

Emergency Procedures and Exits

Emergency Phone Number (Police, Ambulance, Fire): 000

In case of a fire alarm, please follow your teacher's instructions. When told to leave:

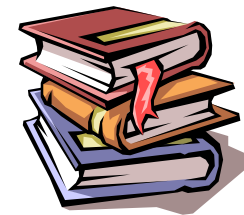
- Go quickly and quietly to the nearest fire exit. A map in each room will show you where they are.
- Do not collect your belongings – take only what you have with you
- Do not use the lifts. Please use the fire exit stairs.
- Meet at the safe area outside the building. It's important that you stay with your teacher, who will check your attendance.

Do not return to the building until a fire warden tells you that it is safe



THE ELICOS COLLEGE

Student Handbook



Level 9, 815 George Street, Sydney NSW 2000

Phone: (612) 8917 6800 Fax:(612) 9212 0069

Email: info@aicl.nsw.edu.au

AICL Staff

| Position | Visiting Times |
|--|------------------------------------|
| MANAGING DIRECTOR Jim Yang - jim@aicl.nsw.edu.au | Mon-Fri 9:00-5:00 |
| DOS/PRINCIPAL/ACADEMIC DIRECTOR Natalie Scott - natalie@aicl.nsw.edu.au | Mon-Fri 9:00-5:00 |
| DIRECTOR OF OPERATIONS & MARKETING Aristotle Ortanez- aris@aicl.nsw.edu.au | Mon- Fri 9:00-5:00 |
| ADMINISTRATION MANAGER Marian Yang - marian@aicl.nsw.edu.au | Mon, Tue, Thurs, Fri 10:30-6:30 |
| SUPERVISOR – STUDENT SERVICES Rista Iskandar - rista@aicl.nsw.edu.au | Mon- Fri 9:00-5:00 |
| ASSISTANT DIRECTOR OF STUDIES –ELICOS Philippe Leroux pleroux@aicl.nsw.edu.au | Mon- Fri 9:00-5:00 |
| HEAD OF STUDIES – Commerce Tek Lama tek@aicl.nsw.edu.au | Mon-Fri 9:00-5:00 |
| ACCOUNTS OFFICERS | |
| Mylah Amboang – mylah@aicl.nsw.edu.au | Mon-Fri 9:00-5:30 |
| Edith Delfin – edith@aicl.nsw.edu.au | Mon- Thu 9:00-3:00 |
| STUDENT ADVISOR Michael Voon – michael@aicl.nsw.edu.au | |
| INTERNATIONAL MARKETING TEAM | |
| Stefan Hofman- stefan@aicl.nsw.edu.au | Mon- Fri 9:00-5:00 |
| Evelyn Jiang – evelyn@aicl.nsw.edu.au | Mon- Fri 9:00-5:00 |
| Chris Kim – chris@aicl.nsw.edu.au | Mon- Fri 9:00-5:00 |
| STUDENT SERVICES OFFICERS | |
| Richard Cruz – Richard@aicl.nsw.edu.au | |
| Doddy Christianto – doddy@aicl.nsw.edu.au | |
| ADMISSIONS OFFICER | |
| Maricar Pan – admission@aicl.nsw.edu.au | Mon-Fri 9:00-5:00 |
| Kristyna Kruparova kristyna@aicl.nsw.edu.au | |
| ACADEMIC OFFICER | |
| Bohye Kim – academicofficer@aicl.nsw.edu.au | Mon- Fri 9:00-5:00 |
| STUDENT SERVICES ASSISTANT | |
| Jermelyn Zabat reception@aicl.nsw.edu.au | Mon- Fri 9:00-5:00 |
| Reny Iskandar | |
| Tracey Phan | |

- Weekly Assessments
- Become comfortable discussing current affairs and cultural issues
- Develop independent academic research strategies
- Learn correct referencing skills

EAP Levels

| | |
|----------|------------------------------|
| Pre-EAP, | 10 weeks (IELTS 4.5 minimum) |
| EAP 1, | 10 weeks (IELTS 5.0 minimum) |
| EAP 2, | 10 weeks (IELTS 5.5 minimum) |

EAP Assessment and Reports

- 2 speaking presentations
- 2 Reading assessments
- 2 listening assessments
- 2 short essays (350-400 words) and 1 longer essay (600 words)

Students are provided with a Progress Report after five weeks of study, outlining their improvement across the four macro- skill areas, Reading Skills, Writing Skills, Oral Skills, Listening as well as a certificate of proficiency upon completion of the course

IELTS Preparation Levels

Level 1, 10 weeks (IELTS 5.0 minimum)

Level 2, 10 weeks (IELTS 5.5 minimum)

Level 3, 10 weeks (IELTS 6.0 minimum)

IELTS Preparation Assessment and Reports

- 5 IELTS reading assessments
- 5 IELTS writing assessments, 1 Discussion essay
- 2 (presentations) speaking assessments
- 5 IELTS listening assessments

Students are provided with a Progress Report after five weeks of study, outlining their improvement across the four macro- skill areas, Reading Skills, Writing Skills, Oral Skills, Listening as well as a certificate of proficiency upon completion of the course

English For Academic Purposes (EAP)

The EAP program is designed to familiarise students both culturally and academically with the Australian tertiary education system. The course assists the student in developing the macro-skills (listening, reading, writing and speaking) necessary to be successful at the tertiary level. As well, it will familiarize them with the requirements of University study and introduce them to the skills and processes involved in university research, such as critical thinking, essay and report writing, and tutorials and presentations. The theme of each unit is relevant to subjects at the tertiary level, drawing on the students' interests and providing practical knowledge.

AICL's EAP program consists of a number of different components:

- Critical thinking and current affairs development
- Oral skills (presentation skills and tutorial participation)
- Academic Skills development (Reading, Writing, Listening)
- Computer and Internet skills

REGISTRATION PROCESS

STEP 1 Arrival: Monday 8.45

- Give passport to Reception (they take a copy of the front page and visa)
- Pay the appropriate materials fee to Reception if you have not paid it before.
- Fill out your **contact details including address** in Australia on front of English Placement Test. These are required by DIAC. Show to Reception.

STEP 2 English Placement Test: 9am

- You will sit the Placement Test to determine what level class you will enter. Test includes a short **interview**.

STEP 3 Morning Tea BREAK

- Morning tea break while the Director of Studies marks the tests.

STEP 4 Placement and Orientation: 11am

- You will be given a timetable for all your classes including your class name, teacher name, room number and self-access details.
- You will be issued with a textbook.
- The ELICOS Director of Studies will explain important information including the college rules and regulations, staff duties, student services and facilities at AICL.
- Brief tour of the campus and local city area.
- You can enter your class on **Tuesday morning at 9am**.

CONDITIONS OF ENROLMENT (ELICOS)

You have already signed and agreed to the **Terms and Conditions of Enrolment**, on the back of your Enrolment Form. Below is further information about these terms and conditions.

Attendance

ELICOS students (on student visas) must have **at least 80% attendance and satisfactory progress** over the course of their enrolment in ELICOS.

Attendance is calculated by the teacher on an hourly basis. At the end of each week, your attendance percentage is calculated as an overall average from your start date.

Should your attendance be at risk of falling below a satisfactory level (80%), the following procedure will take place:

1. An interview will be requested by the AdoS to discuss attendance and what can be done to keep it at a satisfactory level.

Should your attendance fall below a satisfactory level:

2. A warning letter will be sent to your house stating that your attendance is too low and you are in danger of not complying with AICL's attendance requirements.
3. A second and third warning letter is sent to your house.
4. You will be reported to DIAC for not complying with AICL's attendance requirements.*

Students may only be absent from college:

- If they have Sick Leave (with Medical Certificates)
- During official college and public holidays, and
- If they are given Special Leave.

*AICL will notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The student has 20 working days to appeal against the decision. Only Appeals that are based on illness or misadventure will be considered

IELTS Preparation Program (IPP)

Course Content

The IELTS Preparation Program is designed for those students preparing to enter an Australian university or TAFE College. In the Australian tertiary education system, students are required to be both proficient in English and have the capacity to undertake academic analysis. The course will help students focus on the English language skills they need, utilizing the appropriate way they can develop these skills. This will be supplemented with theme and skills based lessons dealing with academic and oral development.

The AICL IELTS Preparation Program consists of a number of different components:

- IELTS Academic Test Preparation
- Weekly IELTS Academic Test Practice
- Critical thinking and current affairs development
- Academic Skills Development (Reading, Writing and Listening)
- Independent Learning Contract (Research and presentations)
- Oral skills, interviews and pronunciation
- Computer and Internet Skills

Specific Objectives

The main objectives of the IPP are for students to:

- Become familiar with the skills tested in the IELTS
 - Diagnose individual strengths and weaknesses and prepare personal plans to overcome weaknesses
 - Have regular exposure and practice with IELTS tests
 - Develop fluency in the four macro skills areas being tested
 - Become conversant with and comfortable discussing current affairs and cultural issues
 - Learn correct referencing skills
 - Develop independent academic research strategies and presentation skills
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General English Assessment and Progression

- Weekly quizzes on textbook outcomes, including grammar
- Weekly written text, either in class or homework, 2 of which must be assessed.
- Two reading and listening assessments per 10-week term.
- Roleplays and tests of oral and aural skills held regularly over the 10-week term
- Students can progress to the next class or level only when the teacher recommends progression, based on:
 - Being in the class for sufficient time (at least 6 weeks for each class, 12 weeks for each level, see above)
 - Good results in weekly quizzes and mid-term and end-of-term tests
 - Achieving competence in class tasks (in speaking, writing and listening)
 - Good attendance, punctuality, and completion of class and homework tasks.
- If you have any concerns about your progress, please see your teacher or the Assistant Director of Studies.

Deferring a Course

In general a student is not permitted to defer or alter the start date or end date of their course.

A student can defer, or postpone, their studies for the following reasons ONLY:

- Illness (evidenced by a registered medical practitioner) or - exceptional compassionate circumstances beyond student's control.

The College, with the details for deferring, will report this information to DIAC within 14 days.

Sick Leave

If you are sick you **MUST** provide a medical certificate to your teacher when you return to class. Your attendance should still be at least 80%, not including your sick leave. **If you are sick for a long time and attendance will be below 80%, you must notify AICL and send us medical certificates each time you go to the doctor, not one medical certificate for the entire period. *The Medical Certificates must be provided by a Registered Physician (not a Chinese Medical Centre).* AICL will copy your certificates and return them to you.**

In special cases of extended illness with valid medical certificates, AICL will not report the student to DIAC if the attendance is at least 70%.

AICL's attendance procedure will still apply when a student is absent due to illness. (Refer to 'Attendance' Conditions of Enrolment)

Special Leave

Special leave is leave of up to two weeks that may be applied for in urgent circumstances, eg:

- Serious family illness or other urgent matters involving the immediate family that require you to return to your home country
 - The course end date will not be extended for the special leave period.
 - To apply for Special Leave:
 - Pick up an application form from the Front Desk.
 - Add photocopies of documentation. Students going overseas will have to supply a copy of their airline ticket.
 - Allow 3 days. The application will be processed by the Director of Studies.
 - Check at the Front Desk to find out if the application was successful. If the application was not approved you will be marked absent if you take leave.
 - **When the leave is approved, AICL will notify DIAC about the circumstances.**
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General English Course

Course Content & Terms

The AICL General English Program teaches English for general, practical, and cultural purposes. It builds English proficiency and prepares students for further study or work in an English-speaking setting. The program uses a communicative approach to teach Australian and British English in real-life practical situations. Other varieties of English are also included, such as New Zealand and American. The program consists of a main class text (core) with supplementary skills building material in a variety of areas, including:

- | | |
|-----------------------------------|------------------------------|
| - Grammar | - Vocabulary |
| - Listening/Speaking | - Reading/Writing |
| - Communicative activities/ Games | - Drama/ Role-play |
| - Songs | - Pronunciation |
| - Class excursions | - Computer & Internet skills |

Term System

Terms are 10 weeks long. You will be interviewed about your progress during the term, and receive a progress report. Students may progress during the term if they entered the class the previous term.

COURSE INFORMATION

General Timetable (ELICOS)

Tuesday - Friday

| | | Room No. | Teacher |
|---------------|----------------------|----------|---------|
| 09:00 – 11:00 | Core Lesson 1 | | |
| 11:00 – 11:20 | Tea Break | | |
| 11:20 – 12:50 | Core Lesson 2 | | |
| 12:50 – 01:30 | Lunch Break | | |
| 01:30 – 03:00 | Skills Lesson | | |

Note: Attendance is COMPULSORY

Students who wish to improve their English quicker can attend the 5-hour Monday special program.

Monday (Optional Program)

| | |
|---------------|--|
| 10:00 – 11:00 | Teacher Led Activities (Skills lesson) |
| 11:00 – 11:20 | Tea Break |
| 11:20 – 12:20 | Teacher Led Activities (Skills Lesson) |
| 12:20 – 1:00 | Lunch |
| 1:00 – 3:00 | Excursion/Activity |

Note: Attendance NOT Compulsory

Change of Address/ Contact Details

- New students must provide their address and contact details in Australia in their first week of study.
- If you change your address or phone number, you must inform AICL within 7 days.
- Please fill out a Change of Address form available at the Front Desk.
- If you have not provided the correct address you will not be able to reply to any letters from AICL or DIAC and your visa may be cancelled.
- Any personal details provided to AICL may be made available to Commonwealth and State Agencies as per the ESOS Act 2000 and the National Code of Conduct.

Payment of Tuition Fees, Change of Course

- AICL reserves the right to vary its fees at any time. Fees are correct as of March 2009. All courses and timetables are subject to change without notice.
- You must have paid in order to be registered for a class.
- Payment of your tuition fees will not be accepted unless accompanied by a signed enrolment form.
- Change of Primary Course application incurs a \$100 administration fee.
- If you do not pay, you will not be allowed into class.

If you have a problem with payment, please speak to Marian in the Accounts Department, or Managing Director Jim Yang.

Admission Requirements

IELTS Preparation Program/EAP 1

Students MUST have:

- An Upper Intermediate Level of English, or
- IELTS 5.0 (Academic);
- Equivalent (ask the English DOS to sit a test)

Students who do not have this level of English must study General English or a preparatory EAP course until they have reached the required level.

Admission into the Commerce College (Business or IT)

Students MUST have:

- IELTS 5.5 (Academic) or equivalent;
- Prospective students who do not meet the required level of English to commence Commerce courses must study English until they are deemed proficient by the ELICOS Director of Studies to commence their course and pay due fees.
- In the case of a Package course, regardless of the number of weeks of English students have enrolled in, **if they have not reached the level of English** (Upper Intermediate, or pass Business Entry Test), **they have to study English and pay the fees until the required level of English is reached. English Proficiency Test held at 1pm on Monday in your final week of English study.**
- Students enrolled in a packaged course (General English plus principal course)
 - 1.1 Must complete the minimum of 6 months in the principal course. No refund will be given in the event of cancellation of the principal course.
 - 1.2 Can have 65% of their unused English tuition fees transferred to the principal course in the event of early completion, only if the tuition is more than 4 weeks.

Legal Aid has a head office in Sydney and 20 metropolitan and regional offices. Family law advice is available without an appointment at our head office in Sydney. Parramatta office has clinic days for family law advice on Monday, Wednesday and Friday 9.30am to 12.30pm and 2pm to 4pm.

To make an appointment on other matters or at another location, contact your nearest office.

Head Office

Ground Floor, 323 Castlereagh Street, SYDNEY NSW 2000

Tel: (02) 9219 5000, Fax: (02) 9219 5935, TTY: (02) 9219 5126

PO Box: K847, Haymarket 1238, DX 5 SYDNEY

If there is no office near you please call:

Law Access NSW on 1300 888 529 or 1300 889 529 TTY

Website: www.lawaccess.nsw.gov.au

Is Legal Aid free?

Legal aid is **not** free. Most people will have to pay a contribution. The amount depends on your financial situation and the area of law. Sometimes the advice you get will be enough to help you decide if you can resolve your legal problem without a lawyer.

If you need more than a legal advice session you will usually have to pay some money towards the cost of your case. The amount depends on your financial situation and the area of law. In some cases you may have to repay the full cost of your case when it is finished.

Student may contact DC Balog & Associates if they further legal advice. Students need to pay fee if they want to access this service.

Please contact David Balog on 8268 5700, visit the office on Suite 129, 8th Floor, 267 Castlereagh Street, SYDNEY NSW 2000

For an application form please see

<http://www.legalaid.nsw.gov.au/asp/index.asp?pgid=585.L>

Existing Student Suspending Studies

Student fills up a Change Request Form, Course Deferral section with supporting documents (if applicable). Assistant Director of Studies will interview them for approval. Admin processes the form, update student database, updates PRISMS, Course Variation, Course Deferral section. Print Course Variation letter generated from PRISMS, and put letter and supporting documents in student file.

Cessation of Studies

If a student fails to return for classes or does not commence studies and fails to inform AICL, then they are to be reported for cessation of studies.

Reporting on PRISMS

In each of the above cases, reporting on PRISMS must be done within 14 days.

Provider Initiated Suspension

AICL reserves the right to suspend a student for misbehaviour. Suspended students will be informed of AICL's intention to suspend or cancel the student's enrolment. Students will then have 20 working days to access AICL's internal complaints and appeal process. The actual suspension or cancellation will become effective after the internal process is completed unless there are extenuating circumstances relating to the welfare of the student. The provider initiated suspension process will be completed prior to reporting through PRISMS.

Legal Services

In case if the student needed legal services they can contact legal aid office. Legal Aid NSW is established under the [Legal Aid Commission Act 1979](#) of New South Wales and is an independent statutory body. They provide legal aid and other legal services to disadvantaged people. They also provide services that aim to avoid court disputes such as family dispute resolution (mediation) and community legal education programs. For more details please visit: www.legalaid.nsw.gov.au

- If a student has nominated an agent, AICL will honor the agent until the completion of the enrolled course
- Tuition fees are payable for 6 months period in advance except for Certificate II and ELICOS courses and where applicable.

Accommodation

The minimum period of accommodation is four weeks and all accommodation fees must be paid for in advance. AICL arranges the accommodation but must have a minimum of 4 weeks notice in advance. A cancellation fee will apply when homestay is cancelled. Refer to AICL's Homestay Application Form for details or speak to **Marketing Representatives**.

School Aged Dependents

Any school aged dependents accompanying overseas students to Australia are required to pay full fees if they are enrolled in either a government or non-government school.

Guardianship Compliance

AICL will require guardianship arrangements for all students under the age of 18 AND all students in SSP/mainstream high school, even those over 18 years of age. A guardian should be living and/or has constant communication with the student. Any information regarding the student e.g change of address should be known by the guardian and relayed to AICL by the guardian. Students will submit to AICL their intended High School name and commencement date. Please refer to the AICL website for further details.

Cost of Living, & Work permission

- It is estimated that it costs around **\$12,000 Australian Dollars per year** plus tuition fees and insurance to live in Australia.
 - Additional living costs for family are 35% per year for a spouse (extra \$4200), a further 20% per year for one child (extra \$2400) and an additional 15% per year (extra \$1800) for any other children.
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- On a student visa you are permitted to work **up to 20 hours per week**.
- Work income should be additional **not** the main source of finance.
- Students should be aware of the likely costs of staying in Australia and that it is their responsibility to meet these costs without working.

Holidays

1. English students do not receive any timetabled holidays apart from one week per year at the end of the year.
2. Students can apply for Special Leave which allows you one week's holiday after 10 weeks of study.

Students who take special leave will not be given an extension week. This means their finish date will remain the same.

Cancellation and Refund Policy

1. All applications for refunds must be made in writing to the Accounts Manager.
 2. Refunds will be provided in accordance with ESOS ACT 2000
 - 2.1 Within 14 days, if AICL is unable to run an advertised course due to provider defaulting, students can transfer to another AICL course or receive 100% refund.
 - 2.2 Within 28 days after receiving a written claim from the student
 - 2.2.1 Tuition fees, OSHC, and Material fee will be refunded in full if visa application is rejected provided that all documents from DIAC or Australian Embassy are supplied. Administration fee of A\$250 applies upon refund application.
 - 2.2.2 The course starts on the agreed starting day but the student does not start the course on that day, 50% of tuition fees and 70% of material fees will be refunded.
 3. No refund on tuition fees and material fees will be made to students who cancel the course after it has commenced. This includes students enrolled in a package course.
 4. Enrolment fee, airport pick up and accommodation placement fees are not refundable under any circumstances.
 5. Non-student visa tuition fees are strictly NON REFUNDABLE nor transferable under any circumstances.
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Copyright

- AICL is committed to compliance with the Copyright Act 1968 and discourage practices undermining the Act.
- Copyright owners are entitled to take legal action against any individual who infringes copyright.
- It is an infringement to copy **more than 10% or one chapter** of the work of any author, unless permission is given by the author.

Student Deferral/Suspension/Cessation of Studies

Normally students defer because of bereavement, illness or exceptional circumstances beyond the student's control.

New Student Deferring

Student informs AICL in writing requesting for deferral and put a reason and supporting documents. We put the hardcopy of the request in the student file and update our student database. In some cases, the existing COE may be cancelled and a new COE is re-issued for the student.

Existing Students Deferring Process

- Student fills up an AICL Change Request Form and fill in the Course Deferral section with supporting documents
 - Student will then be interviewed by the Assistant Director of Studies for approval
 - AICL Administration will process the form by
 - Updating student database
 - Updating PRISMS in the Course Variation/Course Deferral section
 - Print the course variation letter generated by PRISMS and put a copy of the letter and supporting documents in the student's file
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Complaints

- Students who wish to make a complaint should first refer to the **Grievance page** in this handbook.
- If not resolved, the complaint can then be made in person or in writing to **the Principal Natalie Scott**.
- The Principal will interview the student and discuss the issue with relevant staff members and any other individuals mentioned.
- The student will then be provided with a response to his/her complaint.
- Students can have a personal representative with them during the complaint procedure.
- Any student who victimises another student or a staff member for lodging a complaint may be expelled or subject to some other form of disciplinary action.

Students have the right to bring any grievance to the attention of ACPET then the NSW Office of Fair Trading if the issue is still not resolved (see Grievance Procedure page).

Occupational Health and Safety

- All students and staff will be informed of the appropriate Occupational Health and Safety procedures in case of emergency (e.g. Fire, bomb scare, earthquake, etc.)
- New students will be shown emergency exit points, fire-extinguisher locations etc during Orientation.
- AICL agrees to abide by the NSW Occupational Health and Safety Act 1983 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Students are entitled to safe and functional equipment and lighting.

6. AICL will not authorize tuition fee transfer to any other institution or to other students.
7. This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws
8. AICL's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

ADMINISTRATION

Student Card

- You may apply for a student card if you are enrolled for more than 4 weeks.
- To apply, give the Front Desk a passport sized photograph. Your card will be ready within two weeks.
- The student card can be used as a concession card at museums, theatres, cinemas etc. It cannot be used on public transport in Sydney, international students must pay adult fares.

Medibank Card (Overseas Student Health Cover)

If you are on a student visa, you will already have paid for Overseas Student Health Cover to cover your stay in Australia as a student.

Your Health Cover will cover the cost of:

- Doctors – treatment at home, in the hospital or at a practice (100%)
Doctors who bulk bill 100%
 - Pathology services such as blood tests
 - X-rays
 - Ambulance transport
 - Stay in a Public Hospital (100%)
 - Prescribed medicines
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To get your Medibank Card:

- One month after starting at AICL you need to ask the Front Desk for your receipt number.
- Then take this number WITH YOUR PASSPORT to a **Medibank Private office** to obtain your Medibank card, eg at:
 - **32 Martin Place, City (Cnr Pitt, Castlereagh Streets)**
Medibank Private Tel: 1800 188 188

Student Mail

If you wish to get your mail delivered to the school, your mail will be kept in the in-tray at the Front Desk.

Finishing a Course early/ Termination

If you are terminating your course earlier than the date stated in your CoE (Confirmation of Enrolment), you MUST inform AICL.

- Fill out the Termination Form available from the Front Desk
- Wait for approval from the Principal/Academic Director
- If you do not come to class you will be reported to DIAC. Therefore, it is essential that you notify AICL when terminating your course.

If you are absent for 5 consecutive days AICL will consider you to have inactively terminated your course. Failure to notify AICL will result in AICL reporting you to DIAC within 14 days.

In cases where AICL have initiated the cessation of studies, the student must be granted 20 working days to access AICL's internal appeals process before being reported on PRISMS.

Guidelines for Complaints

- Always be cautious and be sensitive to the perceptions of others.
- Behaviour that some people find amusing, may offend others.
- Students wishing to lodge a complaint regarding discrimination or harassment should contact the Principal.
- Complaints of discrimination and/or sexual harassment will be investigated and resolved promptly.
- All complaints will be investigated fairly and impartially and all investigations will be confidential.

If the Principal finds a complaint against a student is valid (or if she finds discriminatory or harassing behaviour), the Principal may:

- Give the student involved a first and final written warning
- Require the student to make a written or verbal apology (in public or in private)
- Require the student to undergo counselling
- Expel the student
- Take some other form of disciplinary action
- Involve a State or Federal Anti-discrimination agency.
- Involve the police.

Students who complain at AICL may later complain to a State or Federal Anti-discrimination agency if they are dissatisfied with the outcome of the internal procedure.

Student Charter

Students at AICL have the right to:

- Learn in a safe, supportive environment without harassment or discrimination
- Be informed of all assessments and your results
- Make a complaint without being victimised

As a student you also have a responsibility to:

- Treat other students and AICL staff with respect and fairness
- Obey reasonable directions from teachers and staff
- Smoke only in the designated smoking area outside the premises
- Be honest in your assessments and exams
- Follow safe and hygienic practices eg not eating or drinking in classrooms or computer rooms, keeping toilets clean, washing hands after going to the toilet etc
- Not to behave in a way that could threaten, offend, injure or embarrass others.
- Take care of your textbook.

Discrimination and Harassment

AICL is committed to the delivery of education in a non-discriminatory environment. Discrimination and sexual harassment will not be tolerated. Discrimination means unfair treatment because of race, nationality, gender, religion, marital status and sexual preference. Sexual harassment is a form of discrimination and constitutes any unwelcome behaviour of a sexual nature, which humiliates, intimidates or offends another person.

Examples of sexual harassment include:

- Persistently asking somebody out, even though they have consistently declined
 - Intrusive questioning about a person's private life
 - Equivalent (assessed by English Director of Studies)
 - Displaying pornography or sexual material
 - Deliberately brushing up against or touching somebody
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Extending Your Course

If you wish to extend your course beyond the original date stated in your CoE, you must inform the Administration Department.

- Please fill out a Course Extension form at the Front Desk or see one of the administration staff.
- Please pay the Accounts Department.
- If you do not inform AICL, you will not be allowed to enter the class, nor will you be on the class rolls.

If you need to **extend your visa** for any reason you will need to apply for the extension at DIAC. You will require Form 157A (available from reception), your attendance record and transcript, a bank statement to show that you can support yourself, a reasons for extending, \$450 AUD for the processing fee, a Confirmation of Enrolment if you are enrolling in a new course etc.

Excursion Policy

- You will go on an excursion with your class twice each 10-week term
 - Two classes may travel together
 - Excursions are compulsory and all students in the class must attend. Students should expect to pay \$20/10 weeks for these.
 - Students under 18 must fill out an Excursion Permission Form before leaving the college premises, and must return to college with the teacher
 - Let your teacher know if there is a place you would especially like to visit
 - Your attendance will be marked before and during the excursion
 - Please be careful to stay with your classmates and not get lost during the excursion
 - Please behave and follow your teacher's instructions during the trip, as if you are in the classroom
 - Please complete all work related to the excursion, it may be assessed.
 - Special excursions and whole college events will also be held regularly.
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Student request Form

In order to obtain any documentation such as Reference letter, Attendance letter, Special Leave etc., you must fill in the Student Request Form available at the Front Desk. This will take **five working days**, and there is a fee of \$10.

Certificates

At the end of your course you will receive a Certificate with your course and level achieved at no extra cost.

- Please attend the Friday Graduation ceremony to receive your certificate, OR
- Pick it up at the Front Desk the next week.
- Additional certificates and documents obtained after your course has completed will cost \$10.

Permission to Work – How to Apply

Refer to work permission handout.

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| Fax Number | 02 9244 5344 |
| Email | vetab@det.nsw.edu.au |
| Website | www.vetab.nsw.gov.au |
| What They Do | Foster vocational education & training of high quality and the widest possible community access, through a commitment to excellence, integrity & partnership. |

All students: External Complaints and Appeals Body

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| Body | ACPET |
| Address | Box Q1076, QVB PO NSW 1230 |
| Phone Number | 02 9299 4555 |
| Fax Number | 02 9299 4221 |
| Email | acpet@acpet.edu.au |
| Website | www.acpet.edu.au |
| What They Do | Work with government, education & training providers, industry & community organisations to ensure that vocational, higher education & training services provide choice and diversity & well-targeted, appropriately delivered, high quality courses. |

“Who are These Agencies”

In Australia, all registered colleges and training organisations offering accredited courses must gain approval from relevant government bodies. These government bodies have the responsibility to ensure that colleges provide their students with quality education. College staff and students can contact these government bodies on matters relating to the operations and standards of delivery at AICL. The contact details are in the charts below:

English Language Students:

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| G overning Body | NEAS Australia |
| Address | Level 1, 231 Miller St. North Sydney NSW 2060 |
| Phone Number | 02 9954 6077 |
| Fax Number | 02 9954 6153 |
| Email | Visit: www.neas.org.au/contactus/index.php |
| Website | www.neas.org.au/home |
| What They Do | Establish and uphold high standards of service provision in English Language Teaching in Australia. |

Vocational Education & Training Students:

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| Governing Body | VETAB |
| Address | Level 14, 1 Oxford St. Darlinghurst NSW 2010 |
| Phone Number | 02 9244 5335 |

STUDENT RIGHTS & RESPONSIBILITIES

Mission Statement

To be an enthusiastic provider of quality training, outstanding support and real academic pathways.

To encourage and empower students to realize their full potential and provide the means for individuals of all cultures to learn in harmony.

Classroom Policy

Please **do not:**

- Leave your mobile phone switched on in class, as it disturbs the other students.
- Write on the classroom desks
- Eat or drink (except water) in the classrooms
- Chew gum in the classroom
- Smoke anywhere inside the school
- Leave valuables unattended
- Bring drugs or arms into the school
- Speak during class while the teacher is talking
- Speak in your own language
- Put metal in the microwaves
- Leave a mess in the microwaves

Cheating

1. If a student is caught cheating on the English Proficiency Test, their work will be immediately confiscated and they will be asked to cease the assessment.
 2. The student will be provided with a resit opportunity at a charge of \$100.
 3. If a student is caught cheating a second time, AICL will consider terminating the student's enrolment in their primary course.
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Please do:

- Participate in the lessons and group activities
- Speak English at all times
- Respect the culture of other nationalities
- Follow the teacher's instructions
- Leave the classroom tidy

Equipment Policy

- Computer and other equipment made available to you remains the property of AICL.
- Students are fully responsible for the security and/or damage that may occur from using this equipment.
- Access to the email account that students have been granted may be revoked at any time without notification.

- All machines at AICL and all electronic traffic into and out of these machines will be monitored, recorded and thereby logged.

Rules of Equipment Use

Students are not permitted to:

- Disturb or offend other users
- Attempt to bypass system restrictions or security mechanisms
- Log into another users account
- Store or install files on any College equipment that are not directly related to an assignment or subject related requirements
- Use resources (eg Memory, Disk or CPU) excessively
- Move or damage any item of College equipment or furniture
- Illegally copy licensed software
- Play games on the computer
- Change any of the computer's settings

Grievance Procedure

- ** You have the right to be represented by a nominee if you choose.
- ** You have a right to formally present your case at minimal or no cost to yourself.
- ** You have a right to remain enrolled while the complaints and appeals process is ongoing.

Class or Educational Problems

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| 1. See your teacher first |
| 2. If you still have a problem, make an appointment to see the Assistant Director of Studies Philippe Leroux |
| 3. If your problem is still not resolved, make an appointment to see Natalie Scott, Principal/Academic Director/DOS |

Financial and Administration Problems

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| 1. Please see the receptionist and make an appointment to see Rista Iskandar, Supervisor Admissions and Student Services |
| 2. If your problem is still not resolved, see the receptionist & make an appointment to see Marian Yang, Manager Finance & Administration. |

Personal and / or Welfare Problems

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| 1. Make an appointment to see Philippe Leroux, Assistant Director of Studies |
| 2. If your problem is still not resolved, make an appointment to see Michael Voon, our on-campus counsellor. |
| 3. If you would like to see an external counsellor , we can refer you to one (Charges may apply) |

Visa and Marketing Problems

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| 1. For Visa problems, please make an appointment to see our International Marketing Team. |
| 2. If your problem is still not resolved, or for marketing problems , please make an appointment to see Aris Ortanez, Director of Operations and Marketing. |

Facilities Problems

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| Please fill out the Student Grievance Resolution Form and return to Reception 5 days later to find out the process/action taken. If the problem is still not resolved, please make an appointment to see Tony Echevarria, Manager of Operations. |
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ALL Problems

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| 1. If your problem is not resolved, please contact AICL's Managing Director Jim Yang. |
| 2. If your problem is still not resolved, you can contact governing bodies for ELICOS eg ACPET. Tel: (02) 9264 4490, Suite 12, Level 14, 329 Pitt Street, Sydney 2000 |
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Australian Institute of Commerce and Language
www.aicl.nsw.edu.au
