



**STRATHFIELD
COLLEGE**

STUDENT HANDBOOK

ELICOS

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

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A MEMBER OF AUSTRALIAN VOCATIONAL INSTITUTE GROUP PTY LTD
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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 will 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: Karen Benson

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

THE DAILY TIMETABLE

Classes 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
1.15 – 2.00pm	Guided Self Study Mon-Thu (optional)
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.

THE YEAR TIMETABLE

Classes take place all of the year, except during the Christmas break which is approximately two weeks from the last Friday before school holidays until the first appropriate day after public holidays in the new year. In 2010 to 2011 those dates are:
Last day: Friday December 16, 2011.
First day: Tuesday January 3, 2012.

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 must 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 student management database. You can check your attendance on the notice board in the common areas on level 5 and level 7. It is updated weekly.

The school operates two attendance policies. The course duration will determine which policy is applied. Where the course duration is equal to or greater than 12 weeks, the procedures outlined below will be followed:

A student with an overall attendance of **90%** will be issued with a warning letter (1st warning). The student will be counseled by the teacher and sign a counseling sheet. If the student's overall attendance drops to **85%**, they will be issued with 2nd warning letter. The student will be counseled by the teacher and sign a counseling sheet. If the student's attendance drops to an overall attendance of **79%**, a Notice of Intent to Report letter will be issued and the student will have 20 working days to appeal.

Where the course duration is **less than 12 weeks**, the procedures outlined below will be followed:

A student with an overall attendance of **90%** will be issued with a warning letter (1st warning). The student will be counseled by the teacher and sign a counseling sheet. If the student's attendance drops to an overall attendance of **79%**, a Notice of Intent to Report letter will be issued and the student will have 20 working days to appeal.

If a student is absent for 5 days, the DOS will request the College Registrar to telephone the student to find out the reason. If there is a problem the College will offer to help. If for any reason the College can't contact the student after repeated efforts, the College will inform DIAC.

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
Advanced
- **IELTS Preparation**
- **English for Academic Purposes**
- **High School Preparation Program**

GENERAL ENGLISH

Our general English courses run at five levels. Each level is designed to run for twelve weeks and uses the Face 2 Face 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 lessons. You will do regular formative assessments and receive written and verbal feedback from your teacher. Progression to the next level will depend on progress and test results.

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 the level of your course and the CEFR descriptors.

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 an overall indication of your level. 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 a Strathfield College EAP course, can be accepted into a range of universities and TAFE NSW Diploma courses without having to take the IELTS test. Please contact us for more information.

The EAP Courses are 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 these courses 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 series of coursework assignments similar to the demands of a university. For your final assignment, 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 seminar presentation, listening and note-taking, citing and referencing, class debate/tutorial participation and the research report/essay.

GUIDED SELF STUDY

From 1.15 – 2.00pm Monday to Thursday, you have the opportunity to do extra practice. You can choose what you want to practice and a teacher will guide you. Guided Self Study (GSS) is a very important way to support your classroom study. It is flexible and suitable for your personal needs and goals.

Your teachers will regularly give you advice during class. Every 6 weeks after your test, you will get more recommendations on your student feedback report. Each day at the end of class, your teacher will ask you what you plan to do during GSS time.

Each day you can choose from:

- Conversation Club (level 1 for elementary & pre-intermediate, Level 2 for intermediate and upper-intermediate)
- Grammar and Vocabulary study on the computers
- Lending a library book (all levels)
- Grammar and Vocabulary study from books
- Reading magazines in the Reading Room
- Asking a teacher for help with other English tasks.

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.

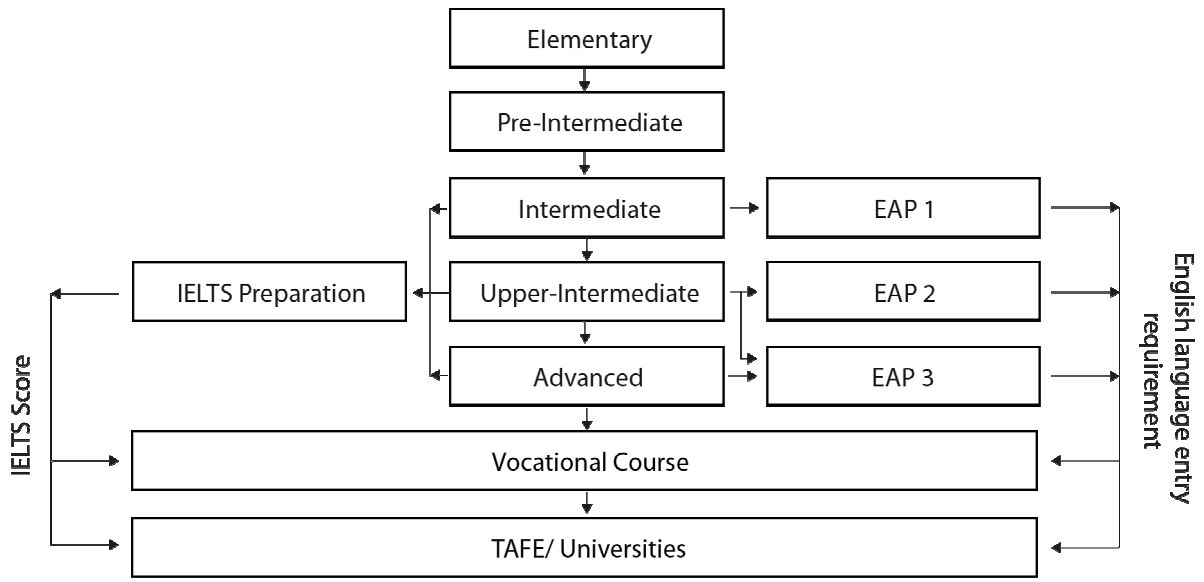
Assessment

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.

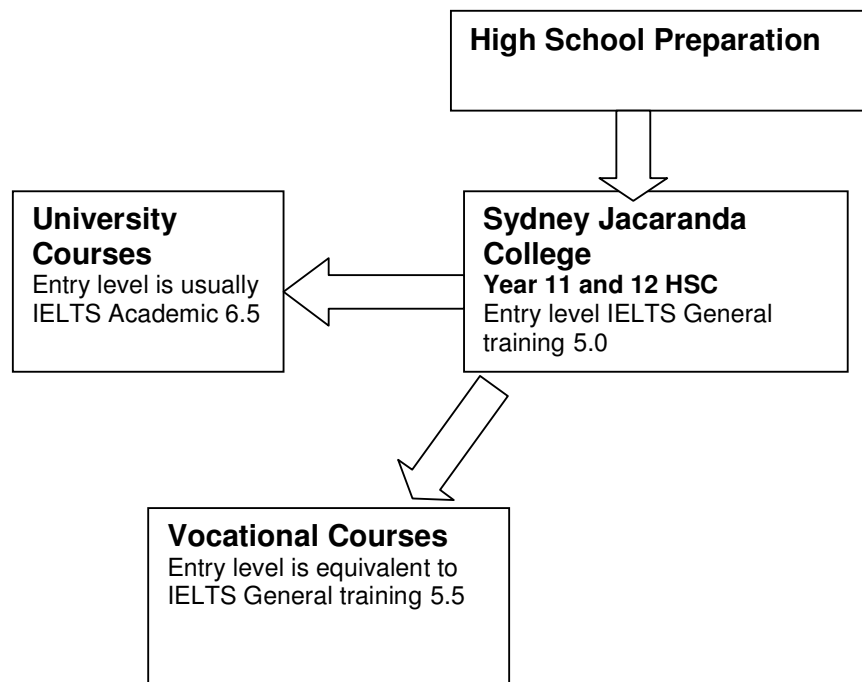
There are daily, weekly and end-of-term reporting systems that are used to provide feedback and guidance on your progress.

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.

The Student Support Officers are the first contact for you should you have any problems during your time in Australia. They are available to help you make the most of your studies here.

Si vous avez besoin d'aide et que vous ne parlez pas bien anglais, contacter Karen au dos.english@strathfieldcollege.edu.au, (02) 9212 7799, 0406 351 763

한국인 담당자와 한국어로 상담을 원하시면 파트리샤를 찾으세요.

이메일: tomoko.okamoto@strathfieldcollege.edu.au or 대표전화: 9212 7799 Ext 102

Si usted necesita hablar con alguien en español, puede contactarse con José Tomas Panatt enviando un email a jose.panatt@strathfieldcollege.edu.au o al teléfono 02 92127799 extensión 102

如果您講中文，請與 Howard Bai 聯繫，電話 92127799 轉 102，電郵 howard.bai@strathfieldcollege.edu.au，手機 0418186669。

عزيزي الطالب: اذا كنت بحاجة للاستعانة بمن يتكلم العربية اتصل بنتالي 9212 7799, ext. 109

Wenn Sie mit einem deutsch-sprechenden Menschen reden möchten, bitte kontaktieren Sie Karen über dos.english@strathfieldcollege.edu.au oder über Telefon (02) 9212 7799, ext. 109 oder 0406 351 763

Apabila anda memerlukan bantuan dalam bahasa Indonesia, silahkan hubungi Liza, juliza.lindeck@strathfieldcollege.edu.au, tel. 9212 7799 ext. 104, atau 0420

日本語でお話されたい方は Tomoko までメール (tomoko.okamoto@strathfieldcollege.edu.au) もしくはお電話 (02 9212 7799 ext 102, 0410813943)までご連絡ください。

ถ้าคุณต้องการติดต่อสอบถามเป็นภาษาไทย กรุณาติดต่อ คุณหน้อย จันแสง อีเมลล์

noi.chanseang@strathfieldcollege.edu.au หรือ โทรฯ 9212 7799 ต่อ 106

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.

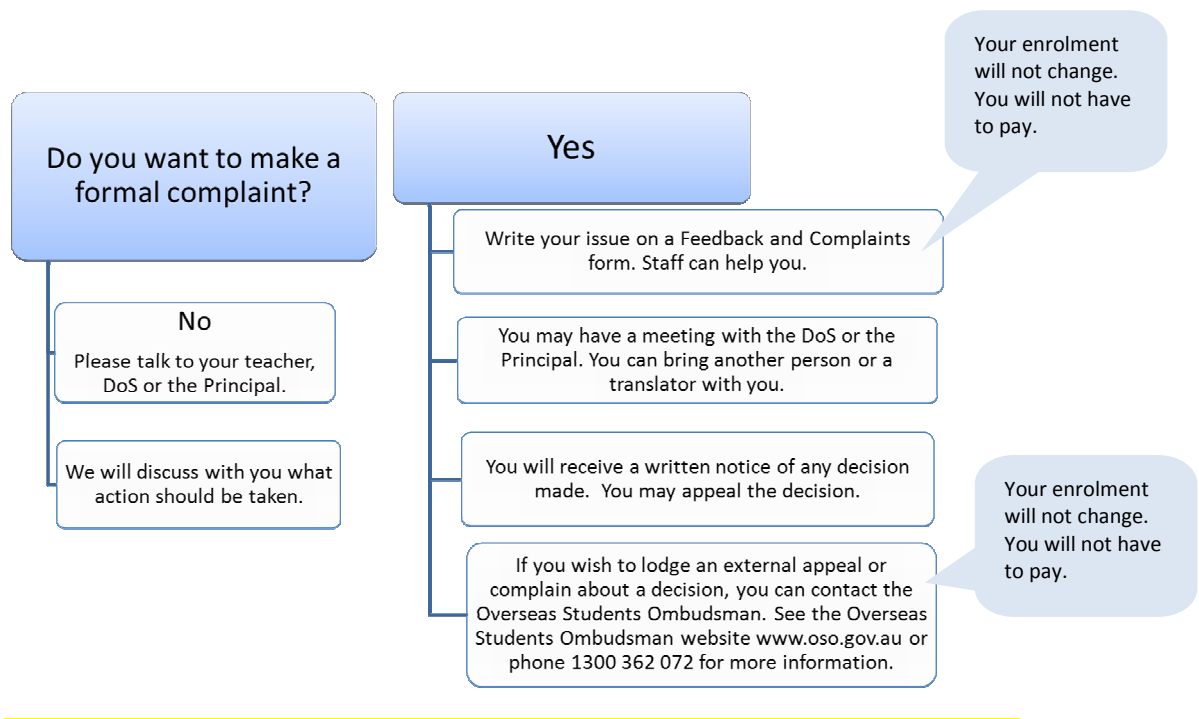
The complaint will be heard in front of an independent third party. At this meeting minutes will be taken to record what was said and any decisions that were made. You will be given a written statement of the outcome of your complaint

If you are not happy with the decision made about your complaint or the resulting actions you can go to the *Overseas Student Ombudsman* for all concerns. You may also contact 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.

Issues and Complaints



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. 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.</p> <p>You can also call your OSHC provider: BUPA call: 131 243; 1800 888 942 toll free from within Australia AHM, Emergency Helpline, call: 1800 006 745 (have your card ready) Medibank Private: 1800 234 601(have your card ready) worldcare oshc 24 Hour Emergency Helpline 1800 814 781</p>	<p>24 hour Health advice service: 1800 022 222 Also see: http://www.healthdirect.org.au/ Student Support Officer</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. Take your passport and other forms of identification to open an account. Get an account that lets you access your account through an ATM. ATMs are located throughout Sydney so they are easy to access.</p>	<p>Student Support Officer</p>
<p>Religion: Throughout Sydney there are many religions practiced. If you wish to find a religious group so that you may continue to practice your faith ask the Student Support Officer to assist you.</p>	<p>Student Support Officer</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 also 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 “ 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:** ____/____/____