



From possibility to actuality

Crown Institute of Business and Technology

ELICOS Student Handbook

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CRICOS Provider Code: 02870D



About this book

This handbook is your guide to the Crown Institute of Business and Technology. Inside you will find information on

- **how** the college works
- **where** students should go for classes and assistance
- and **who** they should see to resolve problems.

Disclaimer

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Table of Contents	Page
1.0 Introduction	
1.1 Welcome	1
1.2 Important Information	2
1.3 CIBT Contact Information	2
1.4 Useful Contacts List	2
2.0 English Courses	
2.1 General English Courses	4
2.2 IELTS Preparation Courses	4
2.3 EAP Courses	5
2.4 Available Timetables	5
2.5 Entry Requirements	6
2.6 Selection Criteria	6
2.7 ELICOS Course Books	6
2.8 Excursions	6
2.9 Some Tips for Studying English	6
3.0 Enrolment	
3.1 Enrolment Procedure	7
3.2 CIBT Refund Policy	7
3.3 Variation of Enrolment	8
3.4 Duration of COE	10
3.5 Compassionate and Compelling Circumstances	10
4.0 Student Issues General	
4.1 Student Induction	11
4.2 Student Services	11
4.3 Student Facilities	11
4.4 Standards of Behaviour	12
4.5 Student Rules/ Regulations	12
4.6 Student Equipment	13
4.7 Student ID	13
4.8 Student Feedback and Quality Improvement	13
4.9 Student VISA Conditions	13
4.10 Student Attendance Policy	14
4.11 Student Progress and Assessment Policy	14
4.12 Student Complaints and Appeals Procedure	15



4.13 Overseas Student Health Cover	16
4.14 Working While Studying	17
4.15 Students Under 18	17
5.0 CIBT Policies and Code of Ethics	
5.1 CIBT Standard of Business Practices Policy	18
5.2 Anti Discrimination Policy	18
5.3 Access and Equity Policy	18
5.4 Harassment Policy	19
5.5 ESOS Framework	19
5.6 Occupational Health and Safety Policy	19
5.7 Privacy and Use of Personal Information Policy	20
5.8 Critical Incident Policy	20
6.0 General Information	
6.1 Safety	21
6.2 Interpretation Services	21
6.3 Information about Sydney and Cost of Living	21
6.4 Holidays	24
7.0 Orientation Guide Book	24
Induction/ Orientation Confirmation Form	28



1.0 Introduction

1.1 Welcome to CIBT

Welcome to the Crown Institute of Business and Technology (CIBT). We are delighted to have you join us, and we hope that your stay with us will be happy and productive.

CIBT is here to help you learn English and help you understand and settle into the Australian way of life. We have prepared a special program today to assist in your orientation to CIBT and to North Sydney, Australia.

The contents of the Student Handbook will be discussed with you during the Student Induction Program. Please bring this handbook with you to the Induction and keep it safe during your training. The Student Handbook will provide additional guidance and answers as you progress throughout your studies.

If you do not understand everything just now, please do not worry.

For assistance please ask administration who can guide you to the correct point of contact.

We sincerely hope that your time at Crown is a memorable and productive learning experience.

Good luck in your studies!

Mr Kiran Koirala
Principal Administrator



1.2 Important Information

This is a summary of the information presented in this handbook and helps you understand your **obligations** as a student, and gives you information on where and how to find resources and assistance.

Student visa requirements:

You must

- Maintain a fulltime enrolment in the enrolled course
- Maintain satisfactory course progress
- Maintain OSHC throughout the visa duration
- Notify CIBT within 7 days of any change of address

1.3 CIBT contact information

- Principal Administrator: Mr Kiran Koirala
- Address: 116-118 Pacific Highway, North Sydney, NSW 2060
- Phone: 02 9955 0488
- Fax: 02 9955 3888
- E-mail: info@cibt.nsw.edu.au
- Website:
- Opening Hours: 8am – 9pm most evenings

Studying at CIBT:

- The Principal Administrator is the first point of contact for students with questions about any of CIBT's support services.
- In case of fire or any other emergency please follow the instructions given by your teacher or other CIBT staff member.
- Check college notice boards every day for any updates, important information, results etc.
- Always follow the rules and regulations displayed in notice boards, classrooms, the computer lab, and near the facilities such as the printer, photocopier etc.
- Do not leave valuables unattended. CIBT is not responsible for any damaged, lost or stolen items.

1.4 List of Useful Contacts

PROBLEM	PERSON TO SPEAK TO
Academic Matters	Speak to your teacher. If you need additional assistance, ask the Principal Administrator for information.
Accommodation	Ask the Principal Administrator for information.
Access & Equity	Ask the Principal Administrator for information.
Counselling	Ask the Principal Administrator for information.
Disability Support	Ask the Principal Administrator for information.



Emergency services	<ul style="list-style-type: none"> • Police: 000 • Fire: 000 • Ambulance: 000 • 		
Financial	<ul style="list-style-type: none"> • National Australia Bank (NAB) 75 Elizabeth Street, Sydney 2000 • Westpac Bank Australia 242 Castlereagh Street, Sydney 2000 • Commonwealth Bank 309-315 George Street, Sydney 2000 • ANZ 2/665-669 George Street, Sydney 2000 • 		
Health	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> Doctor: Mater Medical Centre Level 2 / 200 Pacific Highway North Sydney, NSW 2060 Phone: 02 9957 7744 </td> <td style="width: 50%; vertical-align: top;"> Dentist: Dental Clinics of Australia Level 10 / 100 Miller Street North Sydney, NSW 2060 Phone: 02 9957 5152 </td> </tr> </table>	Doctor: Mater Medical Centre Level 2 / 200 Pacific Highway North Sydney, NSW 2060 Phone: 02 9957 7744	Dentist: Dental Clinics of Australia Level 10 / 100 Miller Street North Sydney, NSW 2060 Phone: 02 9957 5152
Doctor: Mater Medical Centre Level 2 / 200 Pacific Highway North Sydney, NSW 2060 Phone: 02 9957 7744	Dentist: Dental Clinics of Australia Level 10 / 100 Miller Street North Sydney, NSW 2060 Phone: 02 9957 5152		
International Students	<p>Department of Immigration and Citizenship (DIAC) 26 Lee Street, Sydney (next to Central Station) Phone: 131 881 http://www.immi.gov.au</p>		
Legal	<p>Please ask the Principal Administrator for information.</p>		
Sexual Health	<ul style="list-style-type: none"> • Sydney Sexual Health Centre Sydney Hospital Nightingale Wing, Macquarie St. (HIV/AIDS & STD testing, sexual health info & clinic services) Mon – Fri 9 a.m.- 8 p.m., Sat 10 a.m.- 6 p.m. Phone: 9382 7440 • Fax: 9382 7475 • www.sesahs.nsw.gov.au (follow link to the Sexual Health Centre) • HIV/AIDS Information Line Phone: 9332 9700 • Sexual Assault Centre Level 9 East, Queen Mary Building, Grose Street Camperdown NSW 2050 Phone: 9515 3680 Daily 9 a.m.- 5 p.m. • Sydney Rape Crisis Centre Provides 24-hour telephone & counselling support. Phone: 9819 6565 		



2.0 English Courses

2.1 General English

CIBT offers General English courses from beginner to advanced levels.

We aim to provide you with the best English language training, so your language abilities can be applied to social, travel, educational and other situations while living, learning and working in Australia and other English speaking countries.

Upon completing the General English Course, CIBT English students may choose to study advanced language courses including the IELTS Preparation Program and English for Academic Purpose (EAP)

Course aim: The General English course is designed for those people who want to learn English for daily living in English speaking countries. It is based on a grammatical and communicative approach.

Course duration: 4-72 weeks depending on level of entry. **Course fee:** \$290 (Special Discount). In addition you need to pay \$200 for enrolment and \$ 80 for 12 weeks of materials. OSHC fee will be extra. CIBT fees are subject to change without prior notice

The CIBT General English Course is offered at 5 levels:

Elementary level: Students learn basic grammar and vocabulary and the use of different tenses. At this level, the most appropriate language to use in different situations is also taught.

Pre-intermediate level: Assists students to communicate in simple everyday life situations, such as buying groceries, making and taking orders, talking on the telephone with confidence. Additional grammatical skills are progressively introduced at this level.

Intermediate level: Students study more complex grammar and sentence structure. A variety of texts are also read to help expand student's vocabulary.

Upper Intermediate: Is the first of our top level courses. Grammar is emphasised, vocabulary expansion becomes paramount, and the students are challenged to improve their English language skills at all levels – Listening, Speaking, Reading and Writing.

Advanced Level: Students in the advanced class have learnt most of the language skills, but they need to polish their usage. All the components of English Language, Speaking, Writing, and Grammar are taken to an advanced level at this stage. Academic English is also introduced.

2.2 IELTS Preparation Course Up to 20 weeks

The International English Language Testing System (IELTS) addresses the four modules of reading, listening, speaking and writing.

This is generally a 10 – 20 weeks course offered at Upper-Intermediate to Advanced levels. It prepares students to sit in the internationally recognised IELTS examination.

Its study elements include IELTS examination strategies, cultural awareness, academic writing skills, and developing research and presentation skills.

Course Aim: The main aim of this program is to give students the skills needed to successfully sit for the IELTS examination.

Assessment: Students engage in a range of assessments in this program including IELTS tests, researching on a project, presentation, and essay writing.

Length of course: 10 – 20 weeks (depending on student's ability) **Course fee:** \$290 (Special Discount). In addition you need to pay \$200 for enrolment and \$ 80 for 12 weeks of materials. OSHC fee will be extra. CIBT fees are subject to change without prior notice.



Entry requirements: A minimum of 4.5 IELTS. Students below this level will be placed in the appropriate level of General English until they reach the level required.

2.3 English for Academic Purposes 1 and 2 (10 to 20 weeks)

Crown Institutes EAP program is for students planning to undertake vocational or university studies in Australia or in another English-speaking country. The course bridges the gap between General English, which focuses on everyday functional English, and Academic English, which requires developing skills and strategies for further study. It facilitates learner understanding of the language, communication and conventions used in and associated with academic studies.

Crown Institute's EAP Program has two distinct levels, EAP 1, which prepares students for vocational courses of study and EAP 2, which prepares students for university courses. Each course runs for 10 weeks.

Entry requirements: Enrolments for EAP 1 requires an IELTS level of 5.0 or equivalent; and EAP 2 requires an IELTS level of 5.5 or equivalent, or the successful completion of EAP 1.

Assessment: Students engage in a range of assessments in this program including IELTS practice tests, researching a project, presentations, and essay writing.

Length of course: 20 contact hours and 5 hours of optional elective study per week. 10 weeks per level. **Course fee:** \$290 (Special Discount). In addition you need to pay \$200 for enrolment and \$ 80 for 12 weeks of materials. OSHC fee will be extra. CIBT fees are subject to change without prior notice

2.4 Sample Timetables

Sample Timetable (Morning and Evening Shifts)

Morning Classes (Mon-Thurs)		Evening Classes (Mon-Thurs)	
9 am-10 am	Lesson 1	3:30 pm-4:30 pm	Lesson 1
10am- 11am	Lesson 2	4:30 pm-5:30 pm	Lesson 2
11am-11.15 am	Tea Break	5:30 pm-6:30 pm	Break
11.15-12.15pm	Lesson 3	6:30pm-7:30 pm	Lesson 3
12.15pm-1.15pm	Lunch	7:30 pm-8:30 pm	Lesson 4
1.15pm-2.15 pm	Lesson 4	8:30 pm-8:45 pm	Break
2.15-3.15 pm	Lesson 5	8:45pm -9.45 pm	Lesson 4



2.5 Entry Requirements

There are no formal entry requirements to begin the General English course. However, CIBT expects the students to have a minimum of four years of Secondary schooling in their own county and within the age group 18-35. It is expected that the student will have taken an off-shore English test. CIBT shall conduct an entry test to determine the student's level of English.

2.6 Selection Criteria

CIBT staff and approved agents recruit students in an ethical manner and by following CIBT's access and equity policy. All local and overseas students must meet the requirements outlined in the course documentation and in the Entry Requirements section of this handbook. During the selection process, students will be given the following information:

- Course details and pathways
- Learning and assessment methods
- Fees and charges
- Facilities and services
- Legislation and regulations
- Briefing about Australia and cost of living (overseas students only)

2.7 ELICOS Course Books

Students are required to purchase their own textbooks in order for CIBT to satisfy its obligations under Copyright law

- New Headway English Course Student Book - Elementary
- New Headway English Course Student Book - Pre-Intermediate
- New Headway English Course Student Book - Intermediate
- New Headway English Course Student Book - Upper-Intermediate
- New Headway English Course Student Book – Advanced
- EAP Now!
- IELTS. Variety of Texts.

2.8 Excursions

CIBT has regular excursions organised. The college will have at least one excursion each month, usually on a Friday afternoon or on the weekend. This may be a trip to a place of interest in or around Sydney. These visits are part of your class-time studies and will include opportunities to experience local culture and practice the English Language. There is sometimes a small cost for transport and admission. Please check carefully before committing to an excursion

2.9 Tips for Successful English Studies

Speak English outside the college as much as you can – in shops, on the bus / train, wherever!

Try to mix with students of other nationalities on the weekend and in the evening.

Make opportunities to practice your English! Ask a question even if you know the answer.

Try to find some activities or interest that will give you a chance to practice – for example, learn a sport, go to an art class or join a community or religious organisation.

Read a newspaper as often as you can. Your teacher can help you join the local library.



Listen to the radio, watch TV, and read advertisements, posters and signs. English is all around you!

Don't worry about feeling shy or making mistakes. Mistakes are not nearly as important as you think and a smile can help you a lot. Remember, everyone feels shy at first – you are not alone!

Most importantly, enjoy yourself!

3.0 Enrolment

3.1 Enrolment Procedure

1. Select a course and check the course brochure for English and academic entry requirements.
2. Read the Terms and Conditions on the Enrolment Form.
3. Complete and sign the CIBT Enrolment Form/online form.

(Note: If you are under 18 years of age, your parent or legal guardian must also sign the Enrolment Form. We don't enroll students under 18 at the moment).

4. Submit the following documents with your Enrolment Form:
 - Two recent passport-sized photographs
 - If Under 18, a signed and dated Parent/Guardian Advice Form. We don't enroll under 18 students at the moment
 - A photocopy of your passport identity page (overseas students)
 - Certified copies of certificates/ qualifications
5. Submit your Enrolment Form and the necessary documents to:

Postal address:

Crown Institute of Business and Technology
 116-118 Pacific Highway
 North Sydney
 NSW 2060
 AUSTRALIA

- **Fax:** 61 2 9955 3888
- **E-mail:** enquiries@cibt.nsw.edu.au

If your application is successful, CIBT shall send you a Letter of Offer and an invoice. Once you receive the Letter of Offer you must pay the tuition fee. All fees must be paid in Australian dollars only.

Note: CIBT will not be responsible for any monies paid to agents.

3.2 CIBT Refund Policy

All requests for refunds must be made in writing on the Refund Request Form.

FEE	CONDITIONS	REFUND AMOUNT
Enrolment Fee		No refund
Tuition Fee	If you are refused a visa for entry to Australia	100%
	If the course is cancelled by the college	100%
	If the college is notified 28 days or more before the course starting date.	70%
	If the college is notified less than 28 days before the course starting date	50%
	If you have started your studies, but become so ill that you are unable to stay in Australia to complete your studies	Pro rata; sent by bank draft to your address in your home country
	If you do not start on the agreed course starting date or withdraw before completion, except in the case of	No refund or transfer



	extreme illness as above	
Accommodation Booking Fee		No refund available
Other Accommodation Fees		Contact the DOS pr Homestay Organisation

The following procedure applies to overseas students only:

Once we have received your payment, we will forward your electronic confirmation of enrolment (eCoE) to you. You will then need to submit the eCoE and all of the documents required by the student visa application to the Australian High Commission in your country.

For more details on how to apply for a student visa and to find the contact details of the Australian High Commission in your country, visit <http://www.immi.gov.au>.

3.3 Variation of Enrolment

Changing courses or changes of enrolment

Requests for changes of course or enrolment must be submitted in writing on the Enrolment Variation Form. Additional documentation (e.g., medical certificates) may be required.

CIBT is required to notify DIAC about any of the following changes that may occur while the student is studying at CIBT:

Change of course

A student can change a course before any subject starts. Relevant exemptions will be given if any equivalent subjects have been completed in the previous course. Any balance of the fees from the previous course will be forwarded to the new course. Students will only be charged if a new eCoE has to be issued.

Discontinuation of studies

Students are asked to inform CIBT as soon as practicable of their intention to discontinue studies. For Refunds, see Refund Policy above.

Deferring, suspending or cancellation of enrolment

If enrolment is deferred, suspended or cancelled, student visa status may be affected. CIBT is obligated to inform DIAC of any changes to a student's enrolment that may result in a change of visa status.

Deferring enrolment

Students can defer the commencement of their course on compassionate and compelling grounds. CIBT can also initiate to defer the commencement of a course when a course is not offered or is unavailable. In both cases students will be given a new eCoE with the new enrolment details.

Temporarily suspending enrolment

Students can temporarily suspend their studies during the course on compassionate or compelling grounds. CIBT can also initiate to temporarily suspend the enrolment of a student on the following grounds:

- Student misbehaviour resulting in a breach of CIBT's code of conduct
- Failure to progress through a course

Note: In both cases of suspension, students are still required to pay their course fees.

Suspension or cancellation of enrolment by CIBT

CIBT will initiate cancellation of enrolment on the following grounds:

- Student misbehaviour resulting in a severe breach of CIBT's code of conduct
- Non-payment of fees



Procedure for deferral or suspension of enrolment

If Student chooses to defer or suspend enrolment:

- Students must submit an Enrolment Variation Form request to the Principal Administrator with documentary evidence verifying their situation
- CIBT assesses the application and makes a decision within 7 business days.
- If the application is approved, CIBT will notify DIAC through the PRISMS reporting system.

If CIBT wishes to suspend or cancel student's enrolment:

- CIBT will notify the student in writing of its intention to cancel or suspend their enrolment.
- Students may appeal any decision to cancel or suspend their enrolment in writing, and within 20 business days of the date of the intention to cancel or suspend notice. Please refer to CIBT's grievance procedures.
- If a student's enrolment is suspended or cancelled, CIBT will notify DIAC through the PRISMS reporting system.

Extending course duration

Students wishing to extend studies in the event of deferring or repeating subjects, or not completing the course, should discuss this matter with the Principal Administrator.

Failure to commence a course

If a student cannot commence the course due to then the student must inform CIBT immediately. If a student fails to commence the course within 14 days, CIBT must notify DIAC.

Transfer between providers

Definitions (source: the National Code 2007):

- Principal course: Usually the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a Bachelor degree, the Bachelor degree is the principal course.
- Six months: Calculated as six calendar months from the first day of the principal course.

Transferring from another provider to CIBT

CIBT may enrol students seeking to transfer from another provider within the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- The student's current education provider or course has ceased to be registered, or a sanction has been imposed that prevents the current provider from continuing to deliver the principal course
- The student has a letter of release from the current provider

Transferring from CIBT to another provider

Students can apply to transfer from CIBT to another provider within the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- CIBT or the course in which the student enrolled has ceased to be registered, or a sanction has been imposed that prevents CIBT from continuing to deliver the principal course
- The student enrolls in a course that is at the same or a higher level to that in which the student is currently enrolled, and the course is not available at CIBT
- Exceptional personal circumstances that the Principal Administrator considers to be appropriate

Note: Students on package courses will need a release letter from their principal provider.

CIBT will not grant a release letter for a student seeking to transfer within the first six months of their principal course if:

- There is no Letter of Offer from another provider



- The student is enrolling in a course that is at a lower level than the one in which the student is currently enrolled
- All the support services have not been exhausted by the student
- The student is trying to avoid being reported to DIAC
- The student has outstanding debts to CIBT
- The student is under 18 and there is no written letter from the parent/guardian and no evidence from another provider that they will accept the responsibility for accommodation and welfare of the student

3.4 Completion of course within expected duration of COE

Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their CoE, and the duration of the course must not exceed the course duration registered in CRICOS. CIBT may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as result of:

- Compassionate or compelling circumstances
- CIBT having implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
- An approved deferment or suspension having been granted by CIBT

3.5 Compassionate and Compelling Circumstances

Students must submit evidence to show that they are experiencing compassionate and compelling circumstances. This evidence is reviewed by CIBT in the decision-making process.

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through course. These could include, but are not limited to:

- Serious illness or injury
- Bereavement of close family members
- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience that has had an impact on the student
(IE involvement in or witnessing of an accident; a crime having been committed against the student; and the student having been a witness to a crime)

Supporting documentation

Supporting documentation is usually required to consider a claim of compassionate and compelling circumstances. This could include, but is not limited to:

- Police report
- Medical certificate
- Psychiatric certificate
- Death certificate

Medical and psychiatric certificates

To be considered valid evidence, medical and psychiatric certificates must:

- Be issued by a registered clinician (doctor, RN, psychologist, psychiatrist, etc.)
- State that the student was unable to attend classes
- State the length of time the student will be unfit for class
- Include the clinician's contact details
- Be translated into English if not written in English



4.0 Student Issues General

4.1 Student Induction and Orientation

The student will be inducted into the course a day before course commencement. The purpose of Orientation is to inform new students of the various important aspects of CIBT. Students will also have the opportunity to ask questions.

4.2 Student Services

CIBT personnel are ready to provide friendly and helpful advice covering all aspects of a student's life in Australia, including academic, cultural and social issues. We can help in areas such as accommodation, homesickness and culture shock, as well as with career advice, learning support and counseling.

The Principal Administrator is the first point of contact for students with questions about any of CIBT's support services.

Welfare and guidance services

Airport pick-up

CIBT provides airport pick-up services. Students who require these services must make prior arrangements.

Homestay

CIBT can organise homestay services. Students who require these services must make prior arrangements.

Assisting with student visas and work permits

At CIBT we give free information to students who would like to apply for student visas, visa extensions and work permits. We regularly update DIAC information on the college notice board.

Medical check-up bookings

When students need to get a medical check-up for their visa extensions we gladly help them by making a booking at Health Service Australia.

Opening a new bank account

When students first arrive in Australia we assist them with opening a new bank account.

4.3 Student Facilities

Computer facilities

All students at CIBT are able to use the computers for study purposes only. Enrolled students are given access to free Internet, a variety of software, printing and e-mail facilities. CIBT has 10 standard classrooms fully fitted with necessary equipment. It has all needed next and learning resources.

Photocopying and printing

A photocopier and printer are available for students to print or photocopy their class and assignment work for a small cost.

Suggestion box

A suggestion box is available for students to give valuable suggestions to the school. Students' suggestions are constantly reviewed and appropriate improvements are implemented.

Kitchenette

There is a common kitchenette in the college. It is equipped with a microwave and kettle as well as kitchen supplies.



Tutorial assistance

Teachers at CIBT can provide tutorial assistance during supervisory classes.

Bilingual personnel

The academic and administrative staff are multicultural and speak a number of languages. Students are able to receive help in their own language whenever possible.

4.4 Standards of Behaviour

At CIBT we strive to achieve the following principles of interpersonal behavior:

- Demonstrating honesty and integrity
- Respecting differences in people and in their ideas and opinions
- Treating one another with dignity and respect at all times, especially when there is a disagreement
- Respecting and treating others fairly, regardless of their race, ancestry, place of origin, colour, ethnic origin citizenship, religion, gender, sexual orientation, age or disability
- Respecting the rights of others
- Showing proper care and regard for school property and the property of others
- Taking appropriate measures to help those in need
- Respecting people in a position of authority
- Respecting the need of others to work in an environment of learning and teaching

4.5 Student Rules and Regulations

CIBT offers a first class education and introduction to the Australian way of life. In order to make your stay in Sydney and learning at CIBT a happy experience, there are simple college rules that apply to all students:

- Lessons should always start on time. Lateness disturbs the teacher and your fellow students. If you are more than 15 minutes late, you may not be permitted into class.
- The college premises are a **SMOKE-FREE ZONE. Smoking directly in front of the building is also strictly forbidden.**
- Courtesy prevails at all times. Please be polite to your teachers and to your fellow students.
- **Leaving the room during a lesson:** Common courtesy requires that you inform the teacher before leaving the room. If it is your intention not to return during that or later lessons, you must discuss this with your teacher.
- There is strictly no eating or drinking in computer rooms. A microwave, fridge, and tea and coffee facilities are available for student use. This, and other working areas, should be kept clean and tidy at all times.
- Some eating and drinking in class is allowed in class and is up to the discretion of the teacher.
- You are responsible for your own belongings while at CIBT. Do not leave valuables unattended. If you wish to deposit valuables in a safety deposit box, please see the Principal Administrator.
- Any accidents, however minor, **MUST** be reported immediately to the office.

Failure to adhere to CIBT's rules, regulations and standards of behavior

Immediate suspension will be the minimum penalty faced by a student for:



- Being in possession or under the influence of illegal drugs or alcohol
- Acts of vandalism causing extensive damage to school property or property located on school premises
- Threatening or committing physical or sexual assault
- Violent or abusive language, including swearing, directed at a CIBT staff member or student
- Being in possession of weapons of any kind

Other violations may attract other disciplinary procedures, including (but not limited to) official warnings.

If there is anything that is causing you concern, please feel free to approach your teacher in the first instance. If your teacher cannot immediately solve your problem, you will be referred to a more appropriate person. All students have full access to the student grievances, complaints and appeals process, detailed in this handbook.

4.6 Student Equipment

All students will require the following equipment:

- Copy of the Relevant Textbook
- Dictionary
- Calculator
- Ruler
- Typing/computer paper (A4 white)
- A4 notebook with lined writing paper
- Red, black, blue pens
- Pencil and eraser
- Highlighter

4.7 Student Identification Card

To promote a safe and healthy learning environment, all students are issued with a CIBT Identification Card, containing their photograph, name, student identification number, commencement and completion date and signature. Students are required to have their identification card with them at all times whilst on the college premises.

4.8 Student Feedback and Quality Improvement

CIBT collects statistical information regularly to monitor, maintain and achieve on going continuous quality improvement in the delivery of English language education. We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services. Students who wish to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Form, which may be obtained from the Principal Administrator.

4.9 Student Visa Conditions

All student visas are granted subject to conditions. Failure to comply with visa conditions may result in the cancellation of the visa and removal of the person and their family from Australia.

Visa requirements include, but are not limited to:

- Maintaining full-time enrolment in enrolled course
- Maintaining satisfactory course progress



- Maintaining OSHC for the duration of the visa
- Notifying CIBT within 7 days of any change of address

4.10 Student Attendance Policies

International students must attend **at least 80%** of the scheduled course contact hours. Daily attendance will be monitored and will be reviewed at the end of each week. Students in violation of the attendance policy may be reported to DIAC.

Intervention strategy

The Principal Administrator reviews students' overall attendance levels to determine if any students are at risk of not meeting their 80% course attendance requirement. Before the student's attendance falls below 80% before the end of their course, the Principal Administrator issues a Non-Compliance Rate of Attendance / Irregular Attendance letter.

Reporting a student for five consecutive absences

Students who have been absent for five consecutive timetable days without approval are sent a Non-Compliance Rate of Attendance / 5 Consecutive Days Absent letter. If the student does not respond to the letter within five working days from the date of postage, the Principal Administrator issues a Warning of Intention to Report for Poor Attendance - 20 Working Days letter.

The student can appeal the decision. If the student chooses not to access the complaints and appeals processes within the 20-working-day period or withdraws from the process, or if the process is completed and results in a decision supporting CIBT, CIBT will notify DIAC of the breach.

Reporting a student for failure to meet the 80% course attendance requirement

If a student does fail to meet the 80% attendance requirement for their course, the Principal Administrator issues the Warning of Intention to Report for Poor Attendance - 20 Working Days letter.

Appeals

Students have 20 working days from the date of the Warning of Intention to Report for Poor Attendance - 20 Working Days letter to appeal CIBT's decision on the following grounds:

- Compassionate or compelling circumstances
- CIBT has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students

All appeals must be made in writing on the Student Appeals Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

After completion of the appeals periods, students will be reported to DIAC for their unsatisfactory course progress if any of the below occurs:

- The student chooses not to appeal
- The student withdraws from the appeals process
- The outcome of the appeals process favours CIBT's decision

4.11 Student Progress and Assessment Policy

CIBT monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled. CIBT assesses each student's progress during each study period. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in any study period of a course.

The assessment strategy for each English level shall be explained to you at the beginning of each Level by your teacher.



Assessment outlines are clear and you are expected to know in advance of what exactly you shall be assessed on and how you will be assessed.

Assessment Methods

Generally Assessment is carried out on an ongoing basis throughout each course. Assessment consists of: Weekly revision tests, Skill specific tasks to be done within each weekly module of work, Theme specific tasks such as learning methodology tasks or vocab quizzes, Alternative Group assessment tasks incorporating each skill, Larger Revision Tests to assess whether blocks of work (i.e. every 4 weeks) have been understood and learnt

Intervention strategy

Students can access their results and feedback by asking their teachers. Continuous assessment sheets are available to the students. Teachers are the first point of contact if students have any issues with assessments.

During each study period, the Principal Administrator implements the intervention strategy by contacting any student who is at risk of maintaining unsatisfactory course progress. The Principal Administrator will send the student a Course Progress Intervention - 1st Warning letter, which advises the student of his/her unsatisfactory performance and requests that the student discuss the matter with the Principal Administrator as a matter of urgency.

The student is counseled regarding his/her course progress. The Principal Administrator records in the student's file the outcomes of any counseling sessions and support services provided to the student as part of the intervention strategy.

Reporting a student for unsatisfactory course progress

If, after the implementation of the intervention strategy, the student is identified as not making satisfactory course progress in a study period in a course, the Principal Administrator will send the student a Warning of Intention to Report for Unsatisfactory Course Progress - 20 Days letter, notifying the student of CIBT's intention to report the student to DIAC for unsatisfactory course progress.

Appeals

Students have 20 working days from the date of the Warning of Intention to Report for Unsatisfactory Course Progress - 20 Days letter to appeal CIBT's decision on the following grounds:

- CIBT has not calculated or recorded results or marks accurately or correctly
- Compassionate or compelling circumstances
- CIBT has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students

All appeals must be made in writing on the Student Appeals Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

After completion of the appeals periods, students will be reported to DIAC for their unsatisfactory course progress if any of the below occurs:

- The student chooses not to appeal
- The student withdraws from the appeals process
- The outcome of the appeals process favours CIBT's decision

Issue of end-of-course documents

End-of-course documents will be issued to students within 10 working days of their completion date.

Student marks, as ascertained through continuous assessment, shall be the basis of the grades which shall appear on the CIBT Level certificate.

4.12 Student Complaints and Appeal Procedures

CIBT recognises that differences can arise from time to time. We have a fair and equitable process for dealing with complaints, grievances and appeals. The quick settlement of these matters is in the best interest of all parties concerned and the following policies and procedures are in place to ensure that this happens.



The complaints procedure

ISSUE	Step 1 Who do I talk to?	Step 2 Who takes over from there?	Step 3 Where do I go if I'm still not happy?	Step 4 Do I have any other options?
Academic Issue (a question or problem about your class or studies)	Your teacher	The Director of Studies	Student Appeals Committee	Independent mediator
Fees / Application for Refund (a question about the payment/ refund of course fee)	The Principal Administrator	The Principal Executive Officer	Student Appeals Committee	Independent mediator

If you are not satisfied by Step 1 above, a Student Appeals Form will be given to you to complete. The Principal Administrator will ensure that your Student Appeals Form is entered correctly and will attempt to resolve the problem and provide reasons for the decision. This will involve a meeting with you within 10 working days of the lodgment of your form. You can bring a friend if you like. The result of your meeting will be recorded in writing, and you will be given a copy.

If you are not satisfied at this stage, your complaint/grievance/appeal will be referred to the Student Appeals Committee.

The Student Appeal Committee (SAC)

The SAC comprises the Principal Administrator, DOS and an outside independent expert, preferably with experience in education. You can present your case directly to the SAC and you will be given a written statement of the outcome and the reasons for the decision reached. You can again bring a friend if you like.

Still have a problem?

If you are still dissatisfied with the outcome of your complaint/grievance/appeal, you may choose to use the services of an independent mediator to resolve the problem. The mediator will most likely charge a service fee.

An independent mediation option could be:

InterMEDIA Dispute Management
 Jean-Marcel Mailliaté
 Suite 20 / 143 Trafalgar Street, Annandale, NSW 2038
 Telephone: (02) 9518-7314
 Mobile: 0414 893 119

Note that your enrolment will not be anyway affected while the complaint and appeal process is on-going

Please remember that CIBT is committed to delivering quality English language education. If you are experiencing any difficulties during your program of study, do not hesitate to discuss your concerns with the relevant staff member or the Principal Administrator. Staff will make themselves available at a mutually convenient time if you wish to seek assistance outside college office hours.

4.13 Overseas Student Health Cover (OSHC)

All overseas students on student visas are required to have OSHC for the period of their stay in Australia. Education providers and some agents are able to lodge the OSHC Application Form and payment at the time of processing a student's enrolment to study in Australia.



Most Australian education institutions have a preferred OSHC provider. At CIBT, students are required to join Medibank Private, which is a registered health fund. For more information on OSHC, visit <http://www.medibank.com.au/>.

4.14 Working in Australia

Overseas students can apply for a student visa with permission to work in Australia after commencement of their course of study. An additional fee will have to be paid for this visa.

Overseas students are allowed to work no more than 20 hours per week during the semester, provided that it does not adversely affect their studies. During semester breaks students may obtain full-time employment. However, work is not always easy to find, and you should not rely on income earned in Australia to pay your tuition fees.

Obtaining Permission to Work

You will need to ask the Principal Administrator to confirm your study commencement with DIAC before you can apply for your work permit.

Obtaining a tax file number (TFN)

You must have a TFN to be assessed for tax. You will need to complete a special form, available from any taxation office. You can also download it from the website <http://www.ato.gov.au/>. You must then lodge the application (The main taxation office is in Sydney's CBD at 100 Market St, Centre Point Tower). Your tax file number will be sent to your current Australian address.

4.15 Students Under 18

Underage students coming to Australia must have appropriate accommodation, support and general welfare arrangements to be able to obtain a student visa. The parent or legal guardian must advise CIBT of these arrangements in writing on the Parent/Guardian Advice Form.

Procedure

The parent/guardian of an underage student must complete a Parent/Guardian Advice Form in all of the following circumstances:

- The student will be living with the parent/guardian
- The student will be living with a relative nominated by the parent/guardian
- The student will be living with a local carer nominated by the parent/guardian
- The student will be living in homestay accommodation organised by the parent/guardian

If the underage student is not accompanied by a parent/guardian and is not staying with a person nominated by the parent/guardian, CIBT is responsible for approving suitable accommodation and welfare arrangements. The student's parent/guardian must advise the date on which the welfare arrangement should start. To satisfy the minimum DIAC requirements, the welfare arrangement should cover at least the duration of the eCoE duration plus seven days. CIBT will advise DIAC in writing of the dates for which CIBT accepts responsibility and approval using a specified PRISMS form letter. CIBT will also check the suitability of the student's accommodation, support and general welfare arrangements.

However, CIBT does not intend to enroll under 18 students at present.

5.0 CIBT POLICIES AND CODE OF ETHICS

CIBT is registered with the Commonwealth Register of Institutions and Courses for Overseas Student (CRICOS) and is bound by the National Code of Practice for Registration Authorities and Providers of Education & Training to Overseas Students under the Federal Education Service for Overseas Students (ESOS) Act 2000 and subsequent Acts.



5.1 CIBT Standards of Business Practice

CIBT will at all times act with integrity in dealings with students and members of the public.

CIBT will adopt such policies and practices to ensure the quality of English language education and training programs offered are relevant and in accordance with:

- Commonwealth/State legislation and regulatory requirements
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- The Education Services for Overseas Students Act 2000 (ESOS)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code 2007)
- National ELT Accreditation Scheme (NEAS) standards and criteria

CIBT will refrain from any activities that could be detrimental to the Australian ELICOS industry or any of its members.

CIBT will ensure:

- The provision of adequate facilities in which to conduct training and teaching
- The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
- The accuracy of any marketing and promotional advertising material
- Compliance with an acceptable refund policy
- Compliance with current Occupational Health & Safety and Duty of Care requirements
- Maintenance of adequate records and security of all current and archival records and that students have access to their records upon request
- The maintenance and continual improvement of a Quality Assurance System
- Compliance with proper requests made by NEAS of which due notice has been given
- CIBT undertakes to ensure that all its staff, agents and representatives are familiar with and agree to comply with this Code of Ethics.
- CIBT shall refrain from associating with any enterprise that could be regarded as acting in breach of this Code of Ethics.
-

5.2 Anti Discrimination Policy

CIBT complies with the *Anti-Discrimination Act (1977)* and the *Commonwealth Sex Discrimination Act (1984)*, and ensures that all grievances are dealt with fairly.

CIBT has a policy for anti-discrimination toward any group or individuals in any form, inclusive of gender/ pregnancy/ Race, colour, nationality, ethnic or ethno-religious background/ Marital status/ Homosexuality/ or Age.

5.3 Access and Equity Policy

CIBT upholds all Federal and State laws pertaining to human rights, anti-discrimination, equal opportunity and affirmative action in the ELICOS industry in Australia.

In the event of a situation that is considered by either staff or students to be in violation of CIBT's Access & Equity Policy, staff and students are required to report the situation to the management.

Programs are designed, and wherever possible facilities are set up, to enhance the flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.



5.4 Harassment Policy

CIBT will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive learning environment. This includes harassment, victimisation and bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment, victimisation and bullying can take many forms and can be overt or subtle, direct or indirect. **Examples of harassment may include:**

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, electronic images etc which are offensive, obscene or objectionable

Examples of victimisation may include:

- Unfavourable treatment such as aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates degrades or humiliates a person
- Aggression, verbal abuse and behaviour which are intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of student work performance
- Violence, whether actual or threatened

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Differing social and cultural standards may mean behaviour that is acceptable to some can be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to CIBT management. All complaints will be promptly investigated. The privacy of a student filing a report and the individual under investigation will be respected at all times.

Breaches of the policy may result in expulsion for students or dismissal for staff.

5.5 ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2007*.

For more information visit: http://aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm

5.6 Occupational Health and Safety Policy

The *NSW Occupational Health and Safety Act 2000* requires CIBT to provide a safe and healthy working environment for all employees, students and visitors.

CIBT has the ultimate responsibility for providing and maintaining safe amenities and classrooms, and we take this responsibility very seriously. However, we expect you to help minimise the risk of personal injury to ensure your safety at all times by:

- Maintaining a safe, clean and efficient work and study environment



- Using all equipment in the appropriate manner, and asking for help
- Reporting any unsafe situations or health and safety hazard you might notice

5.7 Privacy and Use of Personal Information Policy

Personal information is collected solely for the purposes of operation as an ELT provider. CIBT must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps must be taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure including password protection of electronic files, secure storage of paper files and secure backup of data.

All students are able to access their own personal files held by the college and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as DEEWR or DIAC for the purposes of an audit. We are required to inform DIAC of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or satisfactory academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.

5.8 Critical Incident Policy

CIBT recognises the duty of care owed to its students, and understands that planning for the management of a critical incident is essential. A critical incident is defined by the *National Code 2007* as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents include, but are not limited to:

- Deprivation of liberty
- Severe verbal aggression
- Robbery
- Death or serious injury
- Suicide or threat of suicide
- Natural disasters (e.g., earthquakes, floods, electrical storms)
- Fire
- Bomb or hostage threat
- Explosion, gas or chemical hazard
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

(Note: Non-life threatening events may qualify as critical incidents.)

Responding to a critical incident

Staff, students or visitors involved or witnessing a critical incident should immediately contact the Principal Administrator on 9597 2016 or mobile 0405 515 577.

The senior CIBT staff member present is the lead CIBT representative at the site until the arrival of the Principal Administrator. When the Principal Administrator arrives, he/she assumes responsibility for controlling the recovery from the incident. The Principal Administrator and Critical Incident Counsellor will ensure that debriefing occurs and support services are available to those affected by the incident.

Emergency evacuation procedure

Study the map on the back of classroom doors. If there is a fire:

1. An alarm bell will ring continuously
2. Leave books and bags. Assemble immediately at the college main entrance
3. Follow your teacher to the nearest EXIT. Walk quickly down the stairs
4. Walk quickly and calmly out of the building



5. The assembly point for all students and teachers is on the footpath outside 114 Pacific Highway North Sydney. You must assemble there and have your name marked off on the teacher's roll.
6. Keep on the footpath. **DO NOT STAND ON THE ROAD!**
7. Remain in your class group until your teacher allows you to return to class.

Notification of government organisations

The *ESOS Act 2000* requires CIBT to notify the Australian Government (currently DIAC) as soon as practical after the incident.

In the case of a student's death or other absence affecting the student's attendance at CIBT, the Education Provider Liaison Officer at the State DIAC office should be contacted by phone prior to reporting via the PRISMS reporting system.

6.0 General Information

6.1 Safety

Australia is considered to be one of the world's safest countries. However, like in all countries and major cities, undue risks should not be taken in Sydney e.g. avoid poorly lit park areas after hours. Please do not provoke undue attention to yourself with loud behaviour, dress, etc and take care of your valuables and belongings at all times.

6.2 Interpretation Services

The Director of Studies / Counsellor will help you with any interpretation requirements. We have access to an interpreter twenty-four (24) hours a day.

You should also be aware of Telstra's twenty-four (24) hour-a-day interpretation service. **Telephone 131 450 anytime** if you are having communication issues.

6.3 Information about Australia and Estimated Cost of Living

The People

Australia's population is **20,264,082** (July 2006est.). The population density is among the lowest in the world, with an average of **2.5 people per square kilometer**. Most people live along the eastern coast of Australia, with a smaller concentration on the southwestern coast.

Australia is a very multicultural country with some of our citizens being from **200 different countries** from around the world making Australia one of the most culturally diverse countries in the world. **23% of our population is foreignborn**

Lifestyle

We spend a lot of our time enjoying the outdoors whether it's at the beach or enjoying many of the beautiful national parks especially around Sydney. We love sport, whether playing it or being spectators watching our favourite teams or athletes play. Popular sports are swimming, sailing, tennis, surfing, beach volley ball, cricket, or our many forms of football; rugby league, rugby union, Aussie rules and soccer. We have wonderful cultural events and musical festivals where we can enjoy art and music in the outdoors taking full advantage of our great weather.

It is a relatively easy life in Australia. It's easy to eat well, with just about any cuisine in the world being available and fresh produce on offer year round. It's easy to get around the country's cities and towns using world-class public transport. And it's easy to shop to your heart's content, in small



country markets to big city shopping strips.

Best of all, it's all do-able on a student budget.

Australia For Free

There are many activities that are free or very cheap for those on a budget. There are many walks along our beautiful beaches or Sydney Harbour; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums or attend some typically Australian festivals, like the surf lifesaving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

For extra information for studying in Australia visit the government website:

<http://studyinaustralia.gov.au>

Climate

Sydney has a very pleasant climate, with the **temperature rarely dropping below 10°C at night. Daily average temperatures are around 25°C (77°F)**, though it can get to over 40°C (104°F) in summer. In spring (September-November), there is more chance of rain, but it usually clears quickly. The weather in March-April and October-November is delightful, with clear, warm days and mild nights. Some days in the winter can get cool especially in July-August, so it is worth packing some warmer clothes.

For today's weather please check this web link and click on Sydney:

www.weatherzone.com.au

Australia's cost of living is reasonable compared to more expensive destinations such as Canada, the USA or the UK. Accommodation rates start from \$150 per week. Food costs about \$75 per week. Transport is cheap – a weekly return train ticket costs approximately \$25. Entertainment generally costs \$50 per week upwards.

Cost of Living

Employment

In Australia, students on a student visa are allowed to work **20 hours per week** during their course, and full time during holidays. Many students find part-time work in retail, office administration, cleaning, tourism and hospitality industries.

Try the following websites and type in the following job descriptions to see what is currently available:

www.mycareer.com.au, www.careerone.com.au, www.seek.com.au

Shop assistant, Department store staff, Bartender, Kitchen Hand, Waiter, Cleaner, Gardner, Clerical assistant, Babysitter, Tutor, Staff in fast food chains, Supermarket staff, Cinema staff etc.

Wages for part time work average between
AUD\$10 – AUD\$20 an hour

Accommodation

Once students have settled in to their studies, some like to share an apartment in the city. Students can either share with each other or find ads in the newspaper or on websites. Some students like to have their own room while others will share a room to save money.



CIBT can book accommodation for students before they arrive. We can help them with student housing or staying with a family.

Average Accommodation Costs

Student Housing twin room **AUD\$100 per week**
Homestay single room **AUD\$220 per week**

For other types of accommodation please visit the following websites:

www.flatmatefinders.com.au
www.2share.com.au
www.backpackers.com
www.nomadsworld.com
www.yha.com.au

Public Transport

The most common forms of transport in Sydney are buses, trains and ferries. You can research the cost of fares for public transport in Sydney by visiting the website:

www.131500.info
The average price for a weekly ticket is **\$32 to\$45**

Groceries

Produce in Australia is of excellent quality and price. We have a wide range of good quality meat, poultry and fish at an affordable price. You can buy almost any type of fresh fruit and vegetable you want. Because Australia is very multicultural you can buy almost any type of food from around the world so hopefully you won't miss your mother's cooking too much!!

To compare prices of food in Australia to your home, visit this website,

<http://colaph.colesmyer.com.au>

Average grocery bill per week is **AUD\$50 - \$70**

Entertainment

Sydney is a multi cultural city with many festivals, musical and cultural events. For up to date information on various events visit:

www.whats-on-in-sydney.com.au
www.cityofsydney.nsw.gov.au
www.citysearch.com.au

Restaurants

Sydney is one of the most dynamic places to eat in the world. We have many different types of cuisine from all over the world. Contemporary chefs enjoy mixing different flavours from different cultures to develop a whole new type of modern Australian cuisine. As there is so much variety with our restaurants and such good quality with affordable prices it is very much part of our culture to dine out regularly. To read about the many great restaurants check out the following websites;

[www.smh.com.au/travel/
activities-interests/food-wine](http://www.smh.com.au/travel/activities-interests/food-wine)
www.sydneyeats.net.au

The average price of a meal in a café or restaurant is between **\$20 - \$40**.



Currency

Australians deal in the Australian dollar with **100 cents to 1 dollar**.

\$1 = 100 cents

\$1, \$2, 50c, 20c, 10, 5c are available in coins where the \$1 and \$2 coin are gold in colour. The others are silver with **\$5, \$10, \$20, \$50 and \$100 all in notes**.

6.5 Holidays

You are entitled to one week's holiday after three months study but your attendance must be at least 80%. Students enrolled for more than forty weeks are entitled to a four-week holiday (total).

Please fill in a holiday application form and submit it at least one week before your holiday. Applications should be submitted to the Director of Studies / Counsellor.

Note: Holiday approval is subject to your visa expiry date.

7.0 CIBT Orientation Guide book

Welcome to CIBT! So you have chosen to study with us – well done!

In the following pages we hope to answer many of your questions on what to expect when you arrive in Australia.

What to bring

Some suggestions

- Copies of your passport, ticket and visa
- Your resume or CV and relevant documents, if you are looking for work
- Black pants, white shirt and black shoes if you would like work in a restaurant
- Electronic or paper dictionary
- Mobile phone (check to see if your phone will be compatible in Australia – if not you can buy a cheap one here. We can help you with this)
- Camera and USB stick
- Swimsuit (especially in summer)
- Warm clothes (even in summer – it can get chilly at night)
- A sense of adventure!

When you arrive – transport to accommodation

We recommend for students to prearrange an airport pick up service. It is very convenient after a long flight to have someone waiting for you to take you straight to your accommodation. Our airport pick up service also gives you an orientation of Sydney.

Alternatively if you choose to make your own way to your accommodation you can catch the airport train that will take you straight into Sydney or Sydney's Taxis are a very safe alternative as well.

Transport to school

If you are staying with a homestay or student accommodation organised through our school they will help on how to get to school.

If you have alternative accommodation our school is very easy to get to.

We are within a 5 minute walking distance from North Sydney Station.



To find the easiest way to our Pacific Highway Campus from your accommodation follow the following link:

<http://www.131500.info/realtime/default.asp>

Orientation Day – your first day here

9:00am Come to CIBT’s campus at 116 Pacific Highway, North Sydney. At Reception you will get an Enrolment form and a Test Question form, to test your grammar and vocabulary.

9:30am After the test you will speak to the Director of Studies who will test your spoken English. These two tests help us choose the best class for you.

Classes

General English classes come in 5 levels:

- A Elementary**
- B Pre Intermediate**
- C Intermediate**
- D Upper Intermediate**
- E Advanced**

The other classes are:

IELTS Preparation

EAP (English for Academic Purposes)

11:00am The Director Of Studies and Principal welcome you and speak to you about CIBT.

11:20am We will take you on a tour around the college. You will also meet the student counsellors who can help you.

11:45am We will give you your textbook and take you to your new class. If you have elected to study in the evenings we will ask you to return by 4pm that day.

Week 1 – your first week at CIBT

Class Subjects

Monday to Thursday:

In the first 2 lessons this course has a greater focus on grammar activities, whereas in later 23 lessons, students perform a range of exercises and communicative group work to improve their listening, speaking, reading and writing skills.

Friday: Optional classes including Business English, Grammar, Pronunciation, Conversation, Drama, Sport, and Movies. A student’s timetable at CIBT can look like this for example:

Sample Class Timetable for Pre Intermediate

	<i>One Minute</i>	<i>Slide-describe</i>	<i>Every</i>	<i>Morning</i>	
Day	Monday	Tuesday	Wednesday	Thursday	Friday
Vocab	Holidays	Photos	Music.	One time...	<i>Revision.</i>
Theme			Imagine.	Anecdotes	<i>Assessment.</i>
Grammar					<i>Culture.</i>



9- 10am Activity Skill Focus	2A.1, 2A.2 Vocab Building: <i>Holidays</i> Banking words	Revision,2B.1 Prompted questions about <i>Neighbours/</i> Revise SOYLAW/ Integrate Past Continuous	Music Listen to student's songs Interview why by teacher L – Sp Voc - Questions	Revision Discuss the 2D reading then Group game with then/ so/ because although	Prac Engl Checking into Hotel Comms/ Skills focus
10 – 11am Activity Skill Focus	1A. 3, 1A.4/5 Gap Fill Past Simple Regular v Irregular Verbs Listening for vowels L – Ph Vowels	2B.2, 2B.5 Talking about a photo: Focus on Past Continuous About a famous photo Past tenses	2C.1, 2C. 5 About Pop Music Sp – Gr – R Auxiliaries Imagine Culture	2D. 2 Gap Fill Connectors – conjunctions Notion of building blocks: Simple Sentence explanation	Photo Story behind the photo Wr – Sp Describing Tell Class about your photo after writing Speaking
11 –11.30 am	Break	Break	Break	Break	Break
11.30 – 12.30pm Activity Skill Focus	Speaking about your last holiday Sp Pair work	Gap Fill Gr- Prepositions <i>At/ in/ on</i> Drill through flashcards	Imagine (to sing) Lyrics – Rhyme – Pr Connect word to Phonetics Pr <i>/w/ /h/</i>	Making Verb Phrases Word Partnerships The Letter a Different sounds/ same letter	Pp 26 – 27 Revision of week
12.30 – 1.30pm Activity Skill Focus	Suppl... Design SOYLAW posters for classroom	2B.4 Listen/ Repeat Pr <i>/ ə /</i>	CALL Session See Suppl Materials	2D.5, 2D.6 Hannah and Jamie Sp Past tenses and connectors	Quick test 2
Homework	1. Workbook 2A 2.Appropriate unit in Grammar in Use 3. Watch Neighbours	1. Workbook 2B 2. Pronunciation exercise on website 3. Find the opposite prep.	1. Workbook 2C 2. If you have access to the internet continue with CALL 3. 2D.1 Reading	1. Bring to class an image or photo you have taken or like 2. Grammar in Use Units	1. Read up on Future Tenses 2. Access the Net and practice,practice, practice!

Your first two weeks at CIBT

The first two weeks can be the most exciting and overwhelming. Don't worry!! We are all here to help you.

After you have settled into your first day at school and have met your teacher and class mates and you wish to work in Australia these are the following steps that will happen.

Student Visa holders:

On your first day our school informs immigration and the Health insurance company that you have started the course

Health Insurance:

Within the first 4 days your Health Insurance card will be delivered to the school



Student Work Permission:

On your second or third day you can apply online to change your student visa to one that will include work permission. To do this you can do it by yourself or by getting our student officer to help you. It will cost AUD\$60 and you can pay by credit card. The online process will take 3 – 14 days. You will receive an email from immigration informing you that your student work permission visa is ready. You then take your passport to the immigration office located near Central Station

Tax File Number:

Australian employers need for worker's to have a tax file number. You can apply for this the same time you apply with your work visa. This is free. It takes about 3 – 4 weeks to receive your number.

Adjusting

It does take a few weeks adjusting to a new life in a new country so be patient with yourself and enjoy the wonderful adventure. We have plenty of student activities to make sure you make friends quickly.

How to look for and get work

Preparing for Work

1. If you need to get permission to work, you can apply online. The Student Services Officer can help you with this. The application costs \$60.
2. To work in Australia, you will also need a Tax File Number. This can also be done online and the Student Services Officer will help you.
3. You will need a resume or CV in English.
4. Your teacher or student officer can help you with all of these.

Looking for Work

1. Check the notice board at CIBT.
2. Ask our Student Officer or perhaps one of the Hospitality trainers
3. Check with the DOS who has a list of companies usually needing students
4. The Australian websites that advertise jobs are www.mycareer.com.au , www.seek.com.au and the best one for students is www.gumtree.com.au
5. Look in *The Sydney Morning Herald* newspaper on Wednesdays in the "Classifieds" section and Saturdays in the jobs section, called "My Career"
6. Check free local magazines in your area. They have a Positions Vacant section.
7. Check any local publications in your language:
8. Korean – www.hojunara.com
9. Japan – www.o-su.com.au, www.cheers.com.au and Nichigo Press
10. German – www.infobahnaustralien.com.au
11. Slovak-Czech – www.g8m8.com, the Slovak/Czech Herald
12. Look for signs in the windows of shops and restaurants in your local area.
13. Drop resumes off to local restaurants and bars.

Language levels

Even very basic jobs require some communication skills, so please be aware that if you don't speak at least a level of intermediate English when you arrive, you might find it hard to get a job straight away. Use the first few weeks in Australia to settle into studying English and adjusting to a life in a new country.

Looking for accommodation

Most students will book one month's accommodation with a homestay or student housing as they settle in to their studies. Many students after this month choose to move in with new friends or shared accommodation. Good websites to assist students in finding new accommodation is as follows:

www.gumtree.com.au
www.domain.com.au

If you have any further queries you can contact us at www.cibt.nsw.edu.au

We are here to help!

INDUCTION AND ORIENTATION

This is to certify that I have received the Crown Institute Student Handbook and the Institute has explained to me the terms and conditions of my training and my responsibilities as a student. I have also received information on the course training content and method of delivery. I am also aware of the assessment tasks I must undertake to successfully complete this course/qualification.

I understand that it is my responsibility to be familiar with the contents of the Student Handbook and to ask questions on any matters I do not understand.

I understand and agree to follow the Institute policies and procedures and accept the training placement offer.

I understand that this certification of receipt for the Student Handbook and other information I have provided to the Crown Institute will be retained in my Student File.

I have received the following information about my course: Please Tick (✓) Yes No

	I Have Received & Understood		I Have Received & Understood
Student Handbook		Receipt for Fees Paid (if applicable)	
Terms and Conditions of My Enrolment		Courseware to Assist My Training (or Text books)	
Terms and Conditions of My Attendance		Terms and Conditions of My Progress and Performance	
A Training Timetable		Information on How My Records are Kept	
		My Responsibilities as a Student	

Date: _____

Student's Name: _____

Student's Signature: _____

Inductor's Name & Signature: _____