



**Kingsway Institute  
Student Handbook  
2017**



# **Kingsway Institute**

## **Student Handbook**

### **Section One**

Staff + Academic Information

### **Section Two**

Rules and Regulations

### **Section Three**

Student Support Services

Kingsway Institute

55 Wentworth Avenue  
Sydney 2000

CRICOS Provider: 03177F

Telephone: (02) 9283 2388

Facsimile: (02) 9283 7588

Website: [www.kway.nsw.edu.au](http://www.kway.nsw.edu.au)

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# Section 1

## Staff + Academic Information

### Staff

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Jason Dong

Principal Executive Officer

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[jason@kway.nsw.edu.au](mailto:jason@kway.nsw.edu.au)

Anne Paterson

Deputy Principal

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[anne@kway.nsw.edu.au](mailto:anne@kway.nsw.edu.au)

### Academic Staff

*Academic enquiries*

*Study skills advice*

*Academic and attendance counselling*

Sonya Fehler

Academic Manager

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[sonya@kway.nsw.edu.au](mailto:sonya@kway.nsw.edu.au)

### Administration Staff

*General enquiries and problems*

*Student social/welfare counselling*

*Attendance counselling and other services*

Sandy Shi

Administration Manager

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[sandy@kway.nsw.edu.au](mailto:sandy@kway.nsw.edu.au)

Soori Sanguantrakul

Administration Assistant

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[admin@kway.nsw.edu.au](mailto:admin@kway.nsw.edu.au)

### Marketing Staff

*Marketing enquiries*

Jan Ucen

Marketing Manager

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[jan@kway.nsw.edu.au](mailto:jan@kway.nsw.edu.au)

## Courses

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Kingsway Institute offers the following ELICOS programs to overseas students:

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

## Entry requirements

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### General English

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

### Pre-EAP:

- Official IELTS 5.0 (or Kingsway Institute IELTS practice test 5.0) or Kingsway Institute Intermediate level, or strong Pre-Intermediate. 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 1:

- Official IELTS 5.5 (or Kingsway Institute IELTS practice test 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:

- Official IELTS 6.0 (or Kingsway Institute IELTS practice test 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.

## Course Delivery

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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 comfortable using English to communicate.

## Timetables

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Kingsway offers both day and afternoon General English classes and day classes for English for Academic Purposes and IELTS Preparation. All students study for 20 hours per week.

### Shift 1- Day Classes

Monday-Thursday

Session	Time
1	9.00 am – 11.00 am
Break	11.00 am- 11.15 am
2	11.15 am – 12.45 pm
Break	12.45 pm – 1.30 pm
3	1.30 pm – 3.00 pm
Total hours tuition per day	5.00

### Shift 2- Afternoon Classes

Monday-Friday

Session	Time
1	4:00 pm – 6:00 pm
Break	6:00 pm – 6:20 pm
2	6:20 pm – 8:20 pm
Total hours tuition per day	4.00

## Assessment

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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.

### Assessment in General English

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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

### Moving between levels in General English

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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.

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.

## Course Progress and Assessment

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Assessments of course progress are monitored during weekly or two weekly reviews and tests but will formally take place every 5 weeks. At this time you are 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 for example computer assisted language learning, reading tasks, grammar exercises 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 due to lack of progress, 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.

## Assessment in EAP & IELTS

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### English for Academic Purposes

The EAP Course is assessed through a series of assessment tasks and examinations which are 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 are given the opportunity to improve and resubmit work before the end of week 10.

### IELTS

The IELTS course is assessed through a series of IELTS practice tests which are held in weeks 3, 6 and 9.

## Certificates

Students completing all assessment requirements for a particular English course are awarded a Kingsway Institute Certificate of Achievement.

To receive a certificate all students must

- Have at least 80% attendance

In General English and IELTS you will receive a certificate if you:

- Have studied for at least 5 weeks
- Have completed assessment tasks

In EAP you will receive a certificate if you:

- Have studied for at least 10 weeks (1A and 1B)
- Have passed all assessment tasks

## 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 as follows

Percentage	Description	Grade
86 -100	Excellent performance in the level	A
70 - 85	Above average performance in the level	B
50 - 69	Pass/Average performance at this level (could do with more time at this level)	C
Below 50	Fail	D
No result	Did not complete/attempt	E/DNA

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 you Speaking Assessment task and if your teacher notices that you make a lot of excellent speaking contributions in class.

## Participation

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

Grade	Description	Criteria
A	Excellent effort in	<ul style="list-style-type: none"><li>○ asking questions in class</li><li>○ answering questions directed to her/him</li><li>○ participating in class discussion</li><li>○ using English in pair and group activities</li><li>○ acting as a spokesperson for a group</li></ul>
B	Above average effort in	
C	Average effort in	
D	A failed effort in	
E/DNA	Did not attend or complete the course	



# Section 2

## Rules and Regulations

### Attendance and Full Time Study

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#### **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 sick, 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.

If your attendance drops below 85%, for any reason you can expect the following to happen:

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

N.B. You will be sent three warning letters before you are reported to the immigration department for lack of 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 always late you will be referred to the Academic Manager for an interview.

### Student Visa Requirements

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- Under the Student Visa Regulations you must provide Kingsway Institute with your current residential address. If you move house you must inform the Administration Office of your new address
- You can work up to 40 hours every 2 weeks on a student visa and you must have a tax file number and pay tax.
- For more information on visas and student visas you can visit <https://www.border.gov.au/>

## Learning Costs

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### 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 text book 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, 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 free student card with a passport sized photo in the office. Replacement cards are \$20 per card.

## Fee Refund Policy

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For any enquiries regarding the refund of your tuition fees you will need to speak to the Administration Manager on the ground floor. Alternatively you can look at the Fee Refund Policy on the website <http://kway.nsw.edu.au/content/refund-and-cancellation-policy>

## Student Responsibilities

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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

If you do not follow the Student Code of Conduct the following will happen

1. 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.

2. 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)
  3. 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 (see next page) to settle any disputes that may arise.

## Institute Rules

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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 or the bin. If you drop it on the ground, the building management will not be happy. Also, there is a \$200 Council fine.
- If you eat and drink in the classrooms at break times you must clean up any mess.
- 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

## Privacy

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Kingsway Institute may ask if you wish for your photo to appear on the website or Facebook and you will have to sign an Image Consent Form. 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.

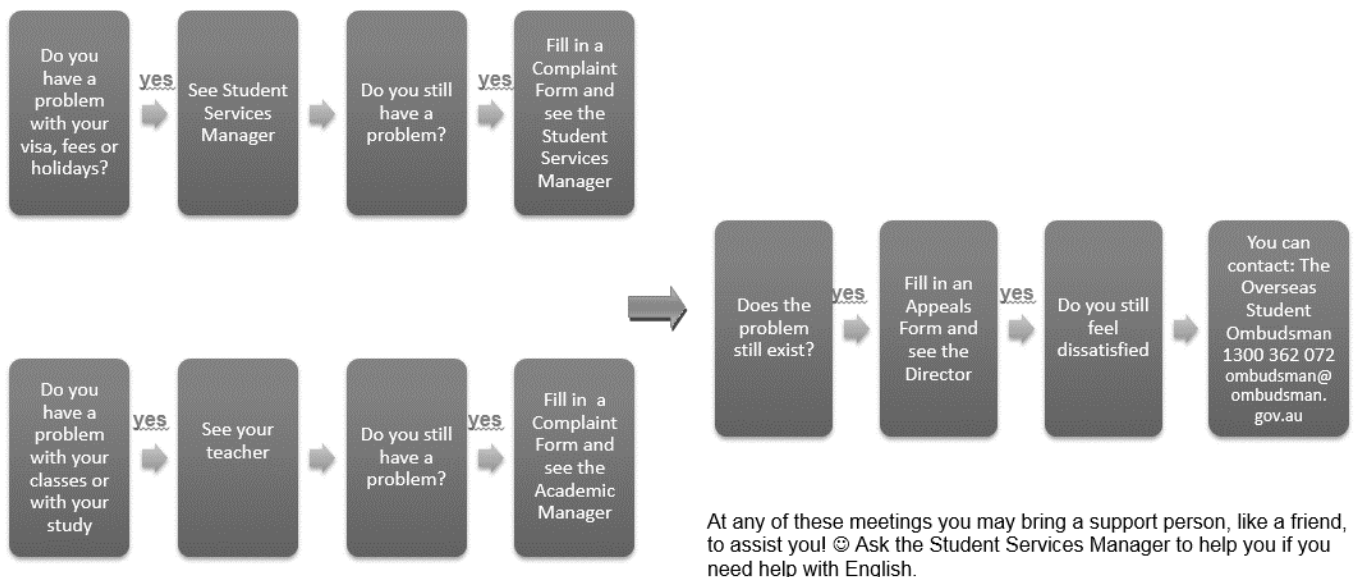
## Complaints and Appeals Procedure

Kingsway is committed to providing high quality classes and services at all times. If for any reason you are dissatisfied with any decision made by Kingsway Institute you can appeal the decision by following the Kingsway Institute Complaints and Appeals Procedure outlined below. You will also find this diagram on the classroom walls.

### 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.



## Plagiarism and Cheating

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

**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*

# Section 3

## Student Support Services

### Life in Sydney

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Adjusting to life in a new country can be difficult. If you have any questions about living in Sydney you can ask the Academic Manager, Senior Teacher or anyone in the Administration Office or your teacher. Below is a list of useful telephone numbers and information that you might find helpful when you arrive in Sydney.

#### Tax File Number

**DO NOT PAY FOR A TAX FILE NUMBER.** In order to work in Sydney you will need to have a tax file number. You should never pay for your tax file number and you should never give your number to anyone other than your employer. You can get a tax file number from the following website

<https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/Foreign-passport-holders,-permanent-migrants-and-temporary-visitors---TFN-application/>

#### Jobs and Work

There are a few places you can find work in Sydney.

[www.seek.com.au](http://www.seek.com.au)

[www.careerone.com.au](http://www.careerone.com.au)

[www.mycareer.com.au/](http://www.mycareer.com.au/)

Once you apply for a job you may have to prepare your resume and cover letter. The following website has some tips and helpful information

<http://www.seek.com.au/career-advice/resume-cv>

If you have problems or questions about your workplace, you can go to

<https://www.fairwork.gov.au/>

### Emergencies, Security and Safety

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Sydney is generally a very safe place to live with a low crime rate. If you encounter any problems while living in Sydney or you feel unsafe for any reason you should **contact the police on 000** immediately.

#### Kingsway Institute Emergency Procedure

If the fire alarm goes off in the building, follow the instructions given and evacuate the building if you are instructed to do so.

1. The first alarm (beep beep) is to notify you that you need to be prepared to evacuate the building if necessary. If you are using a computer or other equipment, turn it off when you hear this noise.
2. The second alarm (whoop whoop) tells you that it is necessary to evacuate the building. Leave the building using the nearest EMERGENCY EXIT. Follow your teacher to the assembly

area outside, and keep a look out to make sure all of your classmates are with you. If you hear the fire alarm – DO NOT PANIC, evacuate the building as follows:

3. Leave the building by the shortest possible route
4. DO NOT USE LIFTS
5. Follow the directions of your teachers – obey all instructions they give you.
6. Go to the Assembly Area, Belmore Park
7. DO NOT wait in groups around doorways
8. DO NOT distract Wardens and Security Officers while they are supervising evacuation
9. Wait in the Assembly Area for more instructions from Wardens and Security Officers or the Fire Brigade. Your teacher will mark the class roll to make sure all students are present
10. DO NOT go back into the building until you are instructed to do so by the Fire Brigade, Wardens or Security Officers
11. NEVER go into a building if you can hear an alarm sounding
12. Designated Floor Wardens will direct the assistance of persons with disabilities to leave the building Know where the Fire Exits and Emergency Assembly Points for your building are. Never put yourself in a situation that places you or other people at risk of injury or worse. If it is safe to do so, assist others, especially if you know someone has a disability.

## Legal Services

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If you have any problem with the police or you need to talk to a lawyer the Australian Government offers free legal advice. Often someone will be able to help you in your first language.

<http://www.legalaid.nsw.gov.au/> or you can contact Law Access on 1300 888 529 between 9am and 5pm, Monday to Friday (not on public holidays).

## Health Services

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### Doctors

You may need to see a **doctor** while you are living in Sydney. You should go to a medical centre. In Australia, international students need to pay to see the doctor but you should get some money back from your health insurance provider. The closest doctor to Kingsway Institute is *Hyde Park Medical Centre* <http://www.hydeparkmc.com.au/>

If you need to go to the **hospital** for a health emergency you can **call an ambulance on 000**. For non-life threatening emergencies you should see your local doctor.

## Facilities and Resources

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The closest train stations to Kingsway Institute are Central Station and Museum Station. The best way to travel around Sydney is using an Opal Card. You can get an Opal Card for free from most convenience stores or 711 stores.

At Kingsway you can use the free Wi-Fi or the computers on level 1 to access the internet. You can ask your teacher or the Administration Office on the ground floor for the Wi-Fi password.

If you need to print you can print from any of the student computers.

There are many banks around Kingsway Institute where you can set up an Australian bank account. You will need a current address and some identification to open a bank account.

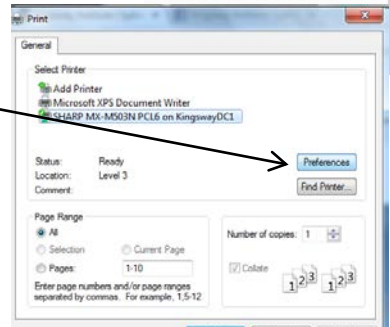
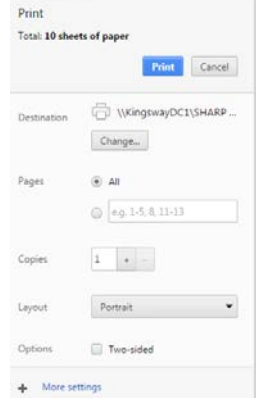
## Translation Services

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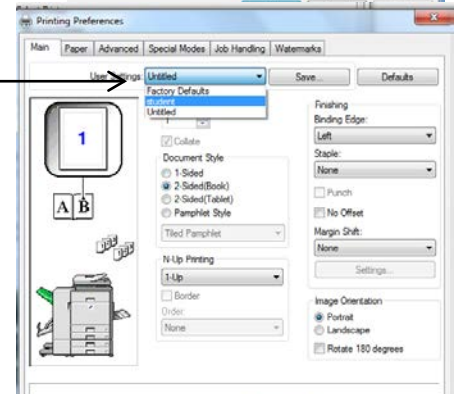
You can contact the government's free Translating and Interpreting Service on 131450 or visit <https://www.tisnational.gov.au/>

# How to Print

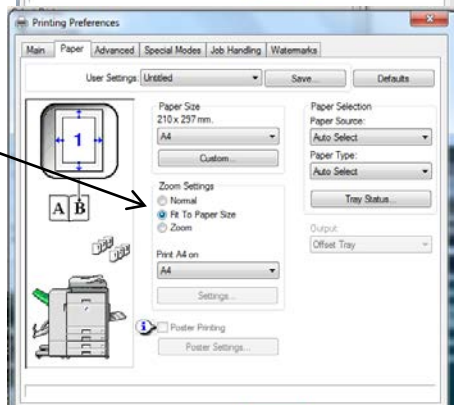
1. Go and see the office and put some money on your printing account, 10c per page
2. Press file print
3. Click on the Print using system dialogue button
4. Choose Preferences



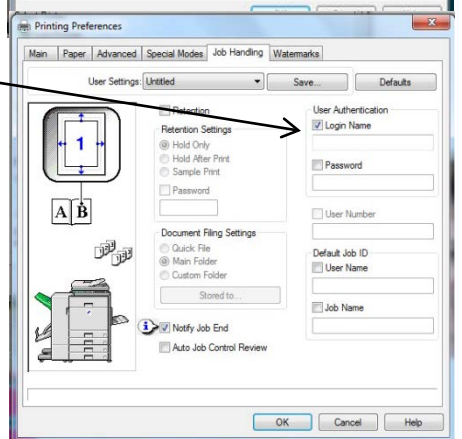
5. Under the main tab choose student



6. Under the paper choose Fit To Paper Size



7. Under job handling type your Login Name and your Password  
Your username is your first name with a capital letter  
Your password is your student number



8. Press OK and then Print
9. Remember to delete your login name and password when you have finished to save your money

## Useful Websites

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The following websites are a good for practicing your English at home after class

### Websites for all levels

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1. Remembering vocabulary: <https://www.memrise.com/>
2. Grammar games: <http://www.agendaweb.org>

### Websites for different levels

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1. GE Elementary Reading: <http://www.eslfast.com/supereasy/>
2. GE Intermediate: [www.usingenglish.com](http://www.usingenglish.com),  
[www.englishclub.com](http://www.englishclub.com)
3. Higher levels (e.g. Upper Intermediate):  
<http://learnenglish.britishcouncil.org/en/>
4. IELTS Preparation: [www.ielts speaking.co.uk](http://www.ielts speaking.co.uk)  
[www.ielts advantage.com](http://www.ielts advantage.com),  
[www.ielts-exam.net](http://www.ielts-exam.net)



You can also have a look at the Kingsway Self Study Website

<http://kingswayselfstudy.wikidot.com/>









