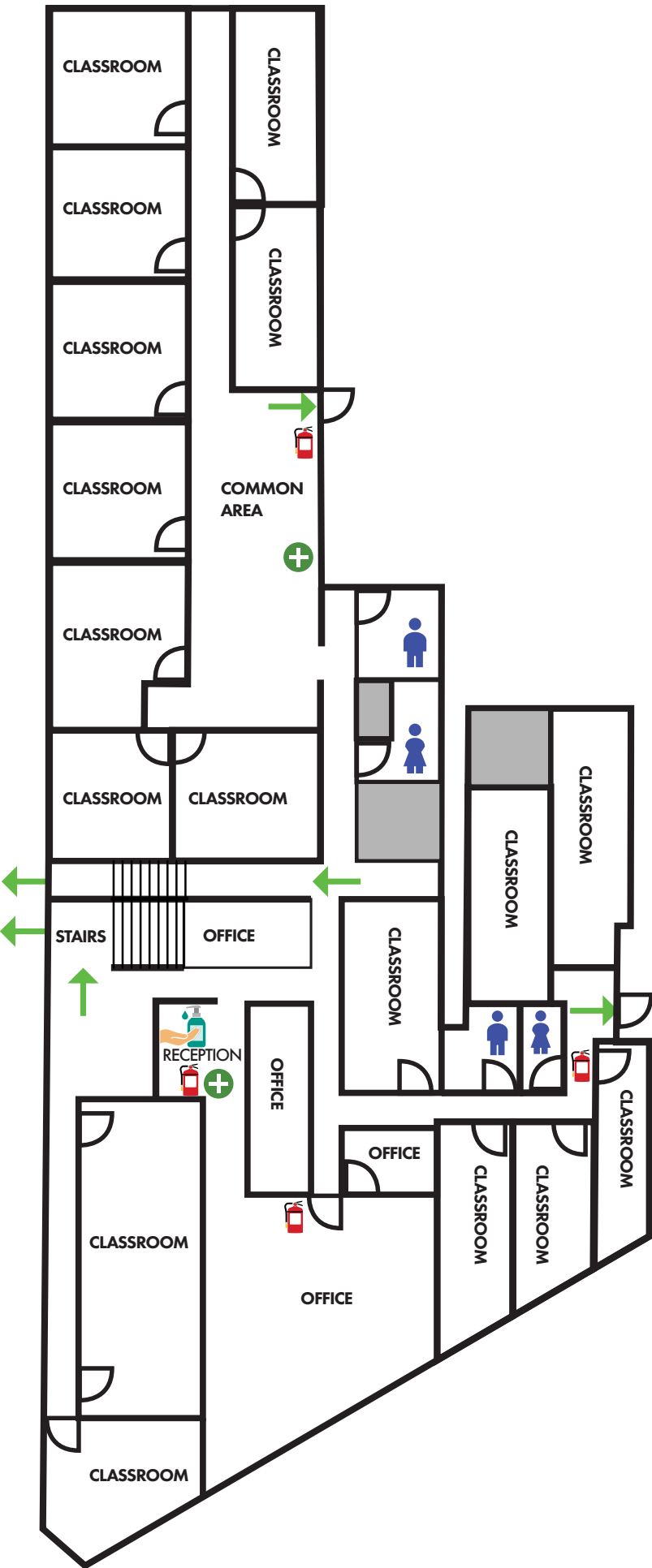
There is a snack machine in the common area, and you can also use the toaster and coffee capsule machine located in the kitchen. You will have to bring your own coffee capsules.

2. **ihear u**

IH Bondi provides a service to improve our students' wellbeing and help them reach their potential during their study (ihearu@ihsydney.com.au).



MAP OF THE COLLEGE



Lv 1

-  Emergency Exit
-  Restroom/Toilet
-  Hand Sanitiser
-  Fire Extinguisher
-  First Aid Kit



WHEN YOU ARE NOT AT SCHOOL

Be Safe:

Bondi Junction is a safe suburb in general, but you need to be sensible in and outside the school.

- Keep your money, bag, camera, etc. 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, find a police officer.
- Australia's emergency number is 000.

SOCIAL TIPS

- 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 and walk 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.

WHERE DO I FIND...?

Food & Drinks:

There are many shops that you can buy your lunch from in and around Bondi Westfield, and along Oxford Street. There are also snack vending machines at school!

Shopping Centres:

- Oxford Street Mall
- Bondi Junction Westfield
- Eastgate shopping centre

Chemist:

There is a chemist at 149 Oxford Street

Medical Centre:

Bondi Junction 7 day Medical Centre at 1 Newland Street (corner of Oxford Street)

Grocery stores:

Coles and Woolworths in Westfield Bondi

ACCOMMODATION

If your homestay or residential accommodation was booked by IH Bondi, and if you have any issues, please come to Student Services 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.

Tenants Advice and Advocacy Services

02 8117 3700



TRANSPORT

Trains:

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

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/Uber:

Taxis and Ubers 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 by phoning for a taxi or downloading the Uber app. Taxis can also be waved down on the street. Look for one that has the orange light on the roof turned on.

SMOKING AND VAPING

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!

TRANSPORT NSW

<https://transportnsw.info>



IH DARWIN

CENTRE DETAILS

Address: 3 Searcy Street and 69 Smith Street, Darwin NT 0800

Phone: (02) 9133 3377

Email: ssdarwin@ihsydney.com.au

LOCATIONS

IH Darwin is located in the middle of the Darwin CBD, with plenty of transport, shops and sightseeing options available (for more information see Student Services).

Bus stops can be found on Cavenagh Street, one block away from the College. Our location, building, and excellent facilities make the college an ideal place to study.

COMPUTERS

Students can use the computers on Level 2.

Username: student

Password: internationalhouse

Wi-Fi available on campus. Please see the Student Notice Board in each campus for the network name and password.

SCHOOL FACILITIES

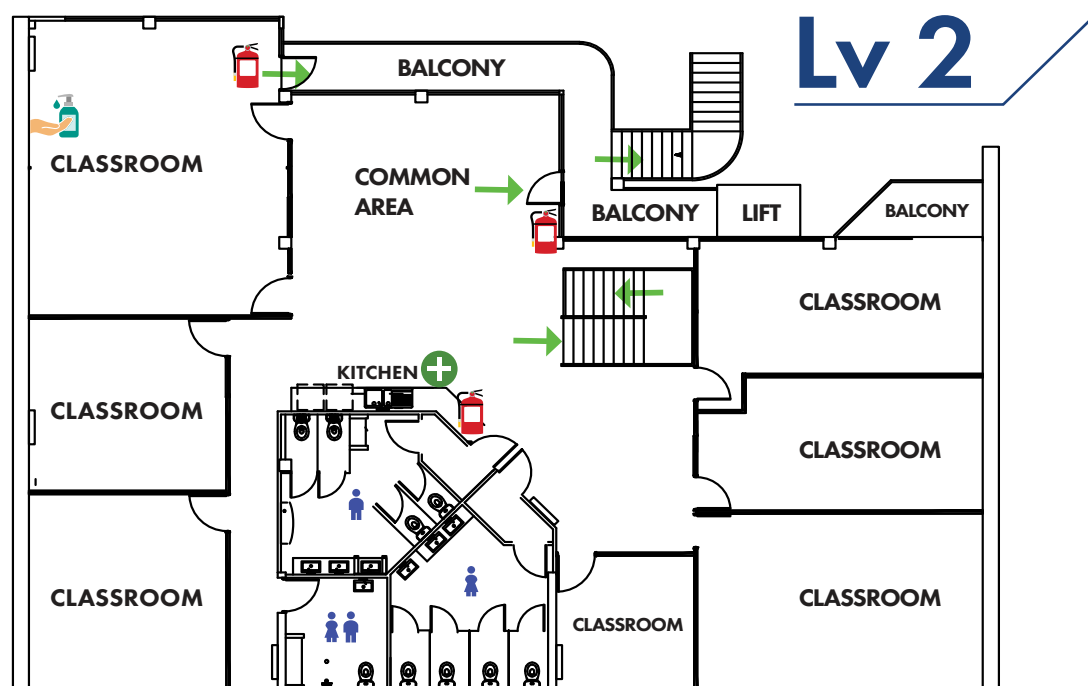
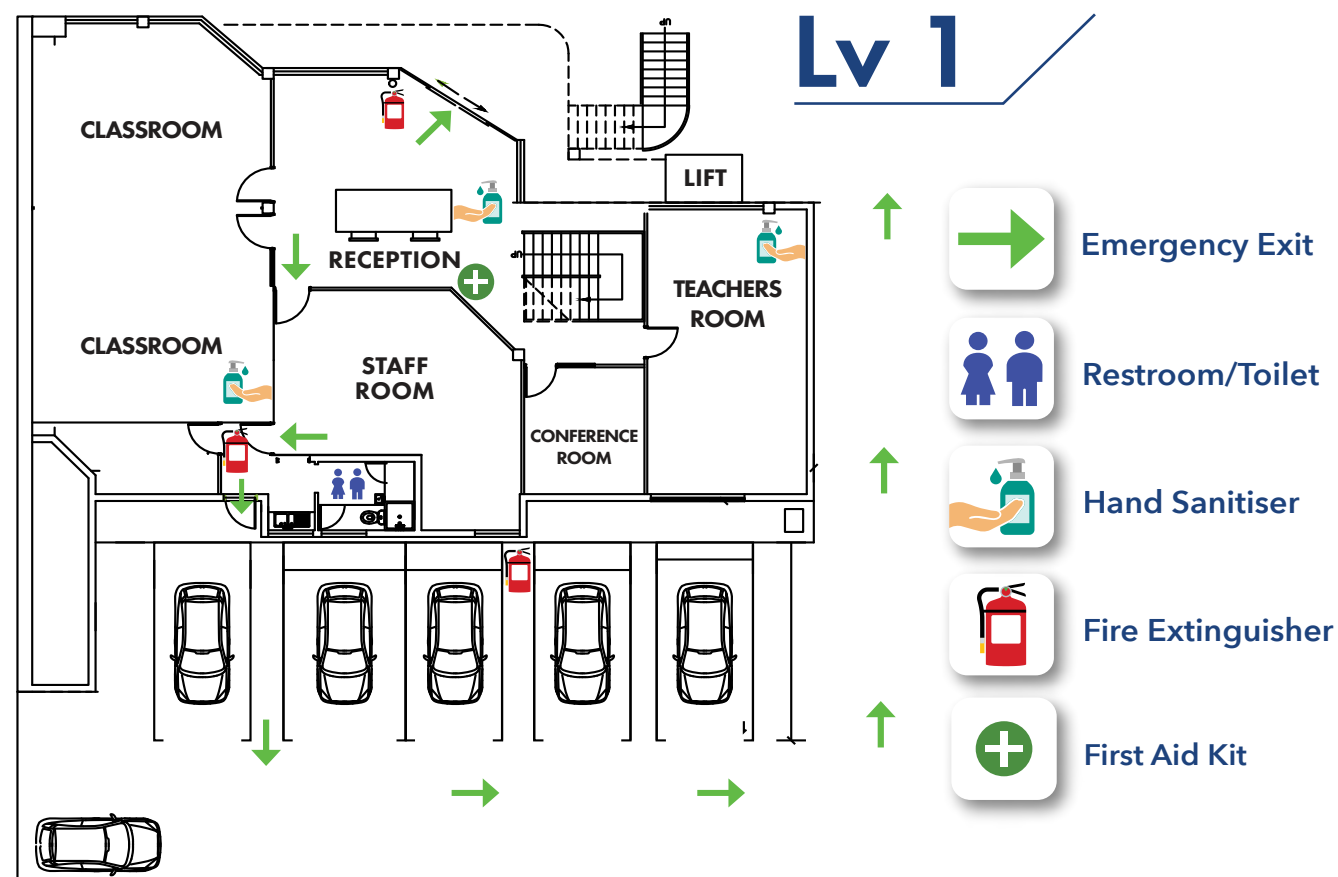
1. A kitchen, filtered water fountain, and lunch room with chairs and tables is provided on Level 2 for your meal and break times. Cups, glasses, microwaves, and the fridge can also be used for your convenience. Please keep these clean as all students and staff share these. Dirty dishes need to be washed, dried, and returned to the cabinets provided. A shower is also available to be used in the school precinct.

2. ihear u

IH Darwin provides a service to improve our students' wellbeing and help them reach their potential during their study (ihearu@ihsydney.com.au).



MAP OF THE COLLEGE



WHEN YOU ARE NOT AT SCHOOL

Be Safe:

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

- Keep your money, bag, camera, etc. with you at all times.
- Carry enough money for the day – not large amounts.
- Most bus services finish at about 9:00pm. If you need to travel during the night, the best way is to call a taxi.
- If you need help, find a police officer.
- Australia's emergency number is 000.

SOCIAL TIPS

- 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 and walk 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.

WHERE DO I FIND...?

Food & Drinks:

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

- Ray's Patisserie on the corner of Smith Street and Searcy Street
- The Food Court in Smith Street Mall

Shopping Centres:

- The Mall Darwin - continuation of Smith Street
- Casuarina Square Mall
- Gateway Palmerston

Chemist:

Amcal Pharmacy next to Woolworths on Smith Street

Medical Centre:

Darwin City Medical Centre 1/71 Smith Street

Grocery store:

Woolworths on Smith Street

ACCOMMODATION

If your homestay or residential accommodation was booked by IH Darwin, and if you have any issues, please come to Student Services, located on the first floor, 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.

Darwin Community Legal Service 1800 812 953



TRANSPORT

Tap and Ride Card

To travel on a public bus in Darwin and Alice Springs, you need a valid paper ticket or Tap and Ride card.

Request a Tap and Ride Concession Card

Without student ID

- Go to the Darwin bus interchange at 1 Harry Chan Avenue next to the library. Bring along your letter of Offer and ID (passport or driving license). You can only top-up at interchange offices (CBD, Casuarina and Palmerston) using your proof of ID.



With student ID

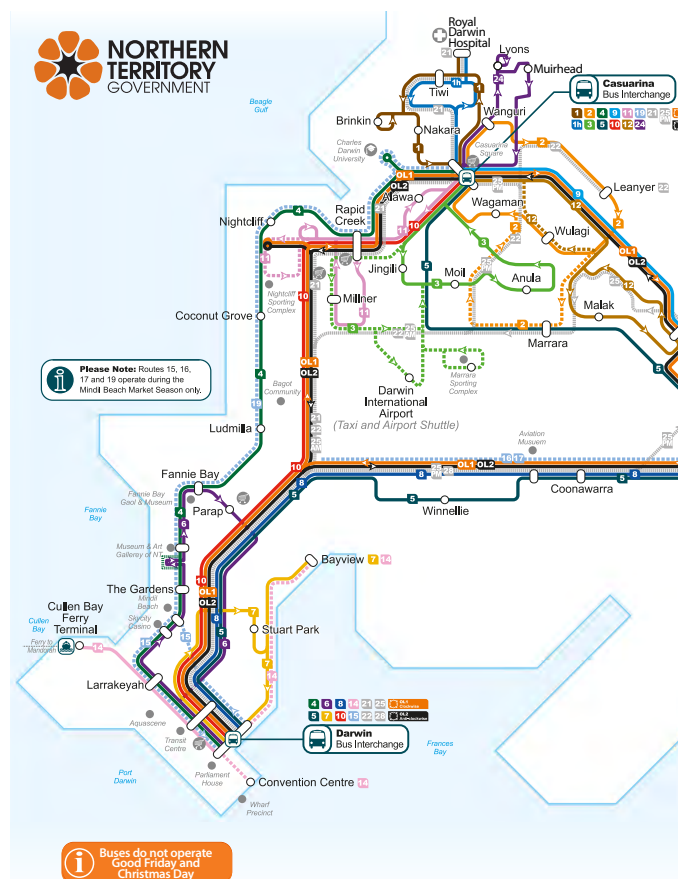
- Bring along your student card. You can now top-up on the bus itself.

SMOKING AND VAPING

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!

TRANSPORT NT

<https://nt.gov.au/driving/public-transport-cycling/public-buses/alerts-and-route-changes>



IH MELBOURNE

CENTRE DETAILS

Address: Level 6 and 7, 350 Queen Street, Melbourne VIC 3000

Phone: (02) 9279 0733

Email: ssmelbourne@ihsydney.com.au

LOCATIONS

IH Melbourne is located in the heart of the Melbourne Central Business District on level 6 in a beautifully renovated building.

Public transport stops directly in front of the building. Cafes, restaurants, and shops surround the building and area.

COMPUTERS

Computers are available for students to use.

Username: student

Password: internationalhouse

Wi-Fi available on campus. Please see the Student Notice Board in each campus for the network name and password.

SCHOOL FACILITIES

- Kitchen and communal lunch room equipped with a microwave, hot and cold water filter (please bring your own water bottle), and fridge.

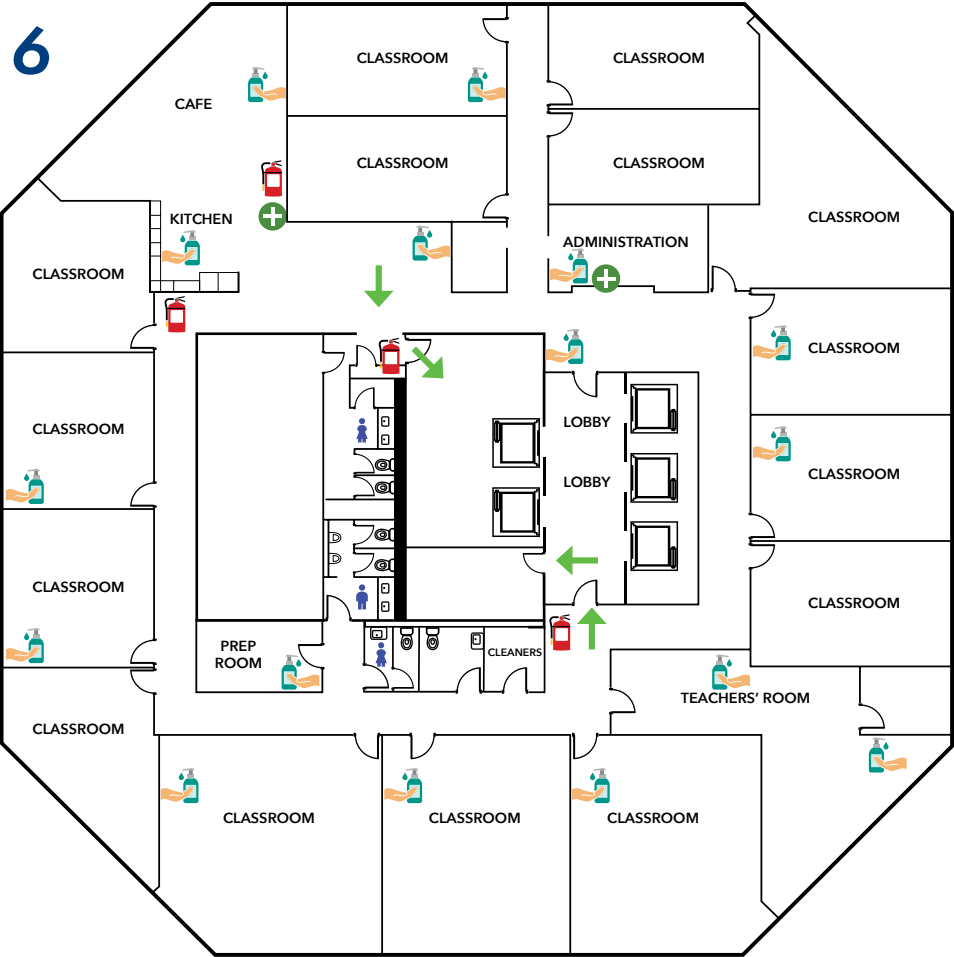
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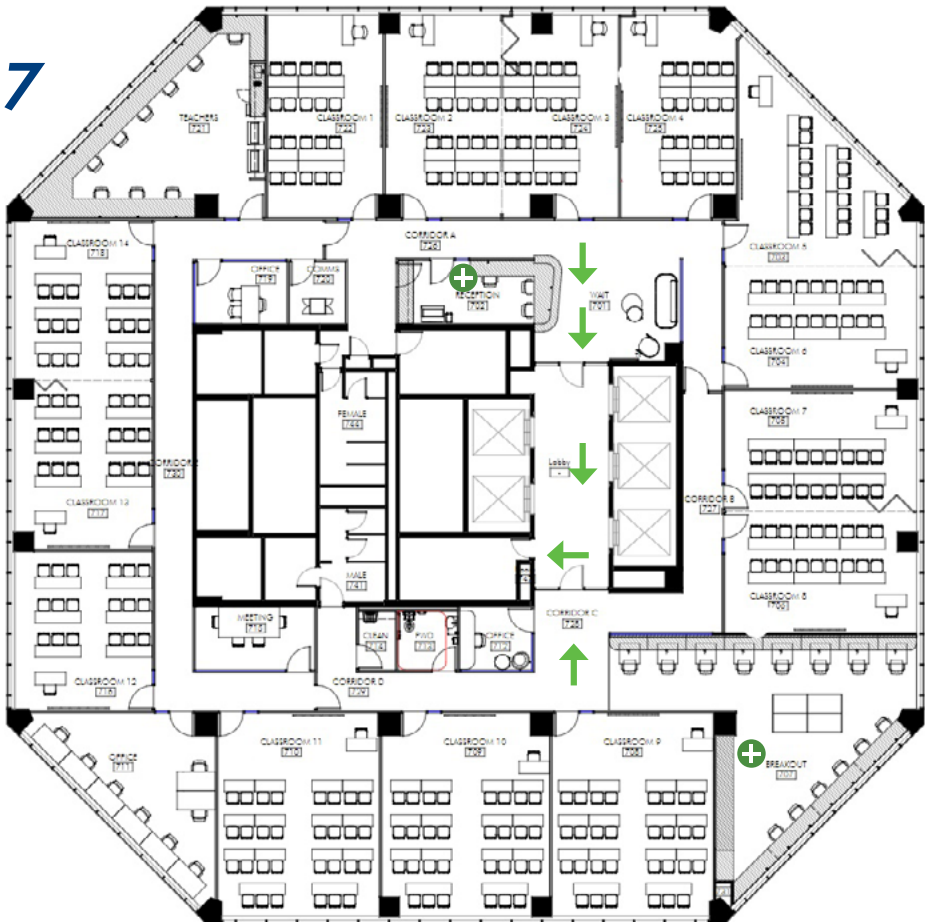
MAP OF THE COLLEGE

Lv 6



Lv 7

- Emergency Exit
- Restroom/Toilet
- Hand Sanitiser
- Fire Extinguisher
- First Aid Kit



LIVING IN MELBOURNE

WHEN YOU ARE NOT AT SCHOOL

Be Safe:

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

- Keep your money, bag, camera, etc. 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, find a police officer.
- Australia's emergency number is 000.

SOCIAL TIPS

- 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 and walk 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.

WHERE DO I FIND...?

Food & Drinks:

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

- Nando's on King Street
- The Food Court at Melbourne Central

Shopping Centres:

Queen Victoria Market, Melbourne Central

Chemist:

There is Priceline at 58 Franklin Street

Medical Centre:

City Medical GP and Vaccination Clinic at 68 Lonsdale Street

Grocery store:

Coles at Melbourne Central

ACCOMMODATION

If your homestay or residential accommodation was booked by IH Melbourne, and if you have any issues, please come to Student Services 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.

www.consumer.vic.gov.au



TRANSPORTATION

Trains:

The easiest way to travel around the city is by train. You can purchase one single trip, return trip, or the more convenient Myki card, which will also allow you to travel by bus or tram (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.

Buses:

Bus stops are located throughout the city. You will need to signal the driver if you want the bus to stop.

Night buses 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.

Trams:

Melbourne's tram network is one of the largest in the world. You can travel for free within Melbourne's CBD in what is called the "Free Tram Zone".

Taxis/Uber:

Taxis and Ubers 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 by phoning for a taxi or downloading

SMOKING AND VAPING

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!

the Uber app. Taxis can also be waved down on the street. Look for one that has the orange light on the roof turned on.

TRANSPORT VIC

<https://www.ptv.vic.gov.au>



CENTRE DETAILS

Address: Level 4, 42 Marine Parade, Southport QLD 4215

Phone: (02) 9133 3377

Email: ssgoldcoast@ihsydney.com.au

LOCATIONS

The Gold Coast is famous for its sandy beaches, waterways, strong surfing culture, and nightlife. The region is also rich in rainforest, mountains ridges, and valleys. International House Gold Coast is located in Southport, an education hub and home to many international students. With its 14 classrooms and spectacular views of the ocean, beaches, and Surfers Paradise, it is next to public transport, cafes, restaurants, and student accommodation.

COMPUTERS

Students can use the computers on campus.

Username: student

Password: internationalhouse

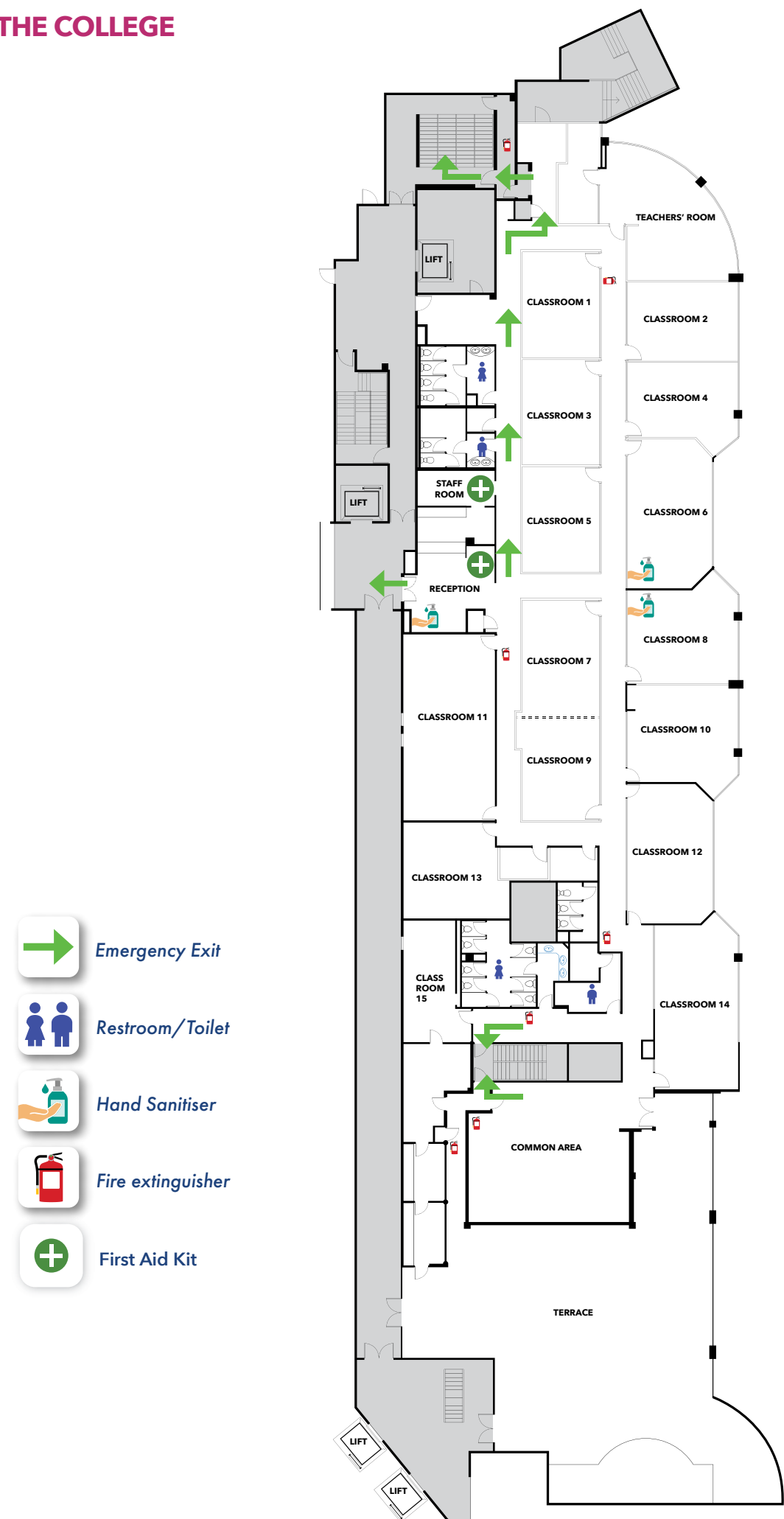
Wi-Fi available on campus. Please see the Student Notice Board in each campus for the network name and password.

SCHOOL FACILITIES

1. Our brand- new campus has 14 large and bright classrooms with spectacular water views. All classrooms have the latest audio-visual technology. Students will be able to relax and study in both indoor and outdoor common areas. The campus is fitted with a large kitchen and computers with free Wi-Fi.
2. **ihear u**
IH Gold Coast provides a service to improve our students' wellbeing and help them reach their potential during their study (ihearu@ihsydney.com.au).



MAP OF THE COLLEGE



LIVING ON THE GOLD COAST

WHEN YOU ARE NOT AT SCHOOL

- Be Safe:**
Gold Coast is a safe city, but you need to be sensible in and outside the school.
- Keep your money, bag, camera, etc. 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, find a police officer.
 - Australia's emergency number is 000.

SOCIAL TIPS

- 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 and walk 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.

WHERE DO I FIND...?

Australia Fair offers a range of shops to accommodate your needs during your stay, and study, on the Gold Coast campus. These include:

Food & Drinks:

- Sushi Hub
- Steak House
- Subway
- Boost Juice Bars

Chemist:

Terry White Chemmart

Medical Centre:

Australia Fair Medical Clinic

Grocery stores:

Coles, Woolworth, Australia Fair Fruit and Vege, Metro Farmer's Market.

ACCOMMODATION

If your homestay or residential accommodation was booked by IH Gold Coast, and if you have any issues, please come to Student Services 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.

Legal Aid Queensland at 44 Herschel Street, Brisbane, QLD 4001.

1300 65 11 88



TRANSPORTATION

Trains:

The easiest way to travel around the city is by train. You can purchase a **Go card**, which will also allow you to travel by bus or tram (depending on what you need). These are sold at most news agencies and convenience stores. Timetable information is available through TransLink's website.

Buses:

Bus stops are located throughout the city. You will need to signal the driver if you want the bus to stop.

Night buses 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.

Trams:

Gold Coast's tram network operates from 5am to midnight on weekdays and throughout weekends.

Taxis/Uber:

Taxis and Ubers 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 by phoning for a taxi or downloading the Uber app. Taxis can also be waved down on the street. Look for one that has the orange light on the roof turned on.

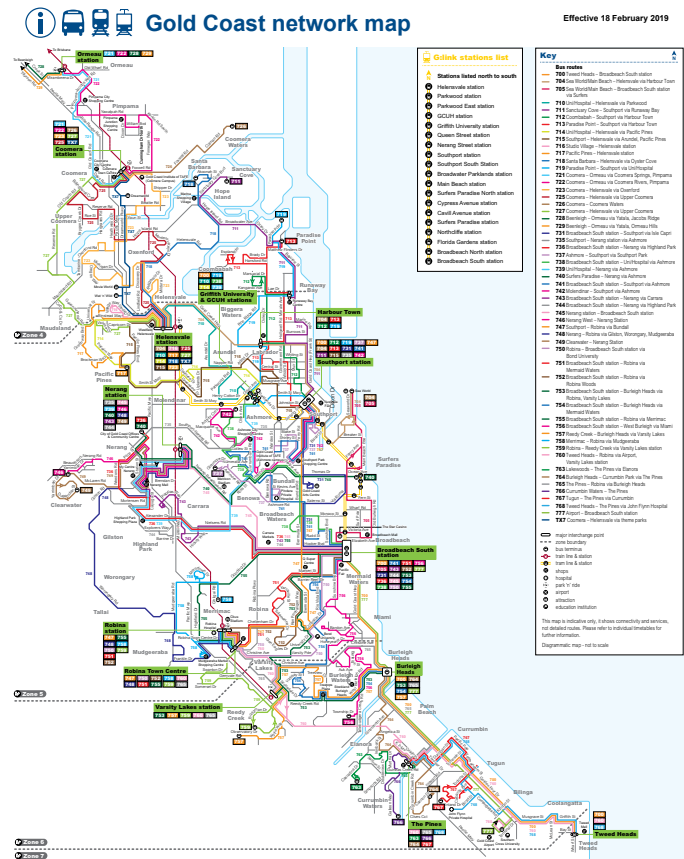
SMOKING AND VAPING

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!

Smoking is only permitted in the outside areas of Australia Fair on the ground level.

TRANSPORT QLD

<https://translink.com.au/>



IH BYRON BAY

CENTRE DETAILS

Address: 1 Carlyle Street, Byron Bay NSW 2481

Phone: (02) 9133 3377

Email: ssbyronbay@ihsydney.com.au

LOCATIONS

Byron Bay is located on the north coast of NSW, one hour south from the Gold Coast and two hours south from Brisbane, Queensland.

The region is world-famous for its pristine beaches, stylish coastal towns, villages and bushy hinterland. It is also a popular destination for Australians and international visitors. Located in the heart of welcoming and trendy Byron Bay, the 13-classroom campus has a relaxed and friendly atmosphere, and is a 10-minute walk from the world-famous Byron Bay beaches.

COMPUTERS

Students can use the computers on campus.

Username: student

Password: internationalhouse

Wi-Fi available on campus. Please see the Student Notice Board in each campus for the network name and password.

SCHOOL FACILITIES

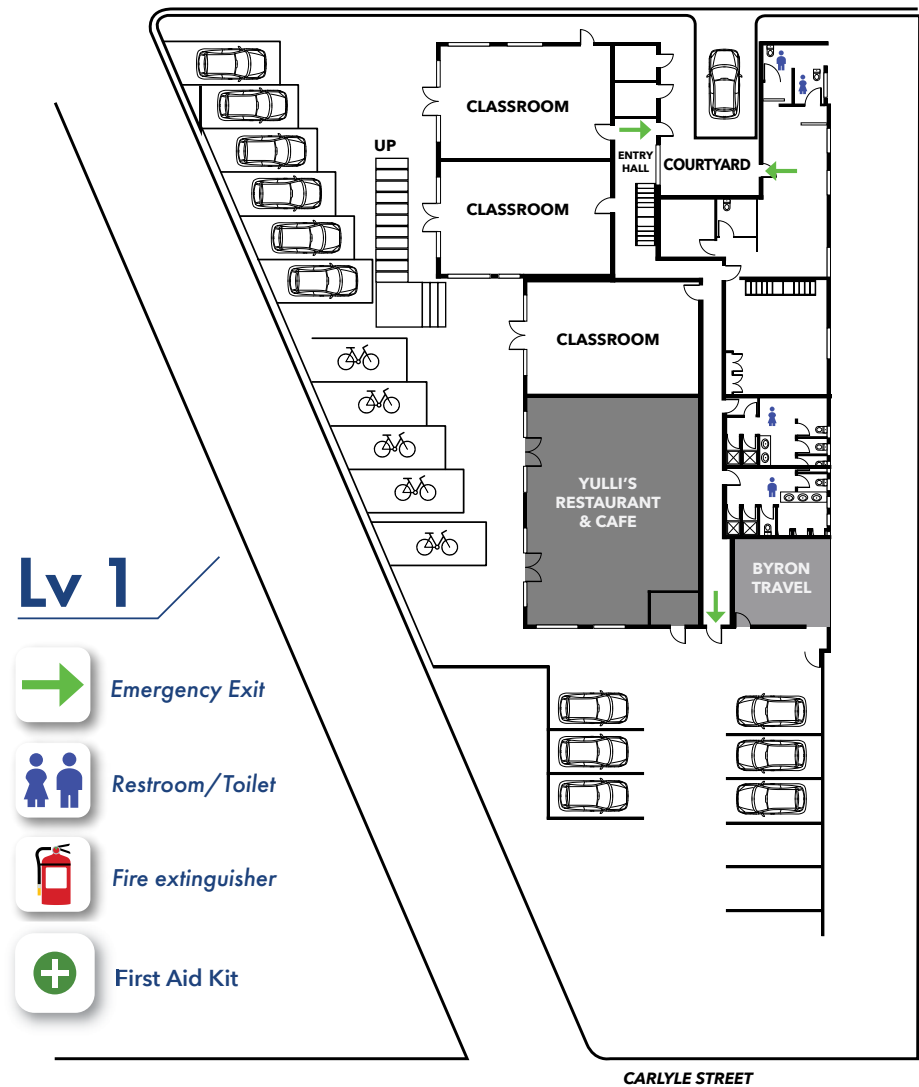
1. We have recently renovated and updated the campus, and 13 classrooms, with the latest audio-visual technology. Students will be able to relax and study in large indoor and outdoor common areas, within walking and cycling access to all Byron Bay attractions.

ih ear u

IH Byron Bay provides a service to improve our students' wellbeing and help them reach their potential during their study (ihearu@ihsydney.com.au)



MAP OF THE COLLEGE



LIVING IN BYRON BAY

WHEN YOU ARE NOT AT SCHOOL

Be Safe:

Byron Bay is a safe town, but you need to be sensible in and outside the school.

- Keep your money, bag, camera, etc. with you at all times.
- Carry enough money for the day - not large amounts.
- Leave your passport at home in a safe place. You only need it for ID if you want to go to a licensed venue.
- When riding bicycles please use the bike paths where available and keep left if riding on the road.
- Australian law requires you to wear a properly fitted helmet at all times (fines apply).
- For added safety we suggest that you have a light fitted to your bike for night time riding.
- If you need help, find a police officer.
- Australia's emergency number is 000.

SOCIAL TIPS

- 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 and walk 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.

WHERE DO I FIND...?

Food & Drinks:

- Sunday Sustainable Bakery, Beloporto & Ozymex on Jonson Street
- Yulli's restaurant & cafe, a vegetarian restaurant on the ground floor
- Mercato centre at 108 - 114 Jonson Street
- Red Ginger at 111 Jonson Street

Shopping Centres:

Mercato on Byron

Chemist:

There is chemist in the shopping centres

Medical Centre:

First Light Healthcare - level 1 at 6 Marvel Street

Grocery store:

Woolworths in Mercato Centre.

ACCOMMODATION

If your homestay or residential accommodation was booked by IH Byron Bay, and if you have any issues, please come to Student Services 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.

Tenants Advice and Advocacy Services

02 8117 3700



TRANSPORTATION

Bicycles:

The easiest way to travel around Byron Bay is by bicycle. You can hire a bike at the campus on your first day. Hire will include a helmet and bike lock.

Buses:

There is a local 'pay as you go' bus service that runs once every hour between Suffolk Park - Byron Bay - Sunrise Estate. <https://www.blanchs.com.au/timetable-and-maps/>

To go to the Gold Coast and Brisbane;

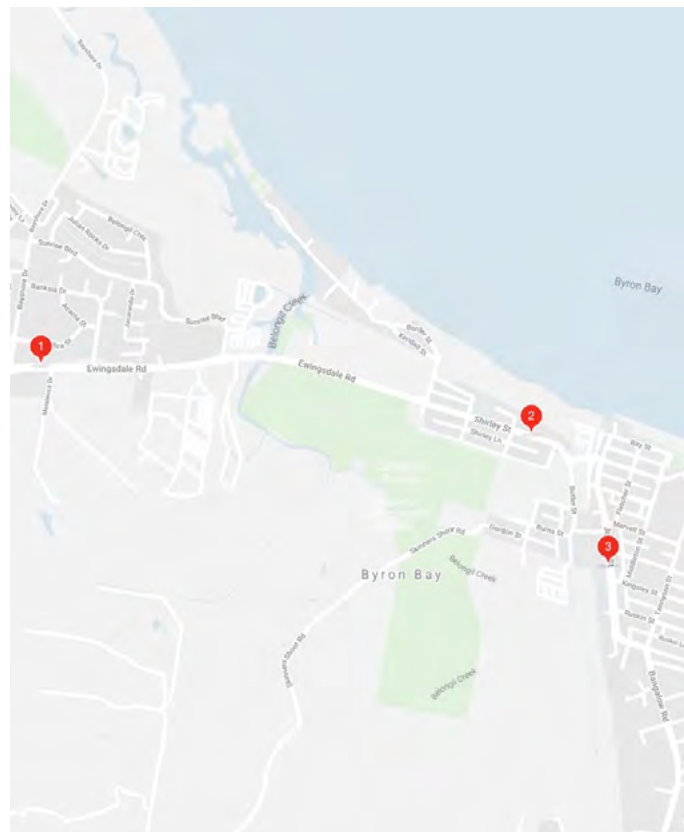
- Byron Bay Easy Bus
<https://byronbayshuttle.com.au/>
- Byron Bay Express
<https://byronbayexpress.com.au/>
- Sky Bus
<https://www.skybus.com.au/byron-bay-express/>

Taxis/Uber:

Taxis and Ubers 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 by phoning for a taxi or downloading the Uber app. Taxis can also be waved down on the street. Look for one that has the orange light on the roof turned on.

SMOKING AND VAPING

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!



IH ADELAIDE

CENTRE DETAILS

Address: Level 3, 127 Rundle Mall Adelaide SA 5000

Phone: (02) 9133 3377

Email: ssadelaide@ihsydney.com.au

LOCATIONS

Adelaide is one of the most liveable cities in the world. It's the perfect place to study and live, as you explore the scenic, unique wonders of South Australia and the entire country.

A cosmopolitan location, Adelaide has everything a capital city has to offer and is friendly, compact, affordable, and easily accessible. Surrounded by broad, tree-lined boulevards, and built along a meandering river with parklands, Adelaide is renowned for its European feel, Mediterranean climate, and thriving arts and culture scene.

COMPUTERS

Students can use the computers on campus.

Username: student

Password: internationalhouse

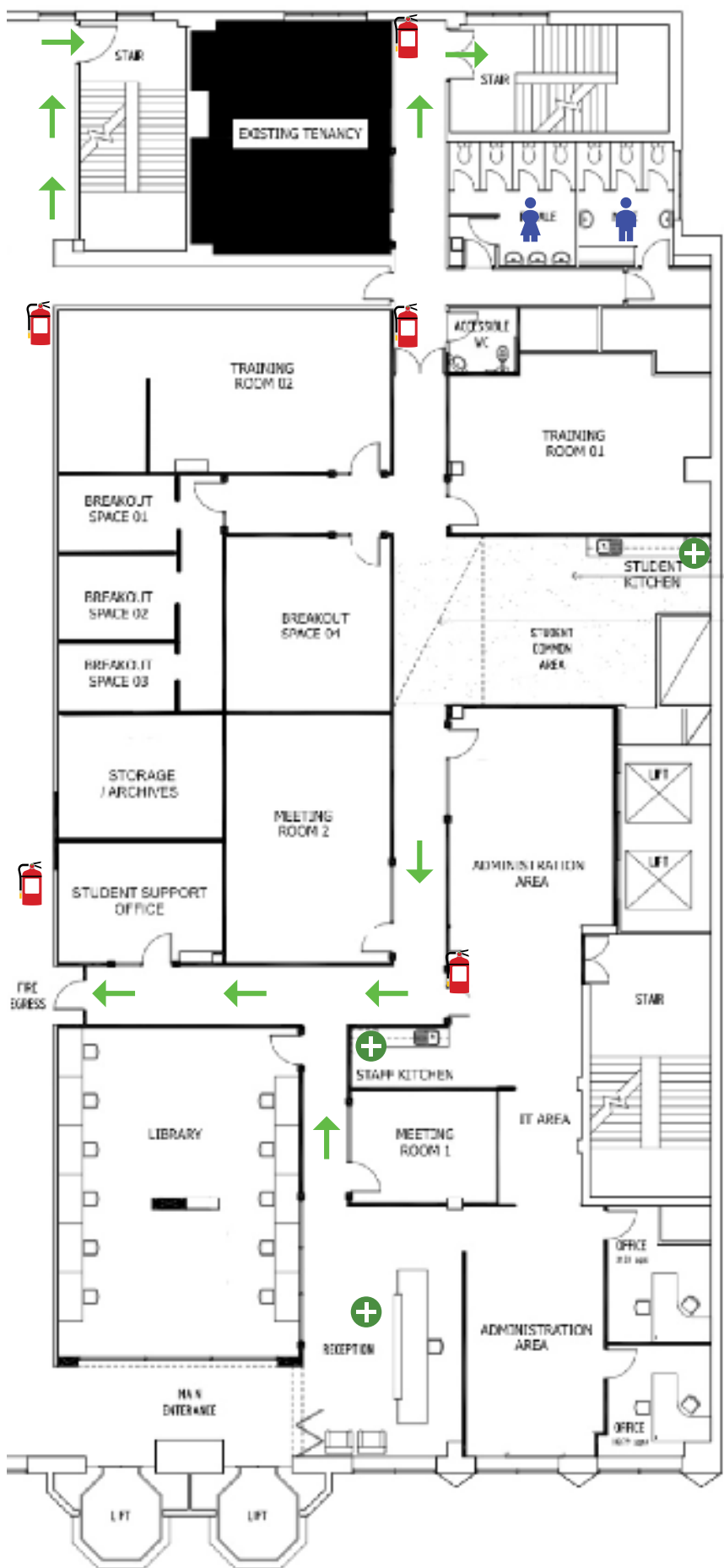
Wi-Fi available on campus. Please see the Student Notice Board in each campus for the network name and password.


SCHOOL FACILITIES

1. International House Adelaide is located in Rundle St Mall, the heart of the shopping, dining, and entertainment precinct. Kitchen and communal lunch room equipped with a microwave, hot and cold water filter (please bring your own water bottle), and fridge.
2. **ihear u**
IH Adelaide provides a service to improve our students' wellbeing and help them reach their potential during their study (ihear@ihsydney.com.au)



MAP OF THE COLLEGE



-  Restroom/Toilet
-  Fire Extinguisher
-  Emergency Exit
-  First Aid Kit



LIVING IN ADELAIDE

WHEN YOU ARE NOT AT SCHOOL

Be Safe:

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

- Keep your money, bag, camera, etc. with you at all times.
- Carry enough money for the day - not large amounts.
- Leave your passport at home in a safe place. You only need it for ID if you want to go to a licensed venue.
- When riding bicycles please use the bike paths where available and keep left if riding on the road.
- Australian law requires you to wear a properly fitted helmet at all times (fines apply).
- For added safety we suggest that you have a light fitted to your bike for night time riding.
- If you need help, find a police officer.
- Australia's emergency number is 000.

SOCIAL TIPS

- 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 and walk 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.

WHERE DO I FIND...?

Food & Drinks:

- Rundle Mall is the main shopping, entertainment and food precinct.

Shopping Centres:

Rundle Mall

Chemist:

There is chemist in the shopping centres

Medical Centre:

Spring Bank Medical Centre - 50 Grenfell Street.

Grocery store:

Woolworths Rundle Mall

ACCOMMODATION

If your homestay or residential accommodation was booked by IH Adelaide, and if you have any issues, please come to Student Services 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.

Tenants Advice and Advocacy Services

02 8117 3700



TRANSPORTATION

Buses:

There is a free City Connector bus service in the city centre. It has two routes and each has buses going in clockwise and anticlockwise directions. The 98A/98C loop covers the city centre and North Adelaide and is available 7 days a week. The 99A/99C loop covers the city centre and is available Monday-Friday.

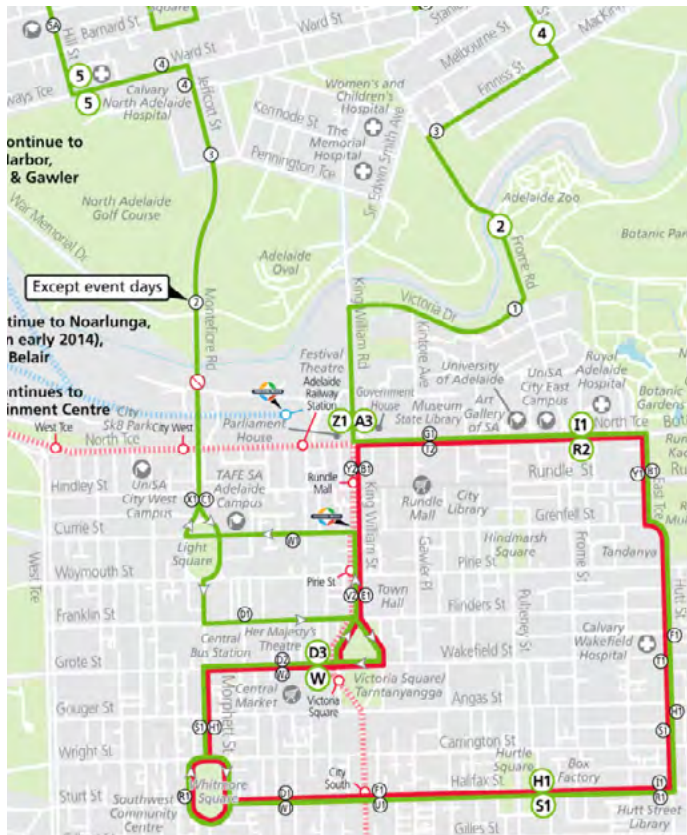
On Adelaide's trams you can travel in the city centre free of charge. The free tram zone in Adelaide is from the South Terrace, along North Terrace and continues to the Adelaide Entertainment Centre.

Taxis/Uber:

Taxis and Ubers 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 by phoning for a taxi or downloading the Uber app. Taxis can also be waved down on the street. Look for one that has the orange light on the roof turned on.

SMOKING AND VAPING

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!



REFERENCE

PTE ACADEMIC	TOEFL	IELTS	CEFR
86-90	111-120	9	C2
83-85		8	
79-82		7	
73-78	96-110	6	C1
65-72		5	
58-64		4	
50-57	79-95	3	B2
42-49		2	
36-41		1	
30-35	65-78	0.5	B1
23-29		0.4	
16-22		0.3	
9-15	53-64	0.2	A2
0-8		0.1	
		0.0	

COURSES

GE	IELTS PREP (EAP)	CAMBRIDGE	TEACHER TRAINING	YOUNGER LEARNERS	HEALTHCARE PROFESSIONALS	ihBC
Proficient	IELTS/EAP 2	C2 Proficient (CPE)	CELTA			ADV DIP & GRAD DIP
Advanced		C1 Advanced (CAE)	CERT IV in TESOL IH Sydney TESOL			
Upper-Intermediate		B2 First (FCE)				CERT IV & DIP
Intermediate	IELTS/EAP 1	B1 Preliminary (PET)		J-SHINE ETYL (TECSOL)	English for Health Professionals (EHP)	CERT III
Pre-Intermediate						
Elementary						
Beginner						

*Courses subject to availability at each campus.

SAMPLE TIMETABLE

ELICOS

TIMETABLE OF LESSONS

We offer different timetables during the day, you will be assigned to one of the current timetables depending on your course, English level and choice of Morning, Afternoon or Evening lessons.

COLLEGE HOURS

School

Monday to Friday 8:00am to 9:15pm

Student Services

Monday to Friday 8:00am to 6:00pm

SAMPLE TIMETABLE

Morning Class

8:00am — 10:00am

BREAK

10:15am — 12:15pm

Afternoon Class

12:30pm — 2:30pm

BREAK

2:45pm — 4:45pm

Evening Class

5:00pm — 7:00pm

BREAK

7:15pm — 9:15pm

BUSINESS COLLEGE AT IH

To ensure that all students get the most of their learning journey, we provide many training opportunities throughout the week. Our timetable has been designed to include different learning activities.

Monday	Tuesday	Wednesday	Thursday	Friday
LECTURE		WORKSHOP		
Assessment Support				
Work Ready Skills Program		Academic Skills Program		Digital Tools Workshop

Student Contact hours are 20 hours per week | Timetables are subject to change | Issued upon enrolment

YOUR RIGHTS AND RESPONSIBILITIES



STUDENT CODE OF CONDUCT

Non-academic misconduct

Non-academic misconduct is any action or conduct by a student relating to people or property, which is contrary to the generally accepted standards expected by IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC. Non-academic misconduct may include a student:

- behaving inappropriately in a lecture, workshop, seminar, exam, discussion forum or activity under the administration or supervision of IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC. Examples may include repeated disruption in a learning environment, the use of inappropriate or offensive language or being physically aggressive towards an IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC facilitator or fellow student.
- obstructing any IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC staff member in the performance of their duties.
- acting dishonestly, or knowingly making any false or misleading representation in relation to admission to an IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC course or subject.
- altering or defacing any document or record belonging to IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC.
- misusing, stealing, destroying or damaging any property (including computer and communications facilities) belonging to IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC, a staff member or another student.

- wilfully disobeying or disregarding any order, direction or condition made by IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC.
- failing to comply with any condition or penalty imposed for student misconduct under this policy.
- interfering with the freedom of others to pursue their studies or carry out their work-related functions at IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC.
- harassing or intimidating another student or staff member because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, religious beliefs or political conviction or for any other reason.
- unreasonably prejudicing the good name, academic standing or good order and governance of IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC.
- breaching IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC copyright or intellectual property.

Academic misconduct

Academic misconduct refers to any behaviour involving the misrepresentation of academic achievement.

Examples of academic misconduct include, but are not limited to:

- the use of another's work as one's own.
- cheating during an exam, copying exam questions or writing down exam questions to take outside of the exam sitting.
- acts of plagiarism in the completion of assignment, projects or similar work.
- acquiring or attempting to acquire, or possessing

or distributing in any form, assessment related material such as examination questions and template answers to assignments.

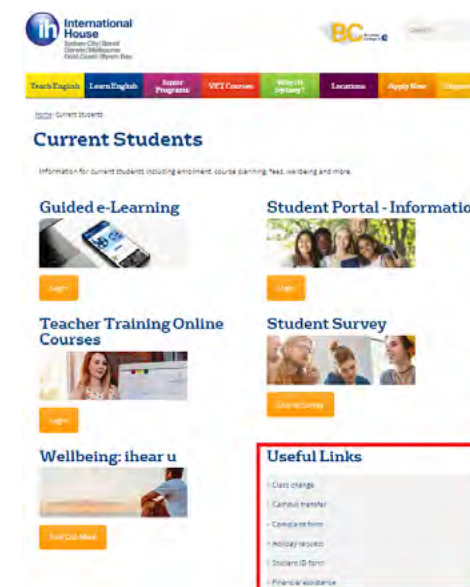
- being involved with another person in an act of academic fraud.
- posting of exam questions and answers on forums.
- taking unauthorised reference material into an exam.
- allowing another student to copy work completed by themselves or others.
- participation in any other action that IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC believes was intended to give themselves or another student an unfair advantage in an assessment.

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 not gain competency for your course and/ or be reported to Immigration for breaching your Visa conditions.

IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC requires 100% attendance of its students. Exceptions may be allowed if you are sick or have an emergency situation.

Holiday requests need to be made two weeks prior to the holiday start date. Please use our website to request your holidays. You will receive an email from your Student Services Team regarding the outcome.



For any illness related absences a medical certificate is required upon your return to school.

Your attendance is marked in 15-minute blocks, so if you are late or leave early, this will be counted in your overall attendance at the end of the course. If your attendance falls to 90%, you will receive a warning letter. You can speak to the Director of Studies or Student Services 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 Director of Studies. 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 are

on a Student Visa, you will be reported to Immigration, which means that you might have to leave Australia.

ATTENDANCE WARNING LETTER

90%

1st Letter
See Student Services

85%

2nd Letter
See Student Services to book a meeting with the DoS

80%

Final Letter

ATTENTION
You may be reported to the Department of Home Affairs

LATENESS

Students are expected to be at school at least 15 minutes 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. Please update your personal details on Student portal or ask your Student Services team.

CAN'T COME TO SCHOOL?

If you are unable to attend class for any reason you must send an email to Student Services 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).

SOCIAL ACTIVITIES

If you would like to meet more people who share your same interests, join our IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay and Adelaide Students' Groups on Facebook.

Join our Social Activities to meet other students. Check the Social Activities Calendar on learning portal GEL to know what's on each day.

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.

SPECIAL NEEDS STUDENTS

At IH Sydney City, Bondi, Darwin, Melbourne, Gold Coast, Byron Bay, Adelaide and ihBC, 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.

WHEN YOU ARE AT SCHOOL

Sick:

If you are feeling unwell or you are injured while you are at school then go and see the Student Services team for contact details for the nearest medical centre.

Lost Property:

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

Cameras:

The schools are monitored by CCTV cameras 24 hours a day, 7 days a week.

WHEN YOU ARE NOT AT SCHOOL

Be Safe:

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

- Keep your money, bag, camera, etc. 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, find a police officer.

SOCIAL TIPS

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 and walk 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.

QUEUING

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.

ACCOMMODATION

If your homestay or residential accommodation was booked by International House, and if you have any issues, please come to Student Services 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.

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 & Tobacco

You cannot buy cigarettes, 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 or tobacco 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 along 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, e-cigarettes and vaping indoors and on public transport is not allowed.

Remember

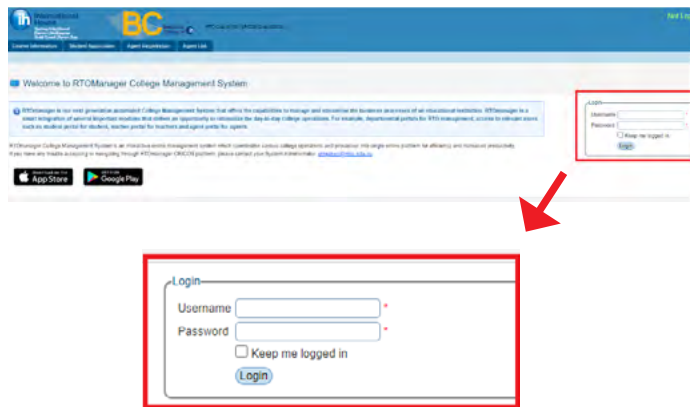
Shoplifting, using public transport without paying for a ticket and most things that are illegal in your country are probably also illegal here. Most will end in fines and possible jail time so be careful!

STUDENT PORTAL

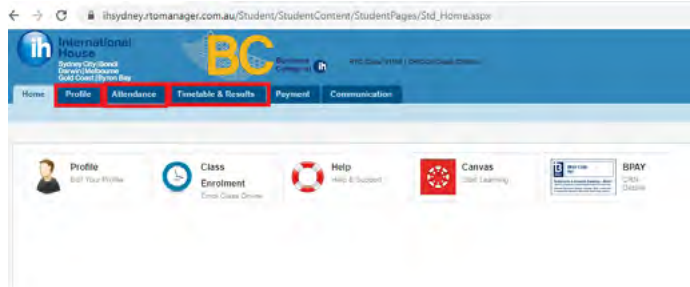
1| Go to www.ihsydney.com.au and click student login



2| Click Login under Student Portal



3| Check your timetable, attendance and update your profile





GEL

Guided e-Learning

WHAT IS GEL?

GEL is free and will help you improve your English! You can use GEL when you start your first class at IH Sydney Training Services so you can learn before, during and after your class with or without a teacher! It is a smart learning tool which gives you information about your English level, your study plan, and hundreds of learning activities.

HOW DO I USE IT?

You can find the login page [on our website](#). You will get an e-mail with your username and password when you enrol at IH. If you have problems using GEL, you can visit Student Services at reception or talk to your teacher.

MAIN FEATURES

- Check your study plan and homework for the week.
- Practice English with extra tasks designed by Oxford University Press.
- Check your progress and your test results.
- Read about school news and social events.
- Study language that you need for work, travel and everyday life.
- Read your learning plans designed by your teacher just for you.



POLICIES AND PROCEDURES

ASSESSMENT

Assessment Standards

All assessments conducted by us will:

1. Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our training we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40116 Certificate IV in Training and Assessment or higher qualification.
2. All our assessments will lead to the issuing of a Certificate (for everyone who completes the full qualification) and a statement of attainment

(for everyone who only completes some of the units of competency) under the AQF.

3. All of our Assessments will be:

- Valid – Assessment methods will be valid, that is, they will assess what they claim to assess
- Reliable – Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the student and from context to context
- Fair – Assessment procedures will be fair, so as not disadvantage any students. Assessment procedures will:
 - o be equitable, culturally and linguistically appropriate,

- o involve procedures in which criteria for judging performance are made clear to all students,
- o employ a participatory approach,
- o provide for students to undertake assessments at appropriate times and where required in appropriate locations
- Flexible – Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- careful design of the assessments
- validation and moderation of the assessment materials conducted in our annual review
- an understanding of the definition and practical application of the above definitions.

Assessment Task Criteria

All our assessment tasks will provide for applicants the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, including alternative assessment methods, if required, to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment, and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

1. Focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)
2. We will assess you in sufficient detail to ensure that we can determine that you have attained competency
3. Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options
4. All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment
5. Resits are available on appeal, see further details in the appeal process section.



Assessment Tools

The assessment tools we can draw upon to assess the skills component are:

Assessment Tool (KN) – This is the knowledge assessment tool consisting of multiple choice, true/false and fill-in the blank questions taken from a question bank for the Unit of Competency. This assessment tool will be marked in CANVAS. Students will have 3 attempts to obtain a satisfactory result before the tool is locked, and trainers will then need to review the students' assessments and provide feedback to prepare the student for a resit if necessary.

Assessment Tool (CS) Case study. Where the training package identifies a case study needed to meet the practical requirements of the unit skills, students will complete either a report, or video presentation, of their work on the case study material.

Assessment Tool (O) Observation. Where the training package identifies an action (doing) needed to meet the practical requirements of the unit skills, students will complete either a video presentation of a role play or will attend an agreed upon assessment appointment to demonstrate the skills required.

Assessment Tool (LB) Logbook – the logbook is a record of activities undertaken by the student to meet the non-structured learning hours of the course.

Our assessment tools do not:

- disadvantage particular students or groups of students; or
- place unnecessary demands on students that may prevent a student from demonstrating competence.

Note: Not all assessment tools are used for each qualification.

RESIT OPPORTUNITIES

Not Progressing Satisfactorily

In order to demonstrate good academic progress, we expect all students to successfully complete or demonstrate competency in at least 50% of the course requirements for each term.

This means a student must have achieved competency in 50% of all units in a term and not 50% of each unit of competency's assessment tasks.

Unsatisfactory course progress is determined as no course progress for at least 50% of the course requirements for a term, and is considered a reportable incident when no course progress occurs for two (2) consecutive terms.

Not Successful in Assessment

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Students who require resits beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and during this time they can request a mentoring/coaching session if required. After that, they will be charged a resit fee (AU\$100).

Resits are organised by the Academic team and a cost will be incurred per unit. Should you be unable to fulfil the unit of competency requirements following a resit, you will be required to repeat the unit of competency in line with the college's policy. Student Services will advise of the cost of repeating a unit of competency.

Repeating a unit of competency is subject to timetable availability.

APPEALS

If a student disagrees with an assessment outcome or process, he/she may commence the assessment appeals process by application through the director. An assessment appeal may only be lodged, if:

- The student has been assessed as Not Yet Competent in an assessment against specific competency standards;
- The student feels they have sufficient grounds and evidence entitling them to be assessed as competent or granted RPL (if applicable); or
- The student is able to demonstrate they have the skills and experience to be able to meet the learning outcomes of units they are appealing against.

Suspension/Exclusion Appeals

If a student disagrees with a suspension, or exclusion, from a training outcome, he/she may commence the appeals process by application through the Academic team.

A suspension or exclusion appeal may only be lodged if the student has fully participated in the conciliation processes instigated prior to the suspension or exclusion.

ATTENDANCE

To be successful in completing your training and gaining the qualification, you must attend regularly and participate in the learning and assessment tasks.

The minimum standard to achieve satisfactory attendance is:

1. attend a minimum of 80% of all structured training hours; and
2. complete 100% of all assessment tasks satisfactorily.

We will monitor your attendance and will provide counselling and assistance to those students not meeting the attendance requirements.

BEHAVIOUR AND DRESS

You will behave in all interactions with your trainer, assessor and our staff in a manner which reflects the professional status of the industry that you are training for, and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination.

Unacceptable behaviour includes:

1. Inappropriate language meaning: no swearing or abusive language
2. Disrespectful behaviour
3. Misuse of our computer system
4. Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff, or general public, including via electronic means.

Smoking and Vaping

Smoking and vaping is prohibited in all buildings and covered areas. Students are expected to use the ashtrays provided.

Drugs and Alcohol

Students are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

CHANGES TO OUR BUSINESS

Whereby we make any changes to any or all of the following:

- Ownership and control of the legal entity
- Name of the legal entity or trading name

- Chief Executive Officer or accountable officer
- Location of Head Office or permanent training venue, and
- Contact details of the organisation.

We shall notify students as soon as reasonably practicable and also advise how these changes affect their training.

Changes to Course

Should you wish to change the course, the request must be made in writing to Administration/Student Support.

In the case of any approved changes to the course date after commencement of the course, NO charge will apply, as long as the course change is not to a course, which is charged at a higher fee.

Company Property

We are equipped with the tools and resources for you to gain skills necessary to work in your chosen industry, and just like being at work, you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate property, as this may lead to injury to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or wilful damage to our property.

COMPLAINTS AND APPEALS PROCESS

In keeping with the National VET Regulator Act 2011, Standards 2015, we have a complaints and appeals process to assist you when the need arises. In making your decision to enrol with us, you need to be aware that:

1. a complaint relates to any matter not related to your training outcomes, and
2. an appeal only relates to your training outcomes

You may complain or appeal:

1. Informally – a brief discussion with your trainer, where the trainer's explanation is sufficient to resolve the matter, or
2. Formally – in writing, where an investigation is required to resolve the matter.

Our full complaints and appeals procedure must be read in conjunction with this document.

Course Extension

We are not obligated to extend the period of your enrolment if you have not completed your course on time, however every effort will be made to assist you to complete your training.

Early Withdrawal

Students who leave their course prior to completion will only receive a statement of attainment for the units in which they have been assessed as competent.

Employment Opportunities

Upon successful completion of your training may be able to gain employment in the areas for which you have been trained and prepared.

As stated earlier, we are not able to guarantee you will be employed at the successful conclusion of your training. The onus is on you to seek out the available employment opportunities and to successfully complete your training.

Feedback and Communication

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback in regards to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback will be sought through the completion of a Student Satisfaction Survey provided by us at the conclusion of your training. You may also be called upon by the regulating body ASQA (Australian Skills Quality Authority) to complete a survey on our services.

FEES

As a Nationally Registered Training Organisation we are able to collect fees from the student and must provide or direct the student to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- The student's rights as a consumer, including, but not limited to, any statutory cooling-off period, if one applies;
- The student's right to obtain a refund for services not provided by us in the event the:
 - o arrangement is terminated early; or
 - o we fail to provide the Services.

As such we direct your attention to our website www.iHBC.edu.au for the course you are seeking and our fee management policy for full and frank information on our fees, charges and refunds.

No Fee Services

Any services provided to assist the learner to complete their training successfully are provided free of charge to the student accessing such services and includes referrals to external services. Where possible such external services will be a not

for profit or international student services specific organisation.

Any investigation into a complaint or appeal is also at no cost to the student.

INDUSTRY ENGAGEMENT

We have engaged with the industry employers to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to the industry.

This engagement ensures you are able to fulfil an industry need.

INITIAL SKILLS ASSESSMENT

To ensure each person is able to complete our training it is essential that they undertake an initial skills assessment. They must:

1. Meet the entry requirements for the qualification; and
2. Successfully complete the pre-course review.

ISSUANCE OF AWARDS

We shall ensure AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to us have been paid.

Statements of Attainment will be issued where a student does not complete a full qualification or is only deemed competent in some of the Units of Competency.

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$50.00 will apply for a copy to be produced.

LEARNING DIFFICULTIES

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your Trainer, or student support, prior to course commencement.

LEGISLATION

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all employees are made aware of any changes.

The legislation that particularly effects your participation in our Vocational Education and Training programs includes:

- The Corporations Act
- The Trade Practices Act
- National guidelines as approved by the Industry Skills Councils, National Centre for Vocational Education and Research, Australian Skills Quality Authority (ASQA)
- National Vocational Education and Training Regulator Act 2011
- Training Policies and Procedures
- Equal Opportunity Act 1984
- Fair Trading Act 1987
- Privacy Act 1988
- Standards for Registered Training Organisations 2015
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2017
- Unique Student Identifiers Act and
- All legislation relevant to the training you are undertaking.

STUDENT SUPPORT SERVICES

As we offer training courses to all members of the community, we have established a number of vocational barrier supports which include special assistance with:

1. Assessment tasks, and
2. Language, Literacy and Numeracy.

Assistance will depend on the needs of the student and may include referral to any of the following, singularly or in combination:

1. Reading and writing hotline;
2. Access to a dictionary or interpreting device; or
3. Foundation skills program at a Community College or TAFE.

We are able to assist with the determination of suitable non-vocational support services to assist students including, but not limited to:

- Accommodation assistance;
- Centrelink;
- Counselling;
- Food/Material assistance;
- Legal Aid;
- Personal Support;
- Australian Tax Office;
- Ethnic Communities Council;
- Women's Legal Resources; and
- Interpreting Services.

In case of an accident or emergency please contact student services: during business hours 02 9279 0733 or at reception for each campus | After hours 0497 737 625



STUDENTS RESPONSIBILITIES AND RIGHTS

When you elect to participate in training with us, you have a responsibility to:

- Adhere to our policies and procedures,
- Treat others with respect, fairness, and courtesy,
- Not plagiarise, collude, or cheat in any assessment activity,
- Attend class and arrive on time,
- Notify your trainer if you will be absent or late,
- Participate in the course,
- Submit assessments on time and in the required manner,
- Provide written notice of any changes to your enrolment status.

You have a right to:

- be treated fairly with respect from others and without discrimination or harassment regardless of religious, cultural, racial, and sexual difference, age, disability, or socio-economic status;
- be free from all forms of intimidation;
- work in a safe, clean, orderly and cooperative environment;
- have personal property protected from damage and other misuse;
- learn in an environment that is conducive to success;
- work and learn in a support environment without interference from others;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information (subject to other statutory

requirement and other agreed uses);

- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- express and share ideas, and to ask questions.

OUR RIGHTS AND RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation.

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will provide:

1. suitable qualified staff;
2. all training services for which we are registered to provide;
3. student resources;
4. effective assessment tools.

PRIVACY

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act and is securely stored. It will not be accessed by any unauthorised person without prior written consent from the student.

A full copy of our privacy policy is contained in our Student Information Pack.



RECOGNITION OF PRIOR LEARNING (RPL)/CURRENT COMPETENCIES (RCC)

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers.

If you fit in this category, enquire about RPL/RCC or credit transfers which could significantly shorten your study requirements.

To do this speak with Administration/Student Support at the time of enrolling.

Course Credit

All students are made aware of the ability to apply for course credit via an RPL, CR or CT application throughout the enrolment process of the course.

RECORD MANAGEMENT

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage, and retrieval of information.

We maintain records of program development, program delivery, students, human and physical resources, and financial and management activities.

Records we will collect for each student include:

1. Student personal details – recorded and entered at the same time of enrolment and confirmed at training session
2. Course details – recorded and entered at the same time of enrolment and confirmed at training session
3. Course units of competency or modules – recorded and entered at the same time of enrolment and confirmed at training session
4. Progress – recorded on hard copies by trainers/ assessors
5. Attendance – recorded on training session rolls by trainers/ assessors
6. Completed assessments – retained for 12 months.

Student records must be maintained for 30 years.

Accessing Your Personal Record

To access your personal record, you need to make an appointment with the Director either by phoning the office or arranging an appointment through your trainer.

THIRD PARTY ARRANGEMENTS

We do not engage with any third party to provide any training and assessment services on our behalf. From time to time, we may enter into an agreement with an education agent to provide marketing and recruitment services on your behalf.

Engagement with third parties to provide student support services will only be on a case by case basis and only when such services outside of the scope and ability of our staff.

TRAINING DELIVERY

All training and assessment services are delivered and assessed in English.

Delivery Methods

The range of teaching and learning activities we use to deliver the competencies and provide for effective assessment are:

1. **Classroom (P)** – students attend face to face delivery of the course material, answer questions, and clarify information provided in the learner guide, Rise and YouTube.
2. **Classroom (Z)** – students attend face to face delivery of the course material through virtual delivery and answer questions, and clarify information provided in the course material.
3. **Canvas (C)** – is our learner management system and is the depository for all training tools.
4. **Rise (R)** – is an overview of the course material contained in our learner guide.
5. **Learner Guide (LG)** – is a document containing all the written information which supports the trainers to ensure the student understands and acquires the skills and knowledge for the unit.
6. **YouTube videos (U)** – are videos usually demonstrating the skills to be acquired in the unit for use in the workplace.
7. **Demonstration (D)** – may include the use of YouTube videos, or the trainer may also undertake the demonstration in (P).
8. **Academic Skills Program (ASP)** – is a program to clarify understanding of the material and prepare for assessment.
9. **Work Skills Program (WSP)** – is a program to assist students in understanding the application and mechanics of skills to be used in the workplace.
10. **Non-structured Training (NT)** – this tool is used with all qualifications, and consists of activities suggested for the students to complete during the course, which may include any or all of the following:
 - Private study, preparation & follow-up
 - Self-initiated learning
 - Research
 - Practice in the industry skill sets in the qualification
 - Attendance of Industry Events
 - Reading of Industry magazines
 - Engagement with industry networks including LinkedIn
 - Participation in conferences and technical seminars.

We will ensure students have every reasonable

opportunity to complete their training. The delivery approach is to be adjusted based on the students:

- level of Language, Literacy and Numeracy;
- personal circumstances;
- previous education and training; and
- experience

Trainers and Assessors

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services you have purchased through the employment of a person who:

1. holds the qualification you are being trained in;
2. has recent and relevant workplace/industry experience; and
3. is considered a Subject Matter Expert in their respective field.

Note: We don't engage any person or training to deliver our training and assessment services on our behalf.

Working with Children

We will comply with all Federal and State Working with Children legislation.

A list of all relevant legislation is available from the Federal Police Website

<https://www.ocg.nsw.gov.au/>

TUITION FEES & REFUND POLICY



PAYMENT POLICIES

Business College at IH offers BPAY and TransferMate as our payment options.



For more information on how to pay, visit this page <https://ihbc.edu.au/payment-options/>

CANCELLATIONS, DEFERRALS, SUSPENSIONS & REFUNDS

If a student wishes to delay the start date of their course, they must apply, in writing, for the deferral at least two weeks before the previously agreed course start date. Students should check the course calendar and contact Business College at IH admissions team to ensure that the delay is possible.

Where a delayed start date is possible, student visa holders must note that this will require an adjustment to their CoE and that this may impact on their visa. In such cases, the student is responsible for seeking advice from an Australian government immigration official.

If a student visa holder does not commence studies on the agreed commencement date, Business College at IH may need to cancel the student's CoE and report the cancellation to the DHA, and this may result in the cancellation of the student's visa.

The following may affect a student's grade and may be grounds for dismissal from the course:

- failure to co-operate reasonably with other

trainees, students, Business College at IH personnel, and third parties such as, but not limited to, work experience providers

- non-compliance with the Business College at IH code of conduct. This includes, but is not limited to, activities or behaviours that endanger others, are in any way illegal, negatively impact the wellbeing of others, or might reasonably be distressing for others, including various forms of discrimination or bullying.
- failure to meet minimum attendance and/or course progress requirements as per the Business College at IH policies and the conditions of my visa.

Where a student wishes to defer, suspend, or cancel their course prior to commencement and to receive a refund of any or all fees paid, they must apply in writing.

Except in cases of visa application rejection, dealt with further below, the amounts to be refunded are to be, where the student submits written notice of cancellation:

- more than 28 working days before the original course start date*, a refund of tuition fees less any enrolment fees, additional fees, course deposit, and accommodation booking fees. A \$300 Admin Fee applies to all refunds.
- 14 to 28 working days before the course start date*, a refund of 100% of tuition fees less any enrolment fees, additional fees, course deposit, and accommodation booking fees. A \$300 Admin Fee applies to all refunds.
- 14 working days or less before the original course start date*, no refund. There is no refund of tuition or any fees for cancellation fewer than 14 working days before the course start* date.

*Note that where a student defers their course start date and later cancels the enrolment, the course start date will be taken to be the original start date agreed to in the student's signed Letter of Offer & Written Agreement.

Where a student's visa application is rejected, Business College at IH will refund tuition and non-tuition fees paid within 28 days of the student producing acceptable evidence that the application made for a student visa was rejected by a visa-issuing authority.

No refund will be provided in any circumstances where it is demonstrated that the student has supplied fraudulent, forged or deliberately misleading documents.

All refunds will be sent to the account from which the fees were originally paid or to the party nominated in writing by the student at the time of application for the refund. No refunds will be transferred to other current or future students or to bank accounts not adequately identified.

In the unlikely event that Business College at IH is unable to deliver a course in full, the student will be offered a choice of enrolment in an alternative course at no extra cost or a refund of any as-yet-unused, pre-paid fees. If for any reason no alternative course or refund is possible, the Tuition Protection Service (TPS), an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study, will provide the student with access to their preferred option of:

- completing their studies in another course or with another education provider or
- receiving a refund of their unspent tuition fees.

In the case that a student wishes to transfer from a current enrolment with another provider to a course at Business College at IH, they will need a release letter from the original provider except where that provider has ceased to be registered or has been suspended. If a student is enrolled at Business College at IH and wishes to transfer to another provider, they must complete 6 months of their principal course.

COMPELLING & COMPASSIONATE CIRCUMSTANCES

Compelling and compassionate circumstances include, but are not necessarily limited to, death of close family such as parents, siblings, children, and grandparents, serious illness and life-threatening conditions, involvement in a traumatic event, such as experiencing or witnessing a crime. In such cases Business College at IH may, at its sole discretion, choose to vary any of the above conditions to provide more appropriate support for the student. Should a student need to apply for consideration of compelling and compassionate circumstances, they can do so initially in person, but this must be supported by valid documentation and the relevant application form.

ADDITIONAL FEES

In addition to the fees cited in the letter of offer, the following administrative fees may apply should a student choose to make changes to his or her enrolment:

- Change of COE: \$50.00
- Change of Course: \$100.00
- For resubmission of assessments, students pay \$100 per unit for all subsequent units for the duration of the course. This is per student, per qualification
- Late Payment Fee (applies from Day 1 of each new term): \$100.00
- Replacement Fee (For Business College at IH property borrowed but not returned): fair replacement cost of item
- Cancellation Fee: \$250
- Deferral Deposit: \$350
- RPL Fee: \$500

Business College at IH reserves the right to increase fees at any time.

HEALTH & SAFETY



FIRE SAFETY & FIRST AID

The fire wardens are 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 in every room. Fire exits are marked with white and green signs. Locate the fire exit nearest to your place of study. The First Aid kit is at Student Services.

EMERGENCY & 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:

Sydney City

Medclinic at 309 George Street
(02) 8937 0388

Bondi

Bondi Junction 7 day Medical Centre at 1 Newland Street
(02) 9291 9888

Darwin

Darwin City Medical Centre at 1/71 Smith Street
(08) 8941 0369

Melbourne

City Medical GP and Vaccination Clinic at 68 Lonsdale Street
(03) 9639 9600

Gold Coast

Gold Coast Medical Centre at 10/465 Oxley Drive
(07) 55 006 555

Byron Bay

Gold Coast Medical Centre at 10/465 Oxley Drive
(07) 55 006 555.

Adelaide

Spring Bank Medical Centre at 50 Grenfell Street.
(08) 8280 3650

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 FIRE WARDEN TELLS YOU TO.**

WHEN YOU ARE NOT AT THE COLLEGE

Australian cities are safe cities, but you need to be sensible in and outside the school.

- 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.

COMPLAINTS

If you have any concerns or issues with your class, your teacher, or the school, it is important that you tell someone. You can speak to your trainer first. You can also ask to speak to a counsellor. If your trainer or the counsellor can't help you, talk to the Program Manager. They may ask you to write (an email or a letter) about your concern or issue, following the conversation.

The Program Manager will investigate and try to resolve the issue. The Program Manager will

inform you of the outcome in writing in less than 10 working days.

Possible outcomes include:

- No reason for appeal or complaint is found.
- Reason is found and the issue is addressed for the complainant.

In addition, appropriate adjustments are made to centre policy and procedures. At any meeting which takes place during this resolution procedure, you can bring another person as an assistant or witness.

If you are not happy with the response, you can talk to someone outside the school:

- The National Training Complaints Hotline 1800 000 674.
- Independent Tertiary Education Council Australia: <http://acpet.edu.au/students/student-support/appeals>. ACPET charges the student \$200 per appeal / complaint.
- The Office of Fair Trading: http://www.fairtrading.nsw.gov.au/Consumers/Buying_services/Education_and_training.html.
- Overseas Students Ombudsman website <https://www.ombudsman.gov.au> and contact number 1300 362 072.

Your enrolment at Business College at IH will be maintained throughout the complaints and appeals process.

Time limits: Complaints must be made within 10 weeks from the final day of course attendance.

In all cases where an external complaint or appeal is lodged, Business College at IH will actively support the process and will immediately enact the decision made by the external party.

LEGAL SERVICES

NSW (New South Wales)

Redfern Legal Centre

You can get advice about housing problems / fines & debts / car accidents / employment / discrimination / family law / domestic violence / complaints about colleges or universities / how these problems affect student visas.

131 450 (Free the Translating and Interpreting Service)

(02) 9698 7645

WA (Western Australia)

Legal Aid WA offers free or low-cost legal services to the community and provides a qualified interpreter. 1300 650 579

SA (South Australia)

Legal Services Commission of SA provides legal aid for students: immigration and visa / renting and accommodation / employment / traffic offences / accidents and injuries / criminal matters / financial issues, and many more.



131 450

1300 366 424 (Translating and Interpreter Service)

QLD (Queensland)

Legal Aid Queensland at 44 Herschel Street, Brisbane, QLD 4001

1300 65 11 88

131 450 (Telephone Interpreters)

+61 7 3182 5181 (International callers)

1800 527 527 (Youth Legal Advice Hotline)

VIC (Victoria)

Legal help at Study Melbourne Student Centre 17 Hardware Lane, Melbourne, VIC 3000

1800 056 449 | info@studymelbourne.vic.gov.au

JobWatch (Employment Rights Legal Centre)

Visit the JobWatch website to find more information.

International Students Work Rights Legal Service

TAS (Tasmania)

Legal Aid Commission of Tasmania

Get help in your own language
131 450 (within Australia)
1300 366 611

ACT (Australian Capital Territory)

Legal Aid ACT
Provides assistance in many areas: check here
1300 65 43 14
(02) 6173 5410 (For free legal advice)
ylc@legalaidact.org.au

NT (Northern Territory)

NT Legal Aid Commission
A free, confidential service for everyone.
1800 019 343
13 14 50 The Translating and Interpreting Service

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.

All our students should feel safe in everything they do. We endeavour to provide each and every one of our students with a high quality education for success. Our trainers and the rest of the IH team is there to support and help.
We hope you have an enjoyable learning journey!



KEY STAFF



Tim Eckenfels
Owner/CEO



Fernando Passarelli
Chief Operating Officer



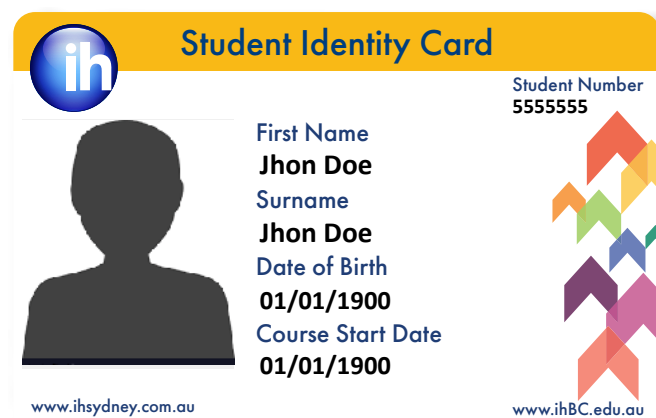
Edward Woodham
Director of ELICOS and
Teacher Training



Gloria Gambrellis
General Manager - Education,
Admissions and Student Services

STUDENT ID

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1

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2

An IH ESL teacher.

3

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