# TABLE OF CONTENTS

## PART 1: INTRODUCTION & OVERVIEW

1.1 Welcome and Overview .................................. 5  
1.2 Facilities .................................................. 5  
1.3 Staff ....................................................... 6  

## PART 2: COURSE INFORMATION

2.1 Timetables ................................................... 7  
2.2 Courses ..................................................... 8  
2.3 Entry Requirements ....................................... 8  
2.4 Course Delivery .......................................... 9  
2.5 Assessment .................................................. 9  
2.6 Course Progress and Assessment ..................... 9  
2.7 Attendance and Full Time Study ....................... 11  
2.8 Qualifications .............................................. 11  
2.9 Privacy ..................................................... 13  

## PART 3: ENROLMENT ISSUES

3.1 Learning Costs .............................................. 14  
3.2 Fee Refund Policy ......................................... 14  

## PART 4: STUDENT RESPONSIBILITIES

4.1 Code of Conduct for Students ......................... 15  
4.2 Institute Rules ............................................. 16  
4.3 Plagiarism and Cheating ................................ 17  
4.4 Definitions of Plagiarism ................................ 17  
4.5 Independent Learning ..................................... 17  
4.6 Useful Websites for Learning English ................ 18  

## PART 5: STUDENT SUPPORT SERVICES

5.1 Accommodation ............................................ 18
PART 1: INTRODUCTION & OVERVIEW

1.1 Welcome and Overview

Kingsway Institute (‘the Institute’) is an ELICOS (English Language Intensive Courses for Overseas Students) Centre conveniently situated in the heart of Sydney. Our mission is to provide excellent quality education in a positive learning environment. We are fully accredited by the National ELT Accreditation Scheme (NEAS) and offer English language courses in General English, English for Academic Purposes (EAP) and IELTS Preparation. General English is aimed at students who want to improve their English for many different reasons – for work, for study, to pass an exam, or even to travel or for self-improvement; EAP focuses on learning the skills needed to prepare for further College or University Study and IELTS Preparation focuses on preparing for the IELTS examination, both Academic and General Training.

1.2 Facilities

The Institute is located in the central area of Sydney with easy access to trains and buses. The Institute has general purpose classrooms with modern facilities spread over 4 levels. There is Wi-Fi throughout for internet access. There is a computer area and a private study area which has language learning software for individual learning. If you wish you may bring your own computer to log on for instant internet access during breaks. There is a kitchen with a refrigerator and microwave facilities for heating up snacks as required and it is located next to the Computer Area on Level 3. Reception is located on Level 1.
## 1.3 Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dr. Doug Hinchliffe</strong></td>
<td>Director</td>
<td></td>
</tr>
</tbody>
</table>
| **Ms. Sally Kuhne**   | Academic Manager                  | - All academic inquiries regarding Academic, General English and IELTS preparation;  
|                       |                                   | - Study skills advice;                                                           |
|                       |                                   | - Academic counselling;                                                          |
|                       |                                   | - Attendance counselling;                                                        |
| **Ms. Sandy Shi**     | Student Services & Administration Manager | - General enquiries and problems;                                               |
|                       |                                   | - Accommodation and Home Stay issues;                                           |
|                       |                                   | - Student social/welfare counselling;                                           |
|                       |                                   | - Attendance counselling and other services;                                    |
| **Jan Ucen**          | Marketing Manager                 | - All Marketing enquiries;                                                       |
|                       |                                   | - Europe student contact                                                        |
| **Mr. Jason Dong**    | I.T Manager                       | - All enquiries related to I.T.                                                 |
| **Ms. Franciska Quinn-Krusche** | Senior Teacher                   | - Academic enquiries;                                                            |
|                       |                                   | - Study skills advice;                                                           |
|                       |                                   | - Academic counselling;                                                          |
|                       |                                   | - Teacher in charge when Academic Manager is not onsite.                         |
PART 2: COURSE INFORMATION

2.1 Shift 1 Timetable (Monday-Thursday)

<table>
<thead>
<tr>
<th>Session</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>9.00a.m – 11.00a.m</td>
</tr>
<tr>
<td>Break</td>
<td>11.00a.m- 11.15a.m</td>
</tr>
<tr>
<td>2</td>
<td>11.15a.m – 12.45p.m</td>
</tr>
<tr>
<td>Break</td>
<td>12.45p.m – 01.30p.m</td>
</tr>
<tr>
<td>3</td>
<td>01.30p.m – 03.00p.m</td>
</tr>
</tbody>
</table>

Total hours tuition per day: 5.00

Public Holidays 2015

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year's Day</td>
<td>Thursday, 01 January 2015</td>
</tr>
<tr>
<td>Australia Day</td>
<td>Monday, 26 January 2015</td>
</tr>
<tr>
<td>Good Friday</td>
<td>Friday, 3 April 2015</td>
</tr>
<tr>
<td>Easter Monday</td>
<td>Monday, 6 April 2015</td>
</tr>
<tr>
<td>Queen's Birthday</td>
<td>Monday, 08 June 2015</td>
</tr>
<tr>
<td>Labour Day</td>
<td>Monday, 05 October 2015</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>Friday, 25 December 2015</td>
</tr>
<tr>
<td>Boxing Day</td>
<td>Saturday, 26 December 2015*</td>
</tr>
<tr>
<td></td>
<td>*Monday, 28 December (observed)</td>
</tr>
</tbody>
</table>
2.2 Courses
Kingsway Institute offers the following ELICOS programs to overseas students:

- General English (Pre Elementary, Elementary, Pre Intermediate, Intermediate & Upper Intermediate)
- English for Academic Purposes (1 & 2)
- IELTS Preparation (Intermediate to Advanced)

2.3 Entry requirements

**General English** (Pre Elementary, Elementary, Pre Intermediate, Intermediate & Upper Intermediate):

There is no specific entry or minimum language proficiency requirement for General English, but students will be tested on arrival and placed in classes according to their level.

**English for Academic Purposes 1:**

IELTS 5.5 or Kingsway Institute Upper Intermediate level or its equivalent. If an International English Language test score is used for entry the score must be no longer than two years old.

**English for Academic Purposes 2:**

IELTS 6.0 or Kingsway Institute Pre Advanced level or equivalent. If an International English test score is used for entry the score must be no longer than two years old.

**IELTS Preparation:**

Kingsway Institute Intermediate level or equivalent for IELTS Level 1, and Upper Intermediate for IELTS Level 2.
2.4 Course Delivery
At Kingsway Institute, we aim to make learning English enjoyable. Teaching is in English only, with a focus on the four skill areas of speaking, listening, reading and writing. Teachers concentrate on the practical use of all aspects of the language in everyday situations. We use materials especially designed for the individual needs of our students.

Students are tested on arrival, and placed in classes according to their level. We encourage students to feel natural using English to communicate.

2.5 Assessment

In General English you will be assessed in a number of different ways:

- Regular testing (short weekly or two weekly revision test based on course work covered)
- More formal assessment at the end of every five weeks. There will be assessment tasks in speaking, listening, reading and writing.
- Teacher assessment of classroom interaction

2.5.1 Moving between levels in General English
Students who perform well may move up to the next level of English. Performing well means that you achieve a high result in each assessment task held every 5 weeks (usually above 70%) and that you are making a lot of contributions in class. Your English teacher and the Academic Manager will decide if you are ready to move up to the next level.

2.5.2 Assessment in EAP & IELTS

EAP: The EAP Course will be assessed through a series of assessment tasks and examinations which will be carried out throughout the course.
To satisfactorily complete the EAP course a student must pass all assessable pieces of work. A student receiving any number of failed results will be given the opportunity to improve and resubmit work before the end of week 10.
A detailed assessment outline will be handed to you on your first day which will explain how assessments are marked and the grading which can be achieved.

IELTS: The IELTS course will be assessed through a series of IELTS practice tests which will be held every 3 weeks.

2.6 Course Progress and Assessment

Kingsway Institute is required by the National Code of Practice 2007 to check your course progress to ensure that you are doing well with your studies. This is important for you because you are in Australia to study and achieve good results.
Assessments of course progress will be monitored during weekly or two weekly reviews and tests but will formally take place after the Mid Module Assessment and at the end of Module Assessment. At this time you will be assessed for course progress and if you are not meeting 50% of the course requirements you will be
nominated as making unsatisfactory progress.

In General English you have assessment tasks in speaking, listening, reading and writing every 5 weeks. You are required to complete each assessment task to satisfy the course requirements. You will make good progress if you use English as much as possible, participate regularly during classes and complete all of your assessment tasks, tests and other activities.

Some of the activities which may be included as assessment tasks are:

♦ A speaking presentation
♦ Listening to a news story and answering questions
♦ Writing a letter
♦ Reading an article
♦ Research assignments
♦ Project work, such as creating a class magazine
♦ Writing a Learning Journal
♦ Participation in group activities
♦ A speaking role play
♦ Writing an essay
♦ Writing a paragraph

If your teacher considers that you are not making satisfactory course progress, he or she will meet with you to talk about it, or refer you to the Academic Manager. You may be given the opportunity to move to an easier class or to do extra activities to help you. Some of these may be:

♦ Developing a learning contract with your teacher or the Academic Manager.
♦ Having extra tasks set by your class teacher to work on a particular area of weakness, e.g. computer assisted language learning, reading tasks, grammar exercises, trial tests etc.

The Institute will do everything it can to help you with your studies. However, if you still do not achieve satisfactory progress after being assisted by the Institute, we must report this to the Australian Government. You will receive a Notice of Intention to Report, which includes information on accessing an appeals process. If you believe that you have been treated unfairly, you may make an appeal through the Institute’s Complaints and Appeals Procedure.
2.7 Attendance and Full Time study

Please read the following message carefully

How often must I attend the Institute as a full-time student?
You should attend classes at least 80% of the time. As a full-time student you are expected to attend 20 hours a week. Your teacher will mark on the class roll if you are present or not in class.

What if I am ill, or have a serious problem, which makes it impossible for me to come to class?
If you are ill, or have a serious problem that affects your attendance, you need to see the teacher as soon as possible. If you are sick, visit a doctor to obtain a doctor’s certificate. If you need time off for some other reason, speak to the teacher. You will be excused only under special circumstances. If you cannot come to class for any reason please call Kingsway to let us know.

What happens if I am absent for more than a short time for other reasons and my attendance falls below 80%?
If you are absent for five days or more for no reason you will be sent a warning letter and you must come to a counseling session with the Student Services Manager immediately. Also if your attendance drops below 80%, for any reason you can expect the following to happen:

1. You will be sent a letter, which will outline your current attendance and request for you to come to the Institute and see the Student Services Manager.
2. At this interview your course progress will be checked and you may continue if course progress is satisfactory and your attendance improves.
3. If your course progress is not satisfactory you must attend a counselling interview with the Academic Manager. At this interview you must agree to come to a fortnightly intervention interview where your attendance and progress will be checked.
4. Failure to attend the counselling interview may result in you being reported to the government for unsatisfactory attendance.

What if I am late to class?
If you are late for class your teacher will mark on the attendance roll the number of minutes you are late. This will affect your total attendance when it is calculated every two weeks. If you are consistently late you will be referred to the Academic Manager for an interview.
2.8 Qualifications to be issued

Students completing all assessment requirements for a particular English course will be awarded a Kingsway Institute Certificate of Achievement. In General English and IELTS you will receive a certificate if you:

- Have at least 80% attendance
- Have studied for at least 5 weeks
- Have completed all assessment tasks

In EAP you must study for at least 10 weeks and you must pass all assessment tasks to receive the certificate.

2.8.1 Grades on your certificate

In General English each level has learning outcomes. You will be given a grade for your performance in the level for each skill, that is, Speaking, Listening, Reading and Writing. The grades you can be given are:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Excellent Performance</td>
</tr>
<tr>
<td>B</td>
<td>Above Average Performance</td>
</tr>
<tr>
<td>C</td>
<td>Pass</td>
</tr>
<tr>
<td>D</td>
<td>Fail</td>
</tr>
<tr>
<td>E</td>
<td>Did not complete</td>
</tr>
</tbody>
</table>

Your grade will be based on your performance in the Assessment Tasks and on your teacher’s observation of your performance in class. For example, you could get an A for Speaking if you do very well in your Speaking Assessment task and if your teacher notices that you make a lot of excellent speaking contributions in class.

2.8.2 Participation

You will also get a grade for your participation in class.

This is assessed as a grade level A-E

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Excellent effort in: asking questions in class, answering questions directed to him/her, participating in class discussion, using English in pair and group work, acting as spokesperson for groups</td>
</tr>
<tr>
<td>B</td>
<td>Above Average effort in: asking questions in class, answering questions directed to him/her, participating in class discussion, using English in pair and group work, acting as spokesperson for groups</td>
</tr>
<tr>
<td>Grade</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>C</td>
<td>Average effort in</td>
</tr>
<tr>
<td>D</td>
<td>A failed effort in</td>
</tr>
<tr>
<td>E</td>
<td></td>
</tr>
</tbody>
</table>

### 2.9 Privacy
The Institute keeps information about its students in Student Files. We only collect information that is needed for proper management of the Institute or as required by law and student files can only be accessed by people who have a good reason or legal authority.

If you wish to access your own file you must put the request in writing to the Student Services & Administration Manager.
PART 3: ENROLMENT ISSUES

3.1 Learning Costs

Textbooks: All students must buy their own Textbook at about $60 per level plus you will receive course notes from the teacher. You can also hire a textbook for a fee of $10 with a $60 deposit. You will receive $60 back when you return the book in good order. You cannot write in a hire textbook.

There is a one-off Materials Fee of $50, this does not include textbooks.

You must buy your own stationery: folders and note-books, etc.

For further information on fees and charges see the enrolment form, and also the “Living in Sydney” information in Part 6 of this Handbook.

Student Cards: Students may apply for a student card with a passport sized photo. Replacement cards are $20 per card.

3.2 Fee Refund Policy

Student tuition fees are safeguarded through the use of insurance and assurance schemes mandated by Australian Legislation.

3.2.1 The applicant agrees that if they enrol for less than 24 weeks, 100 per cent of upfront pre-paid tuition fees will be collected by Kingsway. If the total course duration is more than 24 weeks, the 1st instalment of 50 per cent of upfront pre-paid tuition fees will be collected by the Kingsway, and the 2nd instalment of the remaining 50 per cent of outstanding tuition fees will be collected by Kingsway two weeks before the start of the second study period.

3.2.2 Refund applications must be completed on the Refund Application Form and submitted to Kingsway Institute. Refunds will be provided within 28 days of Kingsway’s receipt of a refund application form from the student or parent(s)/ legal guardian, and will include a statement explaining how the refund was calculated.

3.2.3 Table 1.0

<table>
<thead>
<tr>
<th>NOTIFICATION PERIOD</th>
<th>Tuition Fee</th>
<th>Cancellation fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Refused (Proof of refusal necessary)</td>
<td>100%</td>
<td>Refund of tuition fee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A cancellation fee of A$250 will apply</td>
</tr>
</tbody>
</table>

Before Course Commencement Date

| Withdrawal notified in writing by the student or parent(s)/legal guardian and received by Kingsway Institute 28 days or more prior to the commencement date | 70% | Refund of tuition fee | A cancellation fee of A$250 will apply |
| Withdrawal notified in writing by the student or parent(s)/legal guardian and received by Kingsway Institute less than 28 days prior to the commencement date | 50% | Refund of tuition fee | A cancellation fee of A$250 will apply |

On or After Course Commencement Date

| Withdrawal notified in writing by the student or parent(s)/legal guardian and received by Kingsway Institute on or after the commencement date | 0% | Refund of tuition fee | Nil |

Student Manual
Updated by: Senior Teacher
Last Updated: January 2015
3.2.4 This agreement and the availability of complaints and appeals processes, does not remove the right of the student of take action under Australia’s consumer protection laws.

3.2.5 If the student is not satisfied with the decision, they may apply for a review of that decision within 28 days from the day the student first received notice of the decision. Appeals will be considered by the relevant authority.

3.2.6 For an appeal to be considered, a student must demonstrate new information relevant to their case which might change the outcome of original decision together with a letter stating the reasons why they are applying for reconsideration.

3.2.7 The Student will be advised of the outcome of an appeal by the Kingsway Student Admission Division in writing, within 28 days from the date the application was received by Kingsway. If the reviewer has not advised the applicant of the decision within (45) days of receiving the application for review, the reviewer will be understood to have confirmed the original decision.

3.2.8 In the unlikely event that Kingsway institute is unable to deliver your course in full, you will be offered a partial refund. The partial refund will cover the portion of tuition for which you have paid but not yet received. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Kingsway Institute at no extra cost to you. You have the right to choose whether you would prefer a partial refund of course fees, or to accept the place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Kingsway Institute is unable to provide a refund or place you in an alternative course the government’s Tuition Protection Service (TPS) will help you. You will have access to a secure online information and access service and be able to obtain information on the options for an alternative course including course costs and availability of places. You will also be able to get information on the amount of unused pre-paid tuition fees from this service. You will be able to select a course placement through this process, and once you have enrolled, the unused prepaid tuition fee for you will be paid to your receiving provider. Finally, if the TPS is unable to obtain a suitable place you will be able to request a refund of the unused pre-paid tuition fee amount from the TPS Director.

3.2.9 Fees not listed in the Kingsway Application form Refund Section (Part D) are not refundable. Prior to a student enrolment, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

3.2.10 Students wishing to defer the commencement of studies or suspend their studies must complete a deferral or suspension form and submit it to Kingsway Institute. Kingsway Institute may decide to suspend or cancel a student’s enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to DIAC and may affect the status of a student visa.

PART 4: STUDENT RESPONSIBILITIES

4.1 Code of Conduct for Students

Requirements

Students must follow the Institute’s Student Code of Conduct at all times
The Director must approve any disciplinary action arising from breaches of the Student Code of Conduct.

The Student Code of Conduct requires the following rights to be respected and followed at all times:

- The right to be treated with respect by others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to study in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Institute’s property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure)
- The right to study and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courtesy at all times

**Method**

For non-compliance with the Student Code of Conduct the following procedure for discipline will be followed

- The Student Services & Administration Manager will contact you to discuss the issue or behaviour & to decide how to best solve the problem. This meeting and its outcomes will be documented, signed by all parties and included on your personal file. (Step 1)
- Where the issue or behaviour continues, you will be invited for a personal interview with the Director to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on your personal file. (Step 2)
- If the issue or behaviour continues, you will be given a final warning in writing & a time frame in which to resolve the problem. A copy of this letter will be included on your personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, if the issue or behaviour still continues, teaching will stop and you will be notified in writing that your enrolment has been suspended or cancelled.
- Any suspension or cancellation will be undertaken in accordance with the Institute Procedure on Deferral of commencement, suspension of studies, and cancellation of enrolment, and may affect the status of your visa.
- At any stage of this procedure you are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.

**4.2 Institute Rules**

Kingsway Institute has few rules but we request that you observe the following while on Institute premises:

- Smoking is banned in public and commercial buildings in Australia by law so you must not smoke inside
the Institute.

- If you smoke outside the Institute, please put all your cigarette ends in an ashtray. If you drop it on the ground, the building management will not be happy. Also, there is a $200 Council fine.
- Classrooms are intended for lessons and there should be no eating and/or drinking in classrooms at any time.
- There should be no eating or drinking in the Computer area or the Private Study Room.
- All equipment belonging to the Institute should be treated with respect and you should let the staff know if anything is not working properly.
- Please treat everyone - your classmates, teachers and other staff - with respect at all times.

4.3 Plagiarism and Cheating

Any work produced by a student of the Kingsway Institute must be their own work.

4.4 Definitions of Plagiarism

**Plagiarism** is using the work of other persons, copying (in whole or in part) the work or data of other persons, or presenting substantial extracts from written, printed, electronic or other media in a student’s written work without acknowledgement.

**Intentional plagiarism** occurs if you plagiarise with the deliberate intention of representing the work of others as your own.

**Unintentional plagiarism** occurs if you inadvertently plagiarise due to a lack of knowledge or understanding of the concept of plagiarism, or lack of preparation, skill or care.

*Your teacher will talk to you more about plagiarism*

4.5 Independent Learning

Kingsway Institute encourages students to learn in class but also to improve their skills by learning individually. After class you are welcome to go to the Private Study Room or computer area and try the interactive software Issues in English. This has 800 hours of interesting activities across all levels. You can also borrow a book and listen to it as you read it. There are also CD ROMs installed on the computers in the Private Study Room. You can use these computers to practise grammar, improve your listening skills, improve your vocabulary and improve your pronunciation. Please go to the Private Study Room on Level 3 to see the Independent Learning material.

The Australian Network also has many English Language Learning activities and you can log on to this in the Private Study Room and in the Computer Area.
4.6 Useful Websites for Learning English

http://australianetwork.com/learningenglish/
http://www.eslcafe.com/
http://www.englishpage.com/
http://eleaston.com/materials.html
http://www.manythings.org/
http://www.eslpartyland.com/
http://a4esl.org/q/h/
http://www.esl-lab.com/
http://www.ielts.studyau.com/
http://www.usingenglish.com/
http://www.palgrave.com/skills4study/index.asp
http://www.englishclub.com/ 

PART 5: STUDENT SUPPORT SERVICES

5.1 Accommodation

Homestay
Living with a home stay family usually means behaving as part of the family, including helping with the housework, for example, washing the dishes. You will also have to do your own washing using the family’s washing machine.

The food in your home stay may be quite different from the food you eat back home, but you should try it. If you really don’t like the food (or anything else about your home stay), you can discuss your problem with your home stay family or the Institute Home stay Coordinator, Sandy on level 1.

Most Australian houses don’t have central heating, so you might need to ask your home stay family for extra bedding in winter. If they can’t or won’t provide blankets or doonas for you, you may have to buy them yourself. Leaving heaters on overnight is very expensive and can be dangerous.

Living with a home stay family gives you a great opportunity to practise your English, so make the most of it! You can learn a lot from them about both the English language and life in Australia.

Rental Accommodation
Some students prefer to find their own accommodation in a house or flat. It is quite common for young people in Australia to live in shared accommodation with their friends or even with complete strangers. In Sydney the cost of shared accommodation varies between $150 and $300 per week. You can find it advertised on student notice boards, in newspapers and on the internet.
If you live in a rented (including shared) flat or house, you will also need to pay a deposit, or ‘bond’ equivalent to a maximum of four week’s rent for unfurnished and six weeks’ rent for furnished accommodation. The bond is used to replace or repair any damage you cause. If there is no damage the full amount will be returned to you when you leave your accommodation. There are laws about this: ask your teacher or the Student Services Manager if you want more information about them.

There are several ways to find somewhere to live. One way is to check the advertisements in the newspaper. The Sydney Morning Herald has advertisements for flat and house shares every Wednesday. If you have trouble understanding anything in the advertisements ask your teacher to help you. You will probably need to telephone to make an appointment to meet the other people who live in the house.

You can also visit a real estate agent to see if they have any suitable property for you to rent. If you rent a place yourself, you may have to find other people to share with you.

5.2 Useful Websites for Accommodation

- http://www.sharedstudentaccommodation.com/
- www.share-accommodation.net
- www.flatmatefinders.com.au
- www.accommodationinsydney.com
- www.RealEstate.com.au
- www.tenants.org.au/

5.3 Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is insurance that covers the costs of medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must buy an approved OSHC policy before applying for your visa. This will cover you from the moment you arrive. You will need to maintain OSHC throughout your stay in Australia.

If you have Medibank OSHC it can cover:
- If you need to go to hospital
- If you need to visit a doctor or specialist
- ambulance services
- 24/7 emergency advice and assistance

The nearest Medical Centre is the Sydney CBD Medical Centre

242 Castlereagh Street Sydney. Please ask Student Services to help you.
5.4 **Student Orientation**

On the first day of your course you will have an Orientation meeting to inform you about the Institute, Sydney, transport, facilities, banking and accommodation, and also to introduce Institute staff. There is a tour of the Institute and you can ask any questions you might have.

5.5 **Student Welfare Counselling**

The Student Services and Administration Manager and other administrative staff of the Institute are available to give you general advice and help with matters such as accommodation, transport, English language problems and counselling. Students who need special or intensive assistance should contact the Student Services and Administration Manager, who may refer them to the Student Welfare Counsellor if required.

Medibank OSHC offers a free telephone service with access to professional counsellors if you need someone to talk to. You may want to talk about living away from home, stress or student life in Australia. They have a translation service too. Interpreters are available to speak Japanese, Mandarin, Indonesian, Malay, Cantonese, Thai, Korean and more.

At Kingsway we have members of staff who can help you too. Our staff can speak Thai, Mandarin, Cantonese, Japanese, German and Korean.

The Student Services and Administration Manager’s details are:

**Name:** Sandy SHI  
**Phone:** 02 9283 2388  
**Email:** sandy@kway.nsw.edu.au

Sandy is available Monday-Friday at the following times:

- 10:45 – 11:00 am
- 12:30 – 1:15 pm
- 2:45 – 4:00 pm
- 6:00 – 6:20 pm

You can also make an appointment to see her by email sandy@kway.nsw.edu.au

5.6 **Academic Counselling**

If you have a problem with your study or homework you should see your teachers and if you have any special individual learning needs, questions about your progress or your study plans after Kingsway Institute, you can speak with the Academic Manager, Sally.

Go to the Academic Manager’s office on the 3rd floor and write your name on the Academic Counselling list on the door. The best days for Sally to speak with you are Monday or Tuesday.

You can also make an appointment to see Sally via email. Please email sally@kway.nsw.edu.au.
5.7 Working in Australia
A student visa automatically gives you permission to work in Australia after you start your course. You may work a maximum of 40 hours per fortnight during the Institute study time and full-time during study breaks. However, study should be your focus, not work. You are not allowed to work during class time. You must have a Tax File Number (TFN) before you start work. You can apply for a TFN on-line at www.ato.gov.au. You can also get a Tax File Number Application Form from Reception.

5.8 Change of Address
When you arrive in Australia, you must advise the Institute of your residential address and telephone number. You must tell the Institute within seven days if you change your address. This is a condition of your student visa. Additional information on student visa issues is available on the Immigration (DIAC) web site at www.immi.gov.au.

5.9 Social and Recreational Activities
The Kingsway Institute teachers will take you on class excursions for social and educational purposes so that you can practice your English outside the classroom. These activities might include:

- DVD afternoons/evenings – watching the latest films in English.
- Trips and BBQ’s to the Beach
- Sight-seeing tours-Sydney Harbour Bridge, The Sydney Opera House, Sydney Tower
- Afternoon/evening Singing Club Karaoke
- Afternoon Picnics - Hyde Park, Darling Harbour, Botanical Gardens
- Learn-to-Surf days or weekends
- Museum and Gallery visits:
  - The Australian Museum http://australianmuseum.net.au/

You should also look for posters on or near the notice board on level 3 for events in Sydney. Click on the following to see what’s on in Sydney: http://www.sydney.com/Events_in_Sydney_p803.aspx
You might also like to join a group of people with similar interests to you and can look at http://www.meetup.com.
5.10 Complaint Procedure

At Kingsway Institute we want all our students to be happy. If you are not happy in your class, you can talk to your teacher or the Academic Manager about it. You can talk to the Student Services and Administration Manager, Sandy Shi, about any other problems you have. You can bring a friend or other support person to any meetings in the Institute to do with your complaint. If you are not happy after speaking with the Student Services and Administration Manager or the Academic Manager then you can talk to the Director. If you are not satisfied with the Director’s decision, you can contact the Overseas Students Ombudsman for help. There is no cost to you for this service. Please see the Complaints Procedure on Page 24 for more information.

5.11 Safety and Security

Australia is a safe country compared with many others, but there are some things you can do to keep yourself and your possessions safe:

- Make sure you know where the fire exits are (see plan of the Institute in your classroom).
- If there is an emergency follow these instructions

**EMERGENCY PROCEDURES**

When you hear a loud “beep, beep” siren, there may be an emergency, and you may have to leave the building.

The Fire Warden for each floor will go and stand next to the red phone and wait for instructions.

If the siren changes to a “whoop, whoop” sound, you MUST leave the building.

Pack your personal things and move to the door of your classroom.

Your teacher will guide you to the fire stairs.

If you are wearing high-heeled shoes, take them off and carry them.

Walk in single file down the stairs and hold the hand rail as you go.
When you reach street level, turn LEFT and walk with your teacher to the Assembly Area, which is in Hyde Park, across the street from Bathurst Street. Wait there until you are told what to do next. Your teacher will tell you when it is safe to go back to our building.

- Do not leave valuable things (e.g. mobile phones, electronic dictionaries) in the classroom.
- If you see anything dangerous or suspicious, tell Reception straight away.

5.12 Helpful Contacts

Fire, ambulance and police emergency - dial 000
Translation services - contact the Translating and Interpreting Service by phoning 131 450
Counselling services - contact Life Line on 131 114
Local doctors and dentists: Sydney Medical & Dental Centre, 580 George St, 9261 9261
Legal advice: Law Access NSW is a free government telephone service that provides information, referrals and, in some cases, advice for people who have a legal problem in NSW.
You can contact Law Access on 1300 888 529 between 9am and 5pm Monday to Friday (not on public holidays).
If you want to talk to Law Access with the assistance of an interpreter, you can call Law Access through the Translating and Interpreting Service (TIS) on 131 450 and ask for Law Access.


PART 6: LIVING IN SYDNEY

6.1 Cost of Living

International students in Australia typically spend between $250 and $400 a week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. While this is a realistic guide, it is important to remember that the cost of living will vary by location, course and lifestyle. To live cheaply, you will have to share a room and cook for yourself.

6.2 Banking

It is a good idea to open an Australian bank account, so that you don’t need to carry large amounts of cash. You will need to show your passport and proof of address to open an account.

Over 20 local and many international banking groups have banks in Australia. All major banks have branches in cities and suburbs. Most shopping centres have Automatic Teller Machines (ATMs), which can be used for
withdrawals, and sometimes for deposits, at any time. Department stores, supermarkets and many other shops have Electronic Funds Transfer Terminals (EFTPOS) where you can take out cash as well as paying for goods.

Most banks are open from 9.30am – 4pm Monday to Thursday, and 9.30 am – 5 pm on Friday. There are several major banks with branches close to Kingsway Institute.

6.3 Shopping
Most Sydney suburbs have a shopping area or mall with a supermarket and variety of shops where you can buy food and other everyday needs. Fresh fruit and vegetables are usually quite cheap. Sydney is an international city where you can find food and other items from many countries.

Sydney has a subtropical climate with mild winters and quite hot summers, but you will still need sweaters and jackets to keep warm in winter. Australians usually dress casually so you will probably not need any formal clothes. A hat is very useful in summer to protect you from the sun.

6.4 Transport
The closest railway stations to the Institute are Town Hall and Museum. The Institute’s central location means that some students will live in the immediate area of the Institute and walk to and from school. Other students will be living in suburbs further away and will need to catch a train or bus. Trains run regularly throughout peak hours and Town Hall station is an interchange for most of Sydney’s major rail lines.

Rail timetables are available at the station or at www.cityrail.info/. You can get bus timetables and maps for government buses (the blue-and-white ones) from Town Hall Station. You can find transport information for the whole of Sydney at www.131500.com.au or on 131500.

As no student concession is available for English Language students, it is recommended that students get an Opal card from a 7-Eleven store, and top it up with money as they need it. Take 8 paid journeys from Monday-Sunday with an Opal card and enjoy free travel for the rest of the week.

Bus Travel Tips
In busy periods you cannot buy a bus ticket when you get on the bus, so you must either use your Opal card or single trip ticket which can be purchased at a 7-Eleven store.
What should I do if I have a problem?

Kingsway Institute Complaints and Appeals Procedure
If you have a problem with the Institute, you may have a complaint. We understand that problems, differences and grievances can sometimes happen and we try to resolve them. If we do not fix the problem, you can ask the Overseas Students Ombudsman for help.

Do you have a problem with your visa, fees or holidays? 
- Yes → See Student Services Manager
- No → Do you still have a problem?
- Yes → Fill in a Complaint Form and see the Student Services Manager
- No → Does the problem still exist?
  - Yes → Fill in an Appeals Form and see the Director
  - No → Do you still feel dissatisfied?
    - Yes → Contact: The Overseas Student Ombudsman 1300 362 072 ombudsman@ombudsman.gov.au
    - No → Yes

Do you have a problem with your classes or with your study?
- Yes → See your teacher
- No → Do you still have a problem?
- Yes → Fill in a Complaint Form and see the Academic Manager
- No → Yes

At any of these meetings you may bring a support person, like a friend, to assist you! 😊 Ask the Student Services Manager to help you if you need help with English.