



**STRATHFIELD
COLLEGE**

STUDENT HANDBOOK ELICOS

Strathfield College
Suite 503, Level 5
Manning Building
451 Pitt Street
Sydney 2000

Tel: 9212 7799
Fax: 9212 7800

A MEMBER OF AUSTRALIAN VOCATIONAL INSTITUTE GROUP PTY LTD
CRICOS Provider Code: 02736K
NTIS Code: 91223
ABN 53 099 820 381

TABLE OF CONTENTS

A message from our staff	3
Our contact details	3
Our mission	3
Your first day	4
Things to bring on your first day	4
The daily timetable	4
Attendance	5
Post	5
Computers	5
ELICOS Courses: General English	6
ELICOS Courses: IELTS Preparation	7
ELICOS Courses: English for Academic Purposes	8
ELICOS Courses: High School Preparation program	9
Strathfield College Pathways	10
What if I am in the wrong class?	11
Lunch	11
Student Expectations	11
Work	11
Who should I see if I have a problem with....?	12
Languages spoken by our staff	12
Grievance and Complaints Policy	13
Excursions and Recreation	13
Places to go in and around Sydney	13
Services that may assist you	14
Information about Sydney	15
Student feedback Form	16

PLEASE NOTE:

You must advise the Strathfield College office of any change in address, personal situation or any problems as soon as you know there is a change.

It is **your** responsibility to keep **us** informed.

A message from our staff

Welcome to Australia and to Strathfield College. Thank you for choosing to study at our college. We hope you enjoy your time studying with us and achieve the results you want.

Please feel free to ask our staff any questions you may have. Even if we don't know the answers to your questions ourselves we can probably find someone who does.

All the best ☺

From the Strathfield College staff

OUR CONTACT DETAILS:

Suite 503, Level 5
451 Pitt Street
Sydney NSW 2000

Tel: (+61 2) 9212 7799
Fax: (+61 2) 9212 7800

Director of Studies- English: Phil Chappell

OUR MISSION

Strathfield College strives to create a vibrant learning community where the needs and ideas of learners and instructors are heard and valued.

It is dedicated to all learners gaining the knowledge and skills needed for career success and personal fulfillment in an environment where there is:

- mutual respect and celebration of difference
- dedication to quality learning and training
- commitment to learner centred training
- commitment to continuous improvement
- enthusiasm for life-long learning
- acclaim for success and empathy for hardship.

YOUR FIRST DAY

On your first day at Strathfield College, you will go through our orientation program.

During this period you will:

- fill in an arrival form giving us your address, telephone number and other personal details
- listen to a short presentation giving you important information about the college and the local area
- take a placement test lasting about one hour so we can assess your English level.

You will have an interview with the Director of Studies when you will have an opportunity to discuss your study goals. Then you will be assigned to your class which will start on the following day.

THINGS TO BRING ON YOUR FIRST DAY

- Your contact details: Name, telephone number and email address
- Two photographs: so we can issue you with a student card
- A pen
- Money to buy a textbook for your class

THE DAILY TIMETABLE

Teaching will take place five days a week from Monday to Friday.

MORNING TIMETABLE	
Time	Activity
8.30 – 10.30am	Lesson 1
10.30 – 10.45am	Break
10.45 – 12.45pm	Lesson 2
EVENING TIMETABLE	
Time	Activity
4.00 – 6.00pm	Lesson 1
6.00 – 6.30pm	Break
6.30 – 8.30pm	Lesson 2

Please note: If you are more than 10 minutes late you may be marked absent for that hour.

ATTENDANCE

Students on a student visa must attend 80% of all classes. If your attendance falls to a level where it cannot average 80% for your course, the College has to advise DIAC (Department of Immigration and Citizenship) immediately.

An attendance roll is taken in all classes. All classes and excursions count towards your overall attendance which is calculated as a percentage on the computer system. You can check your attendance on the notice board outside Room 1. It is updated weekly.

If you miss more than 3 days of classes, the Registrar or an Administration Assistant will phone to make sure that you are okay and to find out if you have any problems. If your attendance goes below 80%, you will be sent a warning letter. If two weeks later your attendance is still inadequate a second warning letter will be sent.

If your attendance becomes so low that it is impossible for you to have an average attendance of 80%, the College is required by law to contact DIAC. Please do not let this be a problem.

What if I am sick?

If you are sick or have a personal problem, please telephone the college and let us know what is happening. If you are going to be sick for 3 days or more, get a doctor's certificate. You should keep the original certificate so you can show it to DIAC, if they wish to question your attendance.

Health Care

When you enroll in the college you are required by law to have overseas student health care. Once you arrive at Strathfield College your health care card should be ready to be collected from Administration. If it is not they will contact the provider to ensure you get your card as soon as possible.

If you want to see a doctor you will have to pay at the initial consultation. However, you will be able to claim the money back from your health care fund.

What if I want a holiday?

Under DIAC legislation holidays are not granted to students on students visas under 3 months. Students with visas over 3 months may take 4 weeks holidays for every 6 months of study. You must have very good attendance to take a holiday, and you will need to have your course extended. A holiday application form is available from the Administration Office.

POST

If you would like to use Strathfield College as your address, you should ask your family and friends to write to the address on page 3 of this handbook. You can collect your post from the administration office.

COMPUTERS

Please feel free to use the computers provided around the college to complete assignments, access the internet or email your family or friends.

Internet privileges and computer use will be withdrawn if you download inappropriate material, use the computers to damage the College's computer systems, or damage the reputation of the College.

ELICOS COURSES

Courses taught at Strathfield College:

- **General English**
Elementary
Pre-Intermediate
Intermediate
Upper Intermediate
- **IELTS Preparation**
- **English for Academic Purposes**
- **High School Preparation Program**

GENERAL ENGLISH

Our general English courses run at four levels:

- Elementary
- Pre-Intermediate
- Intermediate
- Upper Intermediate

Each level is designed to run for twelve weeks and uses the Cutting Edge series of text books. These books have been chosen because they come with a wide range of activities and practice all four of the main language learning skills: Speaking, Listening, Reading and Writing. As Strathfield College has continuous enrolment for English students, it may be that you will not start at the first unit of the course.

Progression testing and feedback is a regular part of every lesson. If your progress test indicates you are ready, you can progress to the next level.

Course Focus

Our general English course aims to accomplish two things:

1. Our courses are designed to help you make the most of your stay in Australia. We try to give you the skills you will need for day to day living. This includes the language you will need for social situations, shopping, travel and part time work.

Your level of class will be determined by the placement test you will take on your first day.

2. General English is also designed as a pathway to our other courses. This may mean you want to go on to a vocational course or to take our IELTS preparation or English for Academic Purposes course. (Please see the diagram on page 10)

Method

Our General English courses focus on communication. We aim to make classes as student centered as possible. This means that whenever possible you will be using your English. Each week a topic and new language will be presented by the teacher, you will then have lots of opportunity to discuss the topic and practice the target language.

Assessment

Your communication skills will be tested regularly during your course and when you are ready you will have the opportunity to move to the next level.

At the end of your course you will be awarded a certificate that will give you marks for speaking, listening, reading and writing. The certificate will also give the level of your course.

Textbooks

Each level has a textbook costing around \$60. You will need to buy the textbook for your class.

IELTS PREPARATION

IELTS is the main examination used to measure a student's level of English in Australia. There are two versions of the IELTS test:

- **Academic:** You should take the academic version of the test if you wish to go to university in Australia.
- **General Training:** You should take the General Training version of the test if you want to study a vocational course or as proof of your English level for migration purposes.

The test

IELTS is an external examination. The nearest testing centre is at UTS on Broadway (about a 10 minute walk from the campus.) The college will help you enroll in the test when you are ready. Candidates are given a mark out of nine for listening, reading, writing and speaking. These marks are averaged out to give an overall band score.

Your class

IELTS preparation classes at Strathfield College will not only give you practice in taking the test but will also help you with strategies that will improve your test score. You will practice strategies such as:

- predicting questions in listening
- skimming and scanning to improve reading speed
- essay format
- confidence building speaking exercises.

Assessment

Throughout the course you will take practice tests or segments of practice tests. After completion of the test your instructor will go through the material and give you hints as to how you could maximise your score.

At the end of your course you will be awarded a certificate that will give you marks for speaking, listening, reading and writing. These marks will not be the same as the marks you might get from the actual IELTS test. However, your certificate combined with your practice scores should give you an idea of what you will achieve in the real test.

ENGLISH FOR ACADEMIC PURPOSES (EAP)

Students who successfully complete the Strathfield College EAP course, will be accepted into TAFE NSW Diploma courses without having to take the IELTS test.

The English for Academic Purposes Course is designed for students who are planning to go on to University or a vocational course with a high academic content.

We understand that many students find the transition to an Australian university system difficult so we will work with you to give you the skills necessary to make the best of your study opportunities. To do this we make our classes similar to university lectures and seminars and then help you overcome typical problem areas for overseas students.

In this course you will study the four major skills and how you will be expected to use them in a university situation. Finally you will produce a project that will simulate a university assignment.

Speaking - You will learn how to express an opinion in seminars, work on projects both individually and as part of a team and make presentations.

Listening - You will practice the listening and note taking skills that you will need for lectures and seminars. You will also do exercises that will help you to summarize and organise information in a useful fashion.

Reading - In the reading component of the course you will learn strategies to deal with the large amount of reading expected of you on an academic course. These skills include skimming, scanning and research for specific information both from a library and from the internet.

Writing - You will learn how to present your ideas in an academic format acceptable to a university. This will include essay and report structure, how to write a bibliography and cite references.

Assessment

The course will be assessed by a project similar to the demands of a university. You will be expected to negotiate a topic with your lecturer, research the topic and provide a rough draft before writing up your assignment. Finally you will be expected to give a presentation summarising your work for the class.

Your final certificate will give you marks for reading, listening, speaking and writing.

HIGH SCHOOL PREPARATION PROGRAM

The High School Preparation Program is a 15 to 45 week course which may lead to Years 11 and 12 of the Higher School Certificate (HSC) in NSW. The HSC is internationally recognised and credited by all Australian universities. It is a great pathway to university entrance and also to vocational opportunities.

The aim of this program is to prepare students for English and for specialised high school subjects to go on to study in Year 11 in Australia. It aims to prepare students socially and culturally, to study in an Australian high school environment and provide a well rounded education that allows international students to acclimatise to the Australian education system. Teachers have similar responsibilities as secondary school teachers in Australian schools. Mentoring and supervision of students are two of these duties.

This High School Preparation program provides a comprehensive language foundation through 3 hours a day of structured core content (General English and Academic English with associated grammar and vocabulary and communicative practice).

Students also study 5 hours per week of English for Specific Purposes, with content chosen for its relevance to subject-specific materials and secondary curriculum.

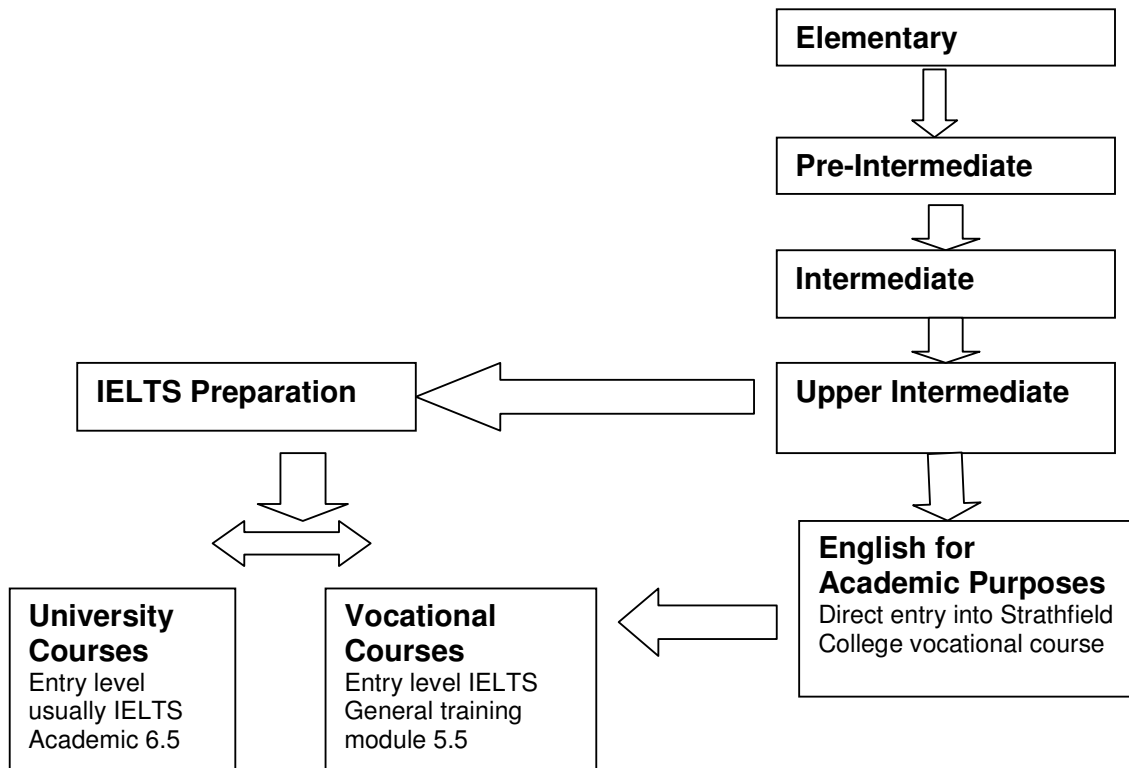
Assessment

You will be assessed through the completion of assignments, homework, a portfolio and an on-going series of quizzes and tests. You will also be assessed on participation in class, in discussion and team projects and on graded and ungraded tasks.

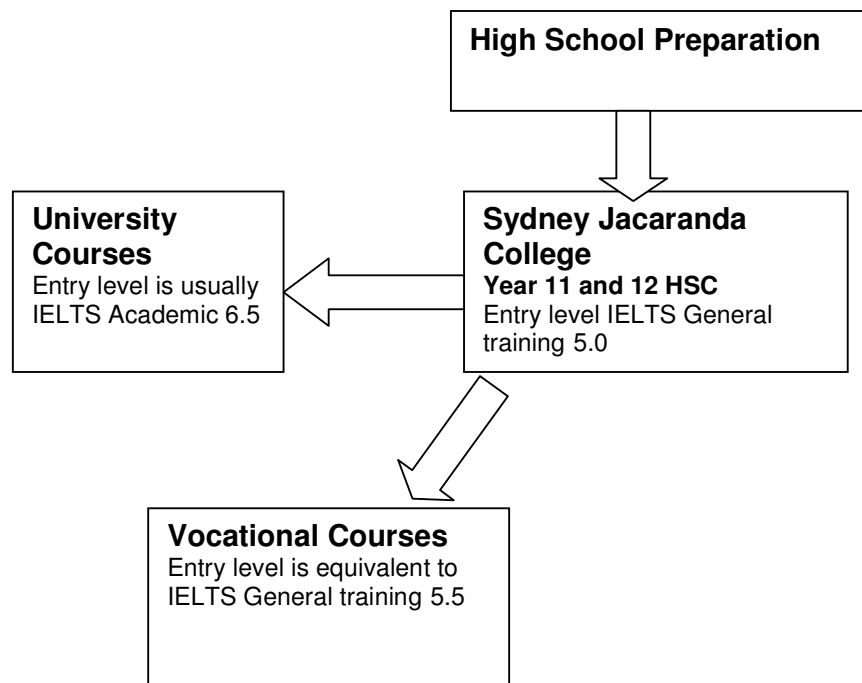
There are daily, weekly and end-of-term reporting systems that are used to provide feedback and guidance on your progress.

STRATHFIELD COLLEGE PATHWAYS

General and Academic English



Secondary School Program



WHAT DO I DO IF I FEEL I AM IN THE WRONG CLASS?







If you feel your class is too easy or too difficult for you then talk to your teacher. He/She will then give you his/her opinion and recommend what's best for you. If you are still not happy you can talk to the Director of Studies who will talk to you and your teacher and if necessary give you an additional test to reassess your language level.

LUNCH

If you would like to bring lunch from home there is a common room equipped with a fridge and a microwave where you can eat your food. There is also a sink so you can wash your utensils afterwards. **Please do not eat in the classrooms. Please do not leave a mess for others to clean up.**

If you want to eat out, walk out of the Manning Building turn left and left again and you will find yourself in Chinatown. There you can find many different types of western and Asian food.

STUDENT EXPECTATIONS

- be on time 
- only use English in class 
- bring a pen, a notebook and the textbook to class
- do your homework 
- don't eat inside the classrooms 
- smoke only outside the building 
- switch off your phone while in class 

WORK

Overseas students on a student visa are allowed to work for 20 hours a week.

In order to get a job you need to get a student visa with permission to work. Student subclass 570–576 visa holders will include permission to work as part of the initial student visa grant.

If you currently hold a student visa that is subject to condition 8101 and wish to apply for permission you need to:

- ✓ Fill out form 157P: Application for a student visa with permission to work. (This form is available from reception)
- ✓ Return the form to reception for the College to fill out its section.

- ✓ Take your form to the Department of Immigration (Ground Floor, 26 Lee Street, Sydney, NSW, 2000)
- ✓ Pay a \$60 application fee by credit card, bank cheque or money order. (No cash)

WHO SHOULD I SEE IF I HAVE A PROBLEM WITH...?

My Course:

If you have a problem with your course you should see your teacher. However if you are not satisfied with his/her answer you can see Phil, the Director of Studies (DoS) or the Student Support Officer.

My Visa:

If you have a problem with your visa or any other form of government documentation you should see the Registrar, Noi.

Articulation or what to do next:

If you want advice on what course you should do next, you should see a member of the marketing team who will be able to help you. Strathfield College has direct entry from vocational courses into a number of universities in Australia. (See the section on pathways.)

A personal problem:

Of course any of our staff would be happy to help you if you feel comfortable talking to them. If you would feel more comfortable speaking to a woman, you could speak to Noi or Connie or the Principal, Janette Nicholls. If you would prefer to speak to a man, you can speak to Phil, the English DoS.

If you do not feel you can express your problems in English or you need outside help translators and/or professional counselors can be arranged.

All of these people are generally available between 9.30 and 5.00 or by appointment if necessary.

LANGUAGES SPOKEN BY OUR STAFF

Arabic:	Natalie Fontana
Bahasa Indonesian:	Liza Lindeck
Hindi, Punjabi	Seema Seday
Japanese:	Andrew Nipperess
Mandarin, Cantonese:	Howard Bai
Thai:	Noi Chanseang



GRIEVANCE AND COMPLAINTS POLICY

If you are not happy with any aspect of your time at Strathfield College, tell someone. If there is a problem with your course, your teacher will value your feedback. However, if you do not want to discuss this matter with your teacher you can go to see our marketing office, or the Director of Studies.

If you would like to make a formal complaint about your experiences with Strathfield College, you should put your complaint into writing.

The College will give you an opportunity to present your complaint within 10 working days of receiving it. There will be no charge for hearing your complaint. A written record of the complaint will be kept. You may be accompanied and assisted by a support person at any relevant meetings.

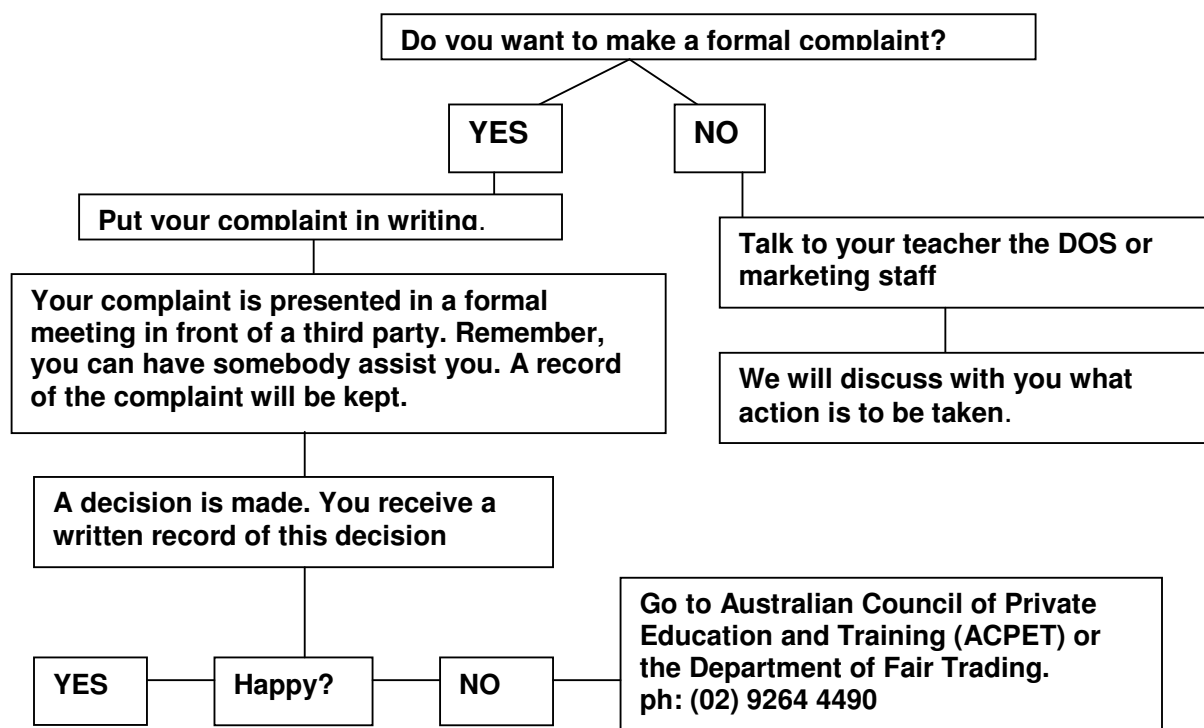
The complaint will be heard in front of an independent third party. At this meeting minutes will be taken to record what was said and any decisions that were made. You will be given a written statement of the outcome of your complaint

If you are not happy with the decision made about your complaint or the resulting actions you can go to *ACPET (the Australian Council of Private Education and Training) Suite 12, Level 14, 329 Pitt Street, Sydney, NSW, Australia* for educational concerns or the *Department of Fair Trading, Level 21, 227 Elizabeth Street, Sydney, NSW, 2000* for financial concerns.

The fact that you are complaining about the College will not affect your enrolment.

If either an internal or an external review makes recommendations for action by the College the college will immediately implement those recommendations and inform you of the outcome.

COMPLAINTS PROCEDURE



EXCURSIONS AND RECREATION

Excursions are a valuable part of your time at Strathfield College. They are also connected to topics that you are studying in class. You should go on excursions because

- it is an opportunity to practice your English in a less formal setting.
- you will be able to see and find out more about Australia.
- It is a chance to make new friends.

If we have demand, we can organise extra curriculum activities for our students. These include BBQ's, visits to restaurants and pubs, discos, cinemas, the theatre and museums and sporting activities.

PLACES TO GO IN AND AROUND SYDNEY

Circular Quay

No trip to Sydney is complete without visiting Circular Quay. From Circular Quay you can visit the Opera House, the Harbour Bridge (it is possible to climb the Harbour Bridge, although this is expensive) and the Botanical Gardens.

The Rocks

A short walk from Circular Quay is the Rocks which was Sydney's first settlement. The Rocks have many good pubs and restaurants and an arts and crafts market every Saturday and Sunday.

The Beach

Sydney is famous for its beaches and they are easy to get to from the College.

Coogee: If you go to Central Station you can get a 372 or 374 bus to Coogee. The journey takes around 30 minutes. If you are in the CBD you can get a 373 from Elizabeth St.

Bondi Beach: To go to Bondi beach you can take a 333 bus from Liverpool Street or catch a train to Bondi Junction (a large shopping centre) from platform 24 at Central Station and then get a 380, 381 or 389 bus to Bondi Beach.

Manly: Go to Circular Quay by bus or train where you can get a ferry to Manly.

Taronga Zoo

Taronga Zoo has a wide collection of animals and some of the best views of Sydney. The easiest way to get there is to get a ferry from Circular Quay.

Darling Harbour

Darling Harbour is the old port area of Sydney. There are a number of cafes and restaurants as well as attractions such as the Sydney Aquarium the Maritime Museum (which includes a number of ships you can visit), the Powerhouse Museum with a large collection of interactive exhibits and the new Sydney Wildlife World with a large collection of Australian animals.

Darling Harbour is within walking distance of the College.

SERVICES THAT MAY ASSIST YOU

<p>In a life threatening situation or an emergency for Police, Ambulance or Fire</p> <p>When making this call the operator will ask you “What Services do you want?” You will be then connected to the service that you have requested and that operator will ask “The address and nearest cross street to you?” If you have requested an ambulance they will ask you to stay on the phone and describe the condition of the person seeking assistance.</p>	<p>Dial 000 Speak slowly</p>
<p>For emergency help in floods or storms contact the State Emergency Service</p>	<p>Dial 132500</p>
<p>Operator Assistance Dial 1222 for International codes Dial 1255 for international assistance</p>	<p>Dial 124555</p>
<p>For general advice and support: Salvation Army Smith Family St Vincent De Paul Society</p>	<p>Dial 9331 6000 Dial 9085 7222 Dial 9560 8666</p>
<p>Doctors and Dentists: Qualified doctors and dentists operate throughout the suburbs of Sydney. Ask your Student Support Officer for their location. You can also call your OSHC provider: BUPA call: 131 243; AHM, Emergency Helpline, call: 1800 006 745 (have your card ready) Medibank Private: 1800 234 601(have your card ready)</p>	
<p>Hospitals: Royal Prince Alfred Hospital, Missenden Road, Camperdown</p>	<p>Dial 9515 6111</p>
<p>Banks: There are a number of banks that operate in Australia. All have to operate within Government guidelines and are considered financial stable. If you wish to open an account of any nature you must take with you your passport and other forms of identification. To assist you try and establish an account that lets you access your account through an ATM. ATMs are located throughout Sydney so they are relatively easy to access.</p>	
<p>Religion: Throughout Sydney there are many religions practiced. If you wish to contact a religious group so that you may continue to practice your faith ask the Student Support Officer to assist you.</p>	
<p>Telephone Numbers: www.whitepages.com.au The code for Australia is 61 and for Sydney 02</p>	
<p>Transport: Information regarding Sydney bus services can be obtained for the internet www.sydneybuses.info. For Sydney ferry information log on to www.sydneyferries.info. For Sydney Railway information log on to www.cityrail.info. The nearest railway station is Central which is about 200 metres on the right after leaving the College.</p>	<p>Dial 131500 (the website is easy)</p>
<p>Department of Fair Trading: Level 21, 227 Elizabeth Street, Sydney NSW 2000 http://www.fairtrading.nsw.gov.au/default.html</p>	<p>Dial 133220</p>
<p>Taxis: ABC or RSL</p>	<p>ABC 132522 RSL 958 1111</p>
<p>Immigration, Business Visas, Student Visas, Visitor Visas</p>	<p>131881</p>
<p>Chemist Emergency</p>	<p>9438 3333 or 9235 0333 (24 hours)</p>

INFORMATION ABOUT SYDNEY

TRANSPORT

Trains

The nearest train station is Central Station, a two-minute walk from Strathfield College.

Buses

Many bus services stop opposite central station in Eddy Avenue.

Ferry

There are also several ferry services to Circular Quay. You can catch a train to Central Station from there.

Enquiries

Call the Transport Information Line on 131 500 for any timetable queries or use their website which is available in other languages as well (www.131500).

Whichever method of transport is used, a ticket must be bought. A weekly ticket, a Travel Ten or a travel pass (available at most newsagents) are cheaper. International Students are not entitled to NSW Student Concessions

TRADING HOURS

Most shops operate 7 days a week and are usually open from 9.00am to 5.30pm with late night shopping on Thursday until 9.00pm. Most supermarkets in the suburbs are open later.

Banks are generally open from 9.30am - 4.00pm, Monday to Thursday and from 9.00am to 5.00pm on Friday. Banks are closed on Saturdays and Sundays.

Post Offices are called "*Australia Post*". They are open from 9.00am to 5.00 pm from Monday to Friday. Banking cannot be done at a post office. Telephone and electricity bills can be paid at a post office.

TELEPHONE

Public Telephones:

Students can buy phone cards, from \$5 to \$50, at newsagents or chemists. If a phone accepts coins it will take 10, 20, 50 cents and \$1 coins only. A local call is 40 cents.

Calling outside Sydney:

Interstate: Code + number

International: 0011 + country code + area code + phone number

Country Codes: See Telephone Directory, A-K at the back of the book

STUDENT ENROLMENT AND ORIENTATION FEEDBACK

Strathfield College is consistently examining its systems and processes to improve the quality of its products and services. We would appreciate your feedback.

Student Number: _____

Course: _____

Location: _____

Date: _____

		YES	NO
1	I found the training program information was readily available, easy to understand and follow.		
2	I found the enrolment process efficient and easy to understand.		
3	I was provided with the Strathfield College “High School Preparation Student Handbook – ELICOS” .		
4	I have been made aware of the English program mode of delivery and assessment.		
5	I have been familiarised with Strathfield College facilities and evacuation procedure.		
6	I have had the opportunity to discuss the contents of Strathfield College “Student Handbook – ELICOS” in the Orientation Session		
7	My contact details are correct and I am aware that I must tell the college of any change		

Acknowledgement Declaration

I have read as part of the Student Orientation and understand the contents of the “Student Handbook – ELICOS”, am aware of the Strathfield Code of Practice and my rights and responsibilities as a Strathfield College student.

Student Name: _____

Signature: _____ **Date:** ____/____/____