



The Best Path to Your Success

IESC

International Education Specialist College Pty Ltd T/A IESC

ABN: 35 603 027 470

CRICOS Provider No.:03421K

Address: Level 2, 56-58 York St. Sydney, NSW 2000

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International Education Specialist College Pty Ltd

**Student Information
Handbook**

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Student Orientation

All students are required to attend Orientation Day, the first day of enrolment. This is usually on a Monday. Students must arrive by 8:30am on the Monday of their first week of study. It is important that you attend the orientation program otherwise you may miss out on information that affects your study.

The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to provide an introduction to studying at the College.

Below is an outline of what happens during Orientation of new students:

- The Student Service Officer meets new students in the College foyer and walks them to the Orientation Room.
- New students present their passport and visa to Student Services Officer in the Orientation Room.
- The Student Services Officer photocopies passport photo page and visa page for inclusion in student's file.
- Students complete the New Student Information Form.
- Student photographs are taken and student ID cards are prepared (for collection the following week from Student Services).
- Students sit their Placement Test.
- The Director of Studies (and/ or available teacher(s)) carries out oral interview with new students to assess oral interaction proficiency level.
- The Director of Studies (and/ or available teacher(s)) assigns commencement English level to students based on results of all test components.
- Students receive welcome from the Director of Studies.
- Orientation consists of:
 - College facility information
 - Information about ELICOS course(s)
 - Assessment and certification
 - Timetable, lunch breaks
 - Student code of conduct
 - Student visa obligations (course progress, attendance, change of address, work, etc.)
 - Student support services available
 - College contacts
 - Complaints & Appeals Procedures
 - External services (health, emergency, banking, etc.)
 - Local amenities
- Students are issued with Student Handbook
- Students are issued with textbooks and / or learning material.
- Tour of campus

College location and contact details

The Principal Executive Officer, Director of Studies and Student Services & Administration Manager can be contacted as indicated below to provide further assistance and support during your study at IESC:

Address	Level 2, 56 – 58 York Street, Sydney NSW 2000		
Phone	+612 80684336	Fax	+612 9299 8722
Email	studentservice@iesc.nsw.edu.au	Web	http://www.iesc.nsw.edu.au/

Fees and refund arrangements

Payment schedule

The fees applicable to each course and category of student and fee payment schedules are detailed in the applicable Student Written Agreement. Contact the College to obtain details.

List of all applicable and possible fees under the Student Written Agreement

Fee description for GE and EAP courses		
Application Fee	A\$200	Not refundable
Materials fee	There is no materials fee charged	Not refundable
Tuition Fees	See Part A and Part E of the Written Agreement	Refundable – conditions apply
Accommodation Fee	\$320	Refundable – conditions apply
Accommodation Placement Fee	\$300	Not refundable
Airport meeting	A\$140	Not refundable

Fee description for HSP		
Application Fee	A\$250	Not refundable
Materials fee	1-10 weeks \$100; 11-20 weeks \$200; 21-30 weeks \$300 31-40 weeks \$400	Refundable – conditions apply
Accommodation Homestay (Under 18)	\$335 p/week	Refundable – conditions apply
Guardian Arrangement	\$300	Not refundable
Homestay Inspection	\$350	Not refundable
Guardianship Fee	\$65 p/week	Refundable – conditions apply
Airport meeting	\$180	Refundable – conditions apply

Refunds

1 Tuition fees paid prior to the course commencement date will only be refunded as detailed below. Refund applications must be made in writing to the College. The student refund application form, available from the College, must be used as the written application. The College will accept requests by phone, mail, fax or email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and include a statement explaining how the refund was calculated.

2 An overseas student or intending overseas student “**defaults**”, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - the student failed to pay an amount he or she was liable to pay the College, directly or indirectly, in order to undertake the course;
 - the student breached a condition of his or her student visa;
 - misbehaviour by the student.

3 Refund Amounts for **Student Default**

- Withdrawal notified in writing and received by the College 28 days or more prior to the course commencement date 70% refund of Tuition Fees paid in advance. Refunded within 28 days.
- Withdrawal notified in writing and received by the College less than 28 days prior to the course commencement date and before the course commencement date 60% refund of Tuition Fees paid in advance. Refunded within 28 days.
- Withdrawals notified in writing and received by the College on the course commencement date or after the course commencement date No refund of Tuition Fees.
- Student breach of visa conditions, non-payment of fees, suspension or cancellation of enrolment by the Institute No refund of Tuition Fees.

e) Student default except if written notice is given as indicated in items a), b) and c) above No refund of Tuition Fees.

4 In the case of **Provider Default** and **Student Visa Cancellation** students will receive refunds in accordance with the Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014. Copies of the calculation can be requested from Reception at IESC

The refund will be paid to you within 14 days of the day on which IESC defaults on the commencement or delivery of the course.

If IESC is unable to provide a refund or place you in an alternative course the Tuition Protection Service will be responsible for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another college which will accept them into an alternative course.

5 Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Missed payments

Students who do not make instalment payments by the due date will be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one week suspension the student will have their enrolment cancelled.

Fee changes

Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Tuition protection service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

The Tuition Protection Service website is <https://tps.gov.au/>

Other information & conditions

Students must notify the College of changes of address, telephone number, email address and fax number within 7 days of the change. This is required so that students can be contacted and receive important information which may affect their course or their enrolment.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

This written agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Students are entitled, at no additional cost, to a certificate on partial completion on course withdrawal or cancellation, prior to completing the course, provided the student has paid for the tuition fee. A Certificate will not be issued to students who are in breach of any part of the Student Agreement.

Information for Students

Assessment Policy

Assessments are conducted every Friday and test students' Listening, Speaking, Reading and Writing skills.
Important note: Students should expect to spend a minimum of 10 weeks at each General English level and EAP courses.

'Level Up' Transfer Policy

When you start your English studies at IESC, you complete a Placement Test and are interviewed by the Director of Studies. We then put you in a class to match your English language level, e.g. Elementary, Pre-Intermediate, etc.

How long do I study at each level?

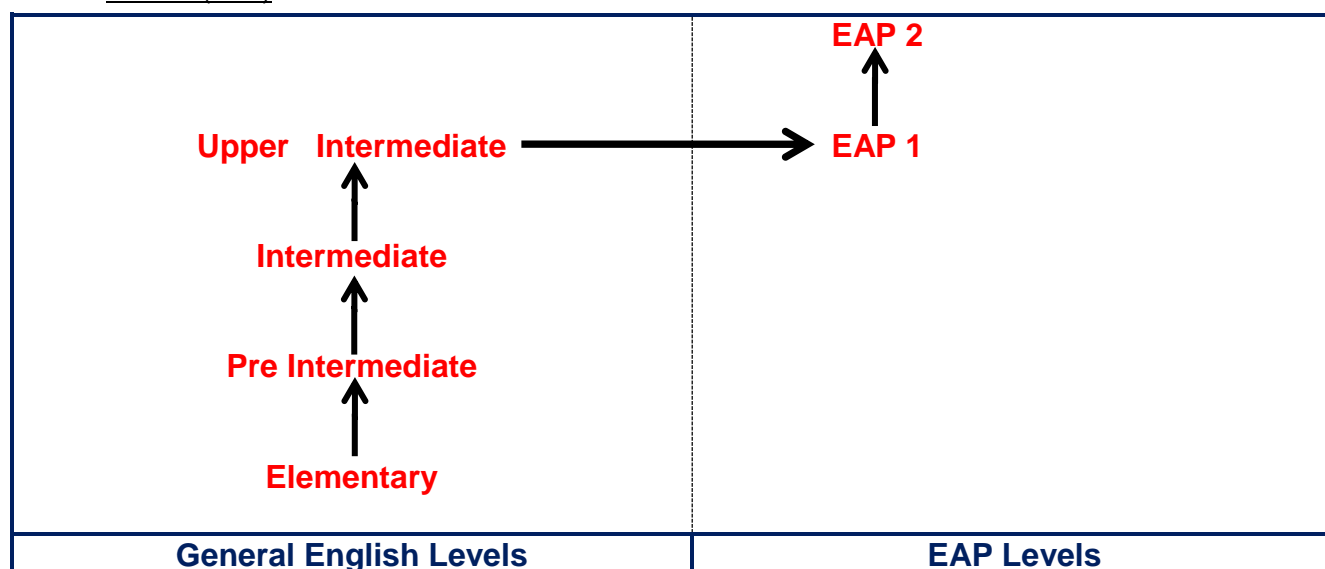
You must complete 10 weeks of study at each level:

Courses	How long?
General English – Elementary Level	10 weeks
General English – Pre-Intermediate Level	10 weeks
General English – Intermediate Level	10 weeks
General English – Upper Intermediate Level	10 weeks
English for Academic Purposes - EAP 1	10 weeks
English for Academic Purposes - EAP 2	10 weeks

When can I 'move up' class?

Students may progress to a higher class if:

1. They have completed 10 weeks of their English level;
2. They have 80% or higher attendance;
3. They have passed most of their Friday tests;
4. Their teacher has recommended they are ready to 'move up' class followed by approval by the Director of Studies (DoS).



N.B. A student cannot 'move up class' if they do not meet the above requirements.

English Preferred Policy

Students are not expected to use any other language in class other than English unless permitted to do so by their teacher. Please remember that everyone in the class has paid to study and practise English. Teachers will expect you to participate co-operatively and thoughtfully in order to improve. Use your class as an opportunity to practise your English skills all the time.

Mobile / Smart Phones in Classrooms

Your phone must be **switched off** while you attend lessons. **At times your teacher will allow students to use their phone as a dictionary or reference device** to look up meanings and information. If you are expecting a call for employment, family illness or any other call which is considered critically important, you should inform the teacher before class and take the call **outside the classroom and return promptly**.

Students are not permitted to receive mobile calls during class. A warning letter will be issued if this rule is ignored. The teacher will mark students absent for long phone calls.

Timetable

On your first day of class at IESC, you will be allocated a class suited to your English level and based on the results of your placement test and oral interview.

	Monday	Tuesday	Wednesday	Thursday	Friday
8.30 – 10.30	LESSON 1				
10.30 – 10.45	BREAK				
10.45 – 12.45	LESSON 2				

Visa conditions and work

International students typically hold a subclass 500 Student Visa which entitles them to study for the duration of their course(s).

When you commence your studies IESC notifies the Department of Home Affairs (DHA) automatically via PRISMS. You can then **study and work** in Australia throughout the duration of your course. You are entitled to work 40 hours per fortnight (2 weeks) during your studies, and full-time during your school breaks.

Under no circumstances must any international student undertake work unless they have applied to DHA to have visa condition 8101 (no work condition) removed from their visa.

A focus on study is important but we recognise that you may want or need to work part-time. If you choose to work remember that **working arrangements** need to be fitted in and around your study commitments.

Your study should always come first.

Students with School-aged Dependents

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools and religious schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

College Facilities

The College is located in the Central Business District of Sydney with quick access to trains and buses. The College has modern classrooms, a well-equipped computer laboratory with wi-fi access and an attractive kitchen/dining area. The College also has library resources that can be accessed by students. Please enquire at Student Services Reception if you would like to borrow any books.

Should the College re-locate to new premises students will be advised at least 20 working days before re-location.

Student attendance

The College has documented attendance policies and procedures to ensure that students are aware of their attendance requirements as follows:

- The requirements for achieving satisfactory attendance (which requires overseas **students to attend at least 80 per cent of the 20 scheduled face to face course contact hours each week**).
- The process for determining the point at which they have failed to meet satisfactory attendance requirements, and
- The procedure for notifying students that they have failed to meet satisfactory attendance requirements.

Teachers record student attendance at each scheduled class. The daily attendance record is passed to the Student Services & Administration Manager who monitor attendance. Teachers must report to the Student Services & Administration Manager the details of any student who has missed 5 consecutive days.

Students whose attendance falls below 90% or who are absent for 5 consecutive days may be required to attend counselling to determine the reason for their extended absence.

Academic Monitoring Policy

One of the conditions of your student visa is that you show good academic performance.

1. If you are not making progress, you will be issued with a 'Warning Letter – Unsatisfactory Course Progress' letter. This letter tells you about an intervention strategy mutually decided between the Director of Studies and you that will help you to improve your academic performance.
2. If the intervention strategy does not result in satisfactory course progress, you will be issued with a 'Letter of Intention to Report - Unsatisfactory Course Progress'
3. Before you are reported to the Department of Home Affairs (DHA) for unsatisfactory academic progress, you will have 20 working days to appeal.

You are allowed to appeal for the following reasons:

- If you believe that your marks have not been recorded or calculated correctly
- If you believe that you have compassionate or compelling reasons for not making satisfactory progress
- If you believe that the College has not implemented its intervention strategy and therefore has not assisted you.

1. Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond your control and have an impact on your capacity and/or your ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes
 - Bereavement of close family members such as parents or grandparents (evidence may be required)
 - Major political upheaval or natural disaster in your home country requiring you or your family to undertake emergency travel which, in turn, has impacted on your studies
 - A traumatic experience which could include but is not limited to involvement in or witnessing of an accident or a crime committed against you or you have been a witness to a crime. These cases should be supported by police or psychologist's reports.
2. If the problem is not resolved to your satisfaction, you can access IESC's appeals and complaints process. You will have 20 Working Days to use the College's appeals and complaints process.
 3. The Director of Studies will then attempt to resolve the complaint with you and any other parties who may be involved. This attempt at resolution must commence within 10 working days of the complaint being lodged. If you choose to access the Appeals Review Committee process, you are still required to attend classes while the appeals process is being processed.
 4. If the appeal is successful, continuing support and counselling will be provided and you will be required to commit to respecting the conditions agreed and the matter will not be referred to DHA.
 5. If you choose not to access the appeals process within the 20 working days period, withdraw from the process, or the outcome of the appeal is unsuccessful following the completion of the process, you will be reported to DHA as not achieving satisfactory course progress.

6. You will receive a 'Final Letter to Report -Outcome of Internal Review' letter outlining the reasons why your complaint/ appeal has not been upheld. You are still required to attend classes until DHA makes decision on your visa.
7. If you are reported for unsatisfactory course progress, you are required to call DHA and book for an interview immediately. DHA will give you an appointment and consider all your exceptional circumstances based on IESC's reports and records to make a decision whether your visa is cancelled or not.

Student Transfer (National Code Part D Standard 7)

IESC must:

- not knowingly enrol a student wishing to transfer from another provider before the student has completed six months of his or her principal course except in circumstances outlined in Standard 7. These restrictions also apply to courses taken before the principal course in a package of courses.
- not actively recruit a student where this clearly conflicts with its obligations under Standard 7.
- not knowingly enrol a student prior to the student completing six months of his or her principal course except in certain circumstances.

It is a requirement under the National Code 2007 for IESC to assess any request for a Letter of Release from their International students who seek to change providers prior completing the first six months of their principal course.

A letter of release will be granted only at the discretion of IESC, and in accordance with IESC's relevant policy and procedures.

If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using IESC's complaints and appeals procedure.

Living and studying in Australia

Up-to-date and authoritative information on living and studying in Australia is available at the following web sites:

<http://www.studyinaustralia.gov.au> - living and studying in Australia

<http://www.youth.nsw.gov.au> – wages, housing, health and more useful information

<http://transport.nsw.gov.au> - public transport

<http://www.lawaccess.nsw.gov.au> - Legal assistance

Active Lifestyle Information

Library

NSW State Library

Macquarie Street, Sydney

Phone: 9273-1414

Opening Hours: Mon to Thurs 9 am ~ 8 pm; Fri 9 am ~ 5 pm; Sat to Sun 10 am ~ 5 pm

Sports

Sydney University Sports & Aquatic Centre, Darlington Road, Darlington, NSW

Phone: 9958 5799;

Opening Hours: 5:30 am ~ 10 pm

Post office

General Post office

44 Market Street Sydney NSW 2000

Phone: 13 13 18

Opening Hours: Mon to Fri 9 am ~ 5 pm

Relevant legislation and information

Our staff members are always ready to help you with any sort of problem. Please feel free to talk to your teacher or any other staff member. The College also has a list of local organisations that can help you. You can also contact the following groups for help:

Emergency (Police/Fire/Ambulance)	000
Non-emergency (Police Assistance Line)	131 450
Telephone Interpreter Service	131 450
Lifeline (crisis support)	131 114
Alcohol and Drug Information Service	9361 800
Sexual Assault, Domestic and Family Violence Counseling Service	1800 737 732
International Student Legal Advice	9698 7645
Department of Home Affairs (DHA)	131 881
NSW Transport Information (Bus/Train/Ferry)	131 500
Taxis Combined	133 300
NSW Multicultural Health Communication Service	9816 0347
Family Planning (for pregnancies)	8752 4300
Sydney Sexual Health Centre (for sexually transmitted diseases)	9382 7440
Mental Health Service	1300 300 180
St Vincent's Hospital	8382 1111
Complaints or problems	www.oso.gov.au
CRICOS Legislation and regulation	www.aei.gov.au
Protection of student fees	www.tps.gov.au
CRICOS registration	www.asqa.gov.au
Study Information	www.studyinaustralia.gov.au

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Student support, welfare and behaviour

Access and equity policy

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Complaints and appeals procedure

Do you have a complaint?

IESC recognises that differences can arise from time to time between students and the College. IESC will try to solve all student complaints and appeals as quickly as possible.

What is a complaint? A complaint is when you say (or write) that you are unhappy, frustrated or dissatisfied with the quality of a service you receive, something that another person has done or the way something is done.

What is an appeal? You make an appeal, usually to someone in authority, if you want them to change a decision they have made.

Step 1: Speak to someone. E.g. If it is about your course or academic progress, start with your teacher.

If it is about your record of attendance, first talk to the Student Services Officer.

Step 2: If you still have a problem, speak to the Director of Studies. You may bring a support person with you.

If you want to make an appeal, or, for example, you have received an attendance warning letter, you should speak to the Director of Studies first. The Director of Studies will respond to your complaint or appeal in writing within 10 working days.

Step 3: If you are not happy about the way your complaint (or appeal) has been dealt with, you should complete a Complaints & Appeals Form and make an appointment to speak with the Principal Executive Officer (PEO). You may bring a support person with you to this meeting. The PEO will respond to your complaint or appeal in writing within 10 working days.

Step 4: If you are still not happy about the way your complaint or appeal has been dealt with, you should ask for a meeting with the Appeals Review Committee. You may bring a support person with you to this meeting. The Appeals Review Committee will respond to your complaint or appeal in writing within 10 working days.

Step 5: If you are unhappy with the outcome of the Appeal Review Committee, you can ask for the help of an external appeals agent. The Overseas Students Ombudsman offers a free service to overseas students who wish to lodge a complaint or appeal.

Contact the Overseas Students Ombudsman at www.oso.gov.au to access their Complaints and Appeals mechanisms.

The Overseas Students Ombudsman

Postal: GPO Box 442, Canberra ACT 2601

Phone: 1300 362 072

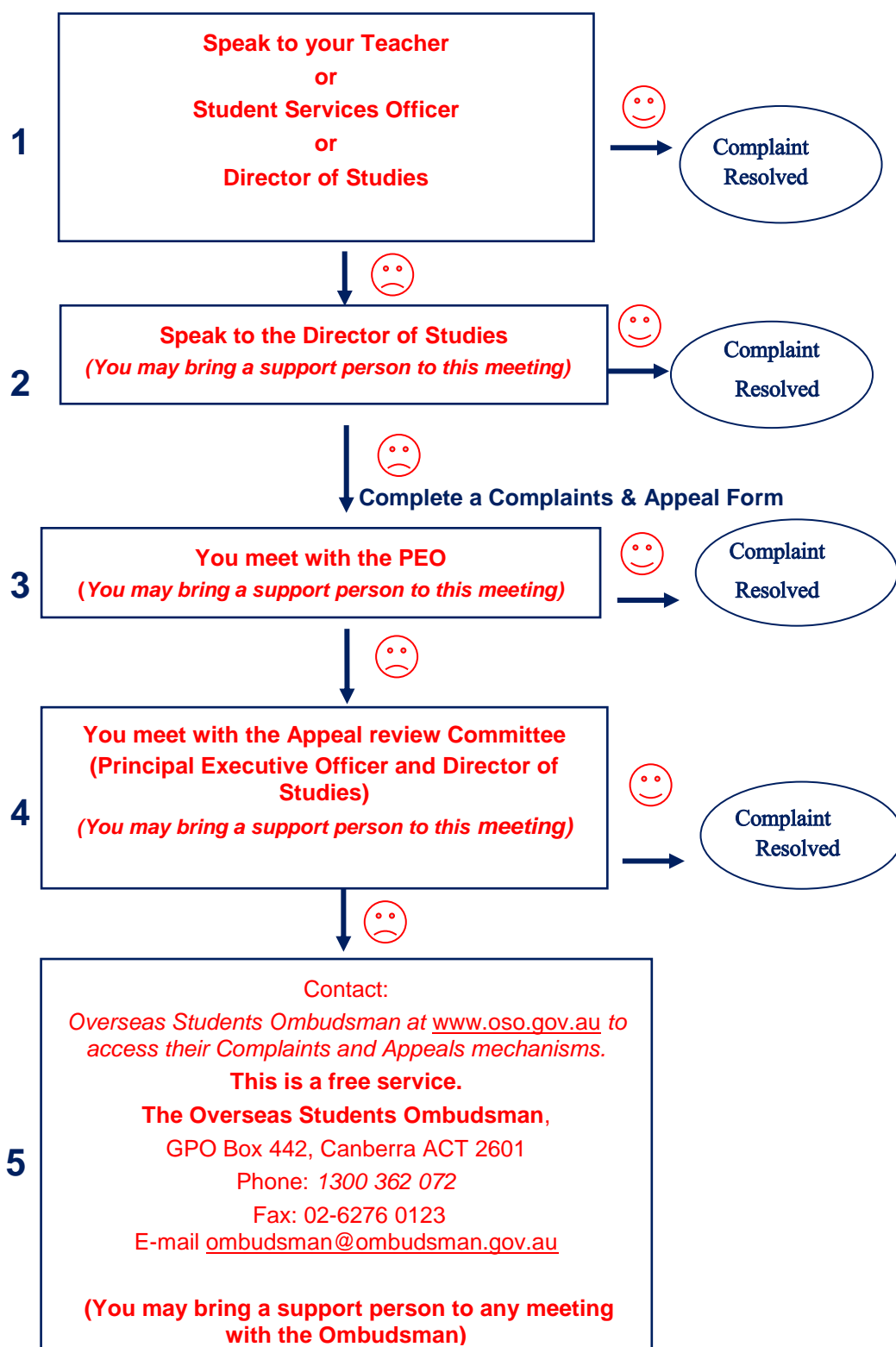
Fax: 02-6276 0123

E-mail: ombudsman@ombudsman.gov.au

You should go to the 'Making a Complaint' link on the overseas Students Ombudsman's website to find information and an online application form if you wish to use Student Complaints process.

You may choose your own external student appeals agent if you wish. You should inquire about current fees when you contact the agent.

Complaints & Appeals Process Flow Chart



Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their teacher to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting the work of another individual or group as their own work.
- Handing in assessments markedly similar to or copied from another student.
- Allowing another student to copy your work
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is acceptable for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism and is unacceptable.

Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is permissible, where the participant is studying with, or employed by, an educational institution.

Student code of behaviour

The Student Code of Behaviour requires the following rights and expectations to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work (including assessment tasks when required)
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course within the time frame notified on the student written agreement.

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

- A member of the College staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Director of Studies to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing and be given a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)

- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, teaching services will be withdrawn and the student will be sent a student suspension or cancellation letter.
- Failure to attend scheduled meetings may result in the College deciding to suspend or cancel a student's enrolment
- At any stage of this procedure students are able to access the College complaints and appeals procedure to settle student any disputes that may arise.

Student Support Services

The Student Services & Administration Manager, Director of Studies and Teaching staff are available to provide general advice and assistance with matters such as:

- **Studying**
Students who are experiencing difficulties with study must discuss problems with their teacher in the first instance and, if need be, contact the Director of Studies for further assistance.
- **Accommodation**
We have a homestay provider to cater for a wide range of budgets but with safety and comfort as the foremost concerns for our students.
- **Counselling**
Our multilingual Student Services & Administration Manager has extensive knowledge of IESC programs and services, as well as other educational and vocational pathways, and will be happy to discuss options for further study. Help and advice on general health-related issues, personal problems, and referral to other services such as legal, medical, etc. is always made available.

Students requiring special or intensive assistance must contact the Student Services & Administration Manager who may refer them to external support services if required. These services provided with no additional cost to the student. If the College refers the student to external support services, the College must not charge for the referral. Students requiring special individual learning support should contact the Director of Studies for further assistance.

Contact Officers at IESC:

Principal Executive Officer:

Name: **Mr. Je Hun Hwang**

Phone: **8068 4336**

Student Services and Student Services & Administration Manager:

Name: **Mrs Margaretha Andriani**

Phone: **8068 4336**

Director of Studies:

Name: **Mr. Victor Congerton**

Phone: **8068 4336**

Other Information

Change of address and contact details

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course within 7 days of the change. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time. On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the student deferral, suspension or cancellation application.

When the College receives an application to defer or suspend enrolment, it informs the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.

IESC may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

Judgement has to be exercised in determining what compassionate or compelling grounds are and documentation of the details and evidence must be retained in the student's file. As a guide some examples of compelling or compassionate grounds are:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which has impacted on the student (these cases should be supported by police or psychologists' reports) which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime,
 - where IESC is unable to offer a pre-requisite unit; or
 - where there is an inability to begin studying on the course commencement date due to delay in receiving a student visa

Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between the College and the student. Students who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing to the College Student Services & Administration Manager. The refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application

College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor attendance by the student. Should the College initiate the suspension or cancellation of a student's enrolment, it must notify the student of its intention and allow the student 20 working days to access the College's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply. If the student appeals the decision to defer, suspend or cancel his or her studies, the College must not notify Department of Education and Training (DET) of a change to the enrolment status until the internal complaints and appeals process is completed.

The College informs DET via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.

College deferral of commencement

The College may also decide to defer the commencement of a course.

If the College defers the commencement of a course the provider default conditions in the agreement between the College and the student will be triggered and the College will be obliged to repay any unspent prepaid fees received by the College in respect of the student within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

Use of personal information

Students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply to the Student Services & Administration Manager using the student records request form if you wish to view your own records. Once the request has been approved the Student Services & Administration Manager will arrange a time for you to view your own records. You must view your records at the College and you cannot take records away from the College.

Course Information

English Pathways

IESC offers General English, High School Preparation and English for Academic Purposes (EAP) that meet a broad range of language needs and academic goals. Below is the pathway of our English courses:

Entry Level (approximate IELTS equivalents)	IESC COURSES AVAILABLE (GE = 10 weeks HSP = 10 weeks; EAP = 10 weeks)	
	General English and HSP	EAP
6.5 – 7.0		EAP 2
5.5 – 6.0	GE Upper – Intermediate ↗	EAP 1 ↗
4.5 - 5.0	GE Intermediate ↗	
3.5 – 4.0	GE Pre Intermediate ↗	
3.0	GE Elementary ↗	

Guidelines for placement in English Language course levels

If you have a current IELTS or TOEFL score (no older than 12 months) when you commence your English course, you can use the table above to see at which level you will need to commence your English studies.

The minimum number of weeks of English study required to progress from one level to the next is 10 weeks.

Placement Test

Regardless of whether you have a current IELTS or TOEFL result, IESC requires that you sit a placement test (which includes an oral interview). The Placement Test is conducted on the morning of the first day of the course (Orientation day). See the confirmation of enrolment form for the exact dates of Orientation Day.

Weekly and Test Exits

You will be given a test at the end of each week and may comprise elements of two or more of the four macro skills: reading, writing, speaking and listening. Your result in these tests will be used to determine whether you are ready to progress to the next level. The English course is designed for 10 weeks' duration. To progress to the next English level, students must complete a 10 week cycle and receive an average of 70% across their assessments. Students who make rapid progress and who are assessed at higher proficiency levels during their course may be promoted to the next level but only with the approval of the Director of Studies.

More about our ELICOS Programs

ELICOS programs have multiple start and end dates so that students can join any time and study for their chosen number of weeks. ELICOS courses do not always have a finite duration. All courses are language-focused, with a broad purpose of improving the students' language proficiency. The majority of courses do not have minimum language proficiency entry requirements. Students are tested and placed in the appropriate language level on arrival. The courses do not lead to an award qualification, i.e. a higher education or AQF qualification. Such courses are called 'non-award' courses.

IESC accepts international students with a variety of visa types, e.g. some students may have student visas, which are covered by the regulatory framework of ESOS and National Code 2007, while others may have non-student visas (e.g. tourist, working holiday, etc.) which are not covered by any existing regulation and therefore do not have welfare and consumer protection conditions. IESC ensures that even through reporting obligations do not apply to students in non-student visa holders, quality provisions are applied equally to all students regardless of visa type.

For students at risk of not making satisfactory progress, IESC will take relevant steps or put in place, an "intervention strategy" to assist or advise students who are at risk of not satisfying course requirements. Intervention strategies may include: counselling, withdrawal for small group or one-to-one tuition, setting additional homework or language tasks, assistance with finding materials or resources on the internet, etc.

Course Descriptions

General English (CRICOS Course Code: (087718J)

This course is designed for students who want to improve their ability to communicate in English for social and work situations. General English also provides students with a solid foundation to progress to English for Academic Purposes (EAP) or vocational training courses. It is offered at 4 levels: Elementary, Pre- Intermediate, Intermediate and Upper Intermediate.

The General English course develops all 4 skills – listening, reading, writing, and speaking. This program enables students to use English with greater confidence, develop their ability to understand conversations across a variety of mixed media, read fiction and non-fiction texts with understanding, speak with increasing fluency, clarity and accuracy, activate their existing grammar, and develop a greater range of accuracy, and understand both formal and everyday English.

Classes in the General English program are topic-based, interactive and use a mixture of teaching and learning materials including course books, material streamed from television and radio, CDs, DVDs and computer software. Course content focuses on the development of communications skills with a balance of speaking, listening, reading and writing tasks.

English for Academic Purposes (EAP) (CRICOS Course Code: (087719G)

This course is offered at 2 levels (EAP 1 and EAP 2) and is designed to prepare students for success in academic post-secondary courses and in the IELTS test. EAP develops academic language as well as study skills.

EAP students will learn how to listen and take notes in lectures, give oral presentations and group discussion, write academic essays, and read academic texts.

The EAP course enables students to understand spoken English in conversations, discussions and lectures and to take notes, speak clearly and confidently, apply a range of reading skills in order to understand and make notes on a variety of written texts, express in writing, facts, ideas and opinions using correct and appropriate vocabulary, grammatical structures and other features of academic writing and use a range of study skills (including research skills) in order to synthesise information and ideas from different sources.

Many of the skills learned in the EAP course can be directly transferred to the skills and language focus to the IELTS Preparation course and test.

High School Preparation (HSP) (CRICOS Course Code: (094311G)

IESC's High School Preparation (HSP) course may be studied from 10-40 weeks.

The course prepares students to be able to successfully improve English Language and study skills in preparation for entry to Australian High schools. The course focuses on the four macro skills of Reading, Listening, Writing and Speaking with particular emphasis on the associated and appropriate grammar and vocabulary skills required to achieve CEF levels A1; A2- B1; B1-B2 and B2 at the completion of the Elementary, Pre-Intermediate, Intermediate and Upper-Intermediate levels of the course respectively.

The HSP course enables students to develop language skills and cultural awareness to effectively use and understand English language in familiar contexts.

Throughout the course students will undertake different grammar and vocabulary activities based on real life themes that will help students to gain confidence and competence in preparation for studying in Australian High Schools.

Living in Sydney

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

Australia

Australia is a land of contrasts: where education, technology, music and the arts flourish in modern cities; where there are sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Sydney

Sydney is the largest city in Australia with a population of five million people. Sydney is the capital city of New South Wales. It is a multicultural city with people from different ethnic backgrounds. IESC is located in the heart of the city and is just a short walk from the light rail, main line train stations and bus stops.

The Study in Sydney website is a useful source of information.

The web site address is <http://www.sydneyaustralia.com/en/study-in-sydney>.

A Good Choice for Study

Currently there are more than 150,000 overseas students studying English in Australia each year of which approximately 100,000 students are from the Asia Pacific region. They arrive in Australia to continue their education and have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, institutes, colleges and universities
- Awards from Australian institutions of higher education are recognised internationally
- Australian schools, institutes, colleges and universities have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring September - November 12-22 degrees

Summer December to February 28-32 degrees

Autumn March to May 12 - 20 degrees

Winter June to August 10 - 15 degrees

Sports and other outdoor activities are possible at all times of the year.

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and

cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.6 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang (colloquial English), and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country. However, all religions are represented in our multicultural society. Australians respect the freedom of people to practise their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our 'Clean-Up Australia' campaign is being adopted worldwide.

Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. For those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Transport

With one of the highest standards of living in the world, Australia has a modern, extensive public transport system that includes trains, light rail, buses, trams, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and fares depend on which zone you are going to travel in and for how long.

For travel in NSW an 'Opal' travel card is generally required. This can be purchased on line, at train stations and at newsagencies. The Opal Card allows travellers to 'tap on' and 'tap off' transport electronically without needing a 'paper' ticket.

Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Uber taxis are also widely available. For bookings, go to 'Uber Taxi Fares' online for details.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and situated on some street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones can be purchased from a number of retailers.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events. Brisbane is the venue for 2018 Commonwealth Games.

Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that more than 8 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also enjoy bushwalking, fishing, boating and water sports.

Entertainment

Sydney offers a vast range of centres suitable for social, sporting and other outdoor activities. Many are centrally located for students to experience the sophistication of our cities and excitement of entertainment facilities.

There are plenty of opportunities for international students to have an enjoyable time with friends.

Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty— in NSW its national parks, The Hunter Valley and Blue Mountains or farther afield the Tasmanian Wilderness, Uluru, Kakadu and The Great Barrier Reef to name a few.

Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument.

All these involve frequent use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills.

Many teachers in Australia have vast experience teaching overseas students. IESC teachers understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Cost of living and money matters

Up-to-date and more detailed information money and banking in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels.

Although no longer widely used, major hotels and some shops will cash traveller cheques, depending on individual store policy.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [Study in Australia](#)

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$450 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items.

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation

The following types of accommodation are available for International students:-

1. Full Board (Homestay) AU\$335 - AU\$350 per week
2. Student house AU\$300 - AU\$350 per week
3. Half - Board AU\$150 - AU\$175 per week (plus expenses).
4. Leasing a House/Flat AU\$400 - AU\$650 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the Student Services & Administration Manager.

Some useful internet sites for housing are:

[Study in Australia Accommodation Options and Costs](#)

Transport

Australia has an efficient public transport system (buses, trains and trams) in all cities. Students may also choose to make use of personal transport such as their own bicycle, by the hour cycle hire, or in some instances, arrange transport by car for longer travel. Intercity train, bus and air services are easily accessible. Students using public transport in the city can apply for a student concession card that entitles them to discounted fares.

Overseas Student Health Cover (OSHC)

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

OSHC is also charged on a pro-rata basis for shorter courses.

Cost of Living

Sydney is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$25000 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$500 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$600.00 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are of good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper price.

Food	Personal Effects/Services
Milk 1 litre \$1.20	Shoes 1 pair \$90.00
Bread 1 loaf \$3.50	Jeans 1 pair \$80.00
Apples 1 kg \$4.00	Toothpaste 140g \$3.50
Potatoes 1 kg \$3.00	Shampoo 500ml \$4.00
Beefsteak 1 kg \$25.00	T-shirt \$30.00
Eggs 1 dozen \$4.00	Hairdresser \$30.00 to \$60.00
Cereal 1kg \$4.00	Newspaper \$3.00
Fruit Juice 2 litres \$5.00	Cinema ticket \$22.00
Rice 1 kg \$5.00	Public transport city and inner suburbs \$15.00 for a day pass

The ESOS Framework –

Providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education 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.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au> CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the course(s), fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, welfare and support.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to deliver your course.

The ESOS framework sets out the standards Australian education providers of education services to overseas students must comply with. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to welfare and support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the course(s) you study and what welfare and support assistance is available if you are not progressing well
- how your attendance will be monitored for your course, and
- how you may access the College's complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia.

If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, welfare and support.

Your responsibilities as an overseas student on a student visa:

- **satisfy your student visa conditions**
- **maintain your Overseas Student Health Cover (OSHC) for the period of your stay**
- **meet the terms of the written agreement with your education provider**
- **inform your provider if you change your address**
- **attend classes regularly and comply with IESC's Attendance Policy**
- **maintain satisfactory course progress**
- **if you are under 18, maintain your approved accommodation, support and general welfare arrangements**
- **maintain your own personal safety and others' safety; stay alert**
- **maintain a healthy lifestyle**
- **if you have a problem talk to a teacher, Student Services or the DoS**

The PDF version of the ESOS Framework is available at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Documents/ESOS Factsheets/ESOS Factsheets 2012/The ESOS framework.pdf>

A detailed explanation of Part D of the Nation Code is available at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

Who to contact for general enquiries

Who?	Why?	How?
International Education Specialist College (IESC)	For policies and procedures that affect you	<ul style="list-style-type: none">• Speak with Student Services or The Director of Studies. (02) 8068 4336
Department of Education	For your ESOS rights and responsibilities	<ul style="list-style-type: none">• https://aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx• ESOS Helpline 1300 615 262• Online Enquiry https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx
Department of Home Affairs (DHA)	For visa matters	<ul style="list-style-type: none">• www.immi.gov.au• Phone 131 881 in Australia.