



Student Handbook

Whitsundays College of English (WCE)

Document Control

This document is approved and implemented by Whitsundays College of English. Any ongoing changes made to this document will be documented as below:

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Welcome

A warm welcome to Whitsundays College of English (WCE)!

We are committed to helping you learn the knowledge, skills and confidence you need to achieve your study goals and settle into the Australian way of life.

This handbook will help answer common questions about WCE such as your course, attendance, our services and much more. It is also available on our website and often updated, so please check the website regularly.

If you still have questions after reading this handbook, please come and speak to us. We have supportive and professional staff to help you have an enjoyable learning experience.

We hope you enjoy your time at WCE, and work hard to improve your English skills while you are studying here. Remember that learning a new language takes time and effort. So, be patient and make the best of all the opportunities you have to learn and to practice.

We wish you success with your studies and hope you have a safe and rewarding stay in Australia.

Tom Jung

CEO
WCE

College Information

Entity Name: Whitsundays College of English Pty Ltd

ABN: 72 099 790 566

CRICOS Code: 02500G

Location/Contact Details

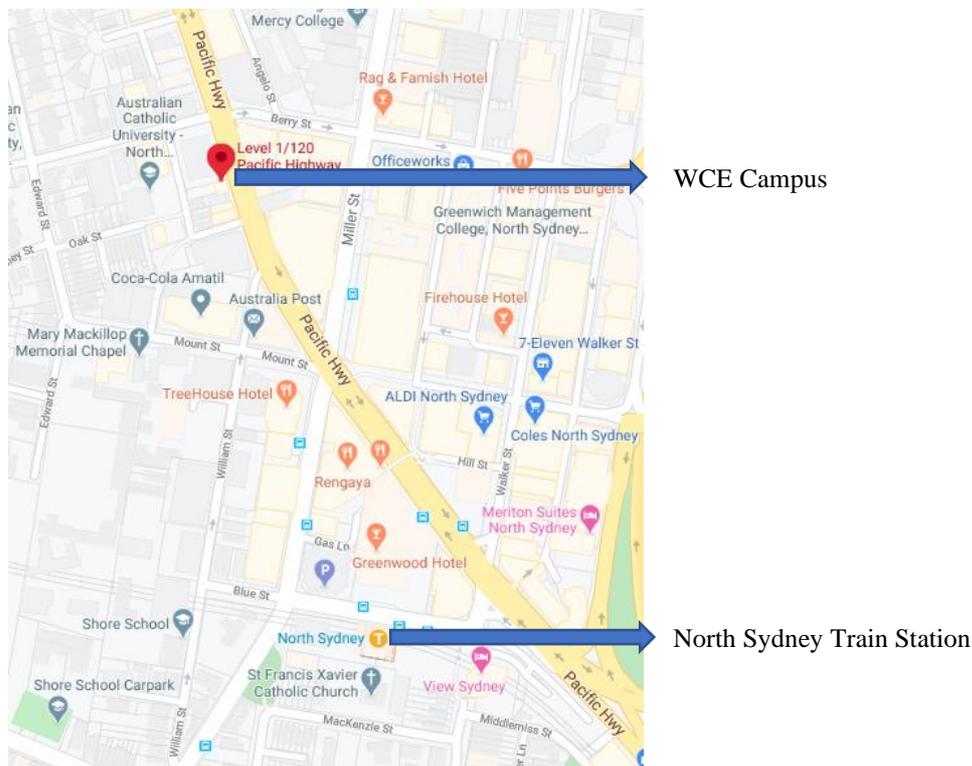
Address: Level 1, 120 Pacific Hwy, North Sydney NSW (Sydney Campus)

Phone: +61 02 8959 7998

Email: admission@wce.edu.au

Website: www.wce.edu.au

Map



After Hours Contact

WCE students including under the age of 18 students can contact the college at any time in emergency situations, to report a serious incident that affects them or to get support when needed.

Contact Number: 0406 290 244

Opening Hours

Monday to Friday	8:00 AM to 10:00 PM	Saturday	10:00 AM to 1:00 PM
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Who Should I Speak To?

TYPE OF ASSISTANCE	CONTACT PERSON	CONTACT DETAILS
General Information Support	Reception	+61 02 8959 7998 or admission@wce.edu.au
Welfare Guardian (under 18 students) 24-hour emergency	CEO	0406 290 244
My Enrolment/Visa	Admissions	admissions@wce.edu.au
My Studies	Teacher	teacher@wce.edu.au
My Teacher	Academic Manager	dos@wce.edu.au

International Students

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 Act 2000 (ESOS Act) and the National Code 2018. Please find out more about the ESOS framework and your rights as an international student at:

- <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>
- <https://www.studyinaustralia.gov.au/English/Australian-education/Education-system/ESOS-Act>
- <https://www.australia.gov.au/information-and-services/education-and-training/international-students>

WCE has obligations as part of its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check that the details of your course, including location, match the information on CRICOS at <http://cricos.education.gov.au/>.

The ESOS Act includes consumer protection that helps you to receive a refund, or to be placed in another course if your education provider is unable to teach your course for any reason. This is managed under the Tuition Protection Service (TPS). Visit <https://tps.gov.au/Home> for more information.

Overseas Student Visa Requirements

If you are granted a visa, you must follow its conditions. If you do not do this, your visa may be cancelled. Conditions include (but are not limited to) those below:

- Satisfy your student visa conditions
- Be enrolled in a registered course
- Maintain at least 80% attendance in your course

- Achieve satisfactory results for course progress
- Comply with any requirements of WCE
- Maintain Overseas Student Health Cover (OSHC) for the total period of your stay (student visa holders)
- Notify WCE in writing if you change your address, contact details and emergency contact details **within 7 days** of the changes. If you do not, this may affect your visa including cancellation.
- Can only work 40 hours per fortnight while studying full time
- Can work for more than 40 hours per fortnight during recognised course breaks at WCE
- Cannot do any paid work until you have started your course
- Continue to have sufficient financial capacity to support your study and stay in Australia
- **UNDER 18:** If you are under 18, maintain your approved accommodation, support and general welfare arrangements
- Maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months
- Achieve the required course requirement to receive a Certificate of Completion. This means achieving a minimum pass mark as shown in the *Course Exit Requirement* and a minimum of 80% attendance.

Working While Studying

- You can work for a maximum of 40 hours per fortnight (2 weeks) while studying full time.
- You **should not** rely on work to fund your studies.
- You cannot work at all if you are on a Visitor visa. Check your visa conditions on the Department of Home Affairs (DHA) website at: <https://immi.homeaffairs.gov.au/home>.
- You will need a tax file number (TFN) and can apply online at <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/>.

Some useful job websites are:

- Seek: <https://www.seek.com.au/>
- Indeed: <https://au.indeed.com/>
- CareerOne: <https://www.careerone.com.au/>
- One Shift: <https://au.oneshiftjobs.com/>

Your Workplace Rights

Australia's workplace laws protect overseas workers. Information on your employment rights including how to resolve workplace issues, can be found at:

- <https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation>
- <https://www.fairwork.gov.au/>
- <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work>



- <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>.

Information on pay rates, shift calculations, leave arrangements/notice and redundancy entitlements is at <https://www.fairwork.gov.au/>, by using the Fair Work Ombudsman Pay and Conditions Tool (PACT).

Overseas Student Health Cover (OSHC)

The Australian government requires that all Student Visa holders have medical insurance called OSHC. OSHC must be paid before coming to Australia to cover students from the day they arrive in Australia, until the end date of their visa. Students who have arranged their OSHC themselves or through their education agent, must directly contact the OSHC provider for any questions, a refund request or to make a claim. If you see a doctor, you must pay at the time of your visit and keep the receipt to make a claim. For more information, please visit: Department of Home Affairs (DHA) website: <https://immi.homeaffairs.gov.au/> and <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>. Also, you can compare Australian Government approved OSHC providers at: <https://oshcaustralia.com.au/en>.

Underage Students

WCE is committed to protecting younger overseas students and meeting Commonwealth and state legal requirements relating to child welfare and protection.

Accommodation, Support and Welfare Arrangement

If you are under 18 years of age, you will only be granted a visa if you have approved accommodation, support and general welfare arrangements in place for the length of your student visa or until you turn 18. If you are under the age of 18 and accompanied by a parent/ legal guardian, or will be staying with an eligible relative aged at least 21, or a person aged at least 21 who is nominated by your parent/legal guardian, while you are in Australia on a student visa, WCE is **not responsible** for approving these arrangements.

If this is not the case, then WCE **is responsible** for approving and maintaining adequate accommodation, support and general welfare arrangements while you are in Australia on a student visa. We will issue and sign a CAAW (Confirmation of Appropriate Accommodation and Welfare) document with your welfare arrangements start and end date, including a minimum of 7 additional days from the CoE end date. However, we are not taking legal responsibility for you. Your parent/legal custodian is legally responsible for you at all times. After you turn 18, WCE's CAAW responsibility for you will end.

Your student information will include your contact information and emergency contact details, your parents/legal guardian/welfare guardian/ homestay parents' current residential address, mobile phone number, email address and emergency contact details. You must provide WCE with any updated contact details within 7 days of the change to update our records.

If you wish to make changes to your accommodation, support and general welfare arrangements, you **MUST** have the approval of WCE first because we advise the



Department of Home Affairs (DHA) as soon as possible about changes to living and welfare arrangements for students under 18. If you do not have WCE's approval to change, we may inform the Department of Home Affairs (DHA) which can affect your visa including cancellation. Also, if you do not maintain adequate accommodation, support and general welfare arrangements, your visa may be cancelled.

If WCE cannot contact you or has concerns for your welfare, we will notify the police/relevant agencies and your parents/legal guardian/welfare guardian/ homestay parents as soon as practicable. We will follow our *Critical Incident Policy and Procedure* and *Managing Younger Overseas Students Policy and Procedure*.

If WCE can no longer take responsibility for your accommodation, support and general welfare arrangements, we must make sure your parent/legal guardian is informed immediately.

For more information about visa requirements for students under the age of 18, visit:

- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18>

Courses

General Intensive English

Content Overview

The General Intensive English (GE) course is designed for students who aim to speak and write English to communicate effectively in their daily lives as well as for vocational study purposes in Australia. For these reasons, the course is delivered using communicative methods with the emphasis on the importance of vocabulary, grammar, and the four macro skills of Speaking, Reading, Writing, and Listening. This course is fully aligned with the Common European Framework of Reference (CEFR) and provides formative and summative assessments for students to monitor and review their academic progress.

CRICOS Course Code

048122E (Non-Award program)

Duration

Up to 50 weeks

Study hours per week

20 hours

Mode of Study

Face-to-face in class mode

Assessment Method

- Formative assessments will be conducted on a fortnightly basis.
- Summative assessments will be conducted in week 5 and 10.
- Students will need to participate a minimum of one summative assessment during the course of 10 weeks of study.
- All results will be recorded on the *Academic Progress Record Sheet*.

- e. Students may ask and are permitted to see the results and details written on the *Academic Progress Record Sheet*.
- f. Teachers will provide feedback after the assessment is conducted and prior to the next assessment.
- g. The duration of the assessment varies depending on the level of the course.
- h. The methods below will be used for assessments:

Assessment	Methodology	Duration
Speaking	Role-play, Q&A, a presentation, a talk or have a short discussion	10 seconds to 2 minutes
Listening	Answer from conversations/discussions/stories/interviews/lectures	5 minutes to 15 minutes
Writing	Write stories/reports/articles/emails/letters/reviews/instructions/descriptions/leaflets/biographies/presentations as per the given instructions	20 minutes to 40 minutes
Reading	Find answers from given stories/reports/articles/emails/letters/reviews/instructions/descriptions	20 minutes to 40 minutes
Grammar & Vocabulary	Quizzes	30 minutes to 1 hour

Course Outcomes

Students will be able to produce outcomes of CEFR A2 to B2 within the level of IELTS band of 3.5 to 6.0 as per below.

Level	Elementary	Pre-Intermediate	Intermediate	Upper-Intermediate	Advanced
IELTS	3.5 – 4.0	4.0 - 4.5	4.5 - 5.0	5.0 - 5.5	5.5 ~ 6.0
CEFR	A2 (CEFR Descriptor)		B1 (CEFR Descriptor)		B2 (CEFR Descriptor)
Listening	I can understand phrases and the highest frequency vocabulary related to areas of most immediate personal relevance (e.g. very basic personal and family information, shopping, local area, employment). I can catch the main point in short, clear, simple messages and announcements.		I can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. I can understand the main point of many radio or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.		I can understand extended speech and lectures and follow even complex lines of argument provided the topic is reasonably familiar. I can understand most TV news and current affairs programmes. I can understand the majority of films in standard dialect.
Reading	I can read very short, simple texts. I can find specific, predictable information in simple everyday material such as advertisements, prospectuses, menus and timetables and I can understand short simple personal letters.		I can understand texts that consist mainly of high frequency everyday or job-related language. I can understand the description of events, feelings and wishes in personal letters.		I can read articles and reports concerned with contemporary problems in which the writers adopt particular attitudes or viewpoints. I can understand contemporary literary prose.
Spoken Interaction	I can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar topics and activities. I can handle very short social exchanges, even though I can't usually understand enough to keep the conversation going myself.		I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events).		I can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible. I can take an active part in discussion in familiar contexts, accounting for and sustaining my views.
Spoken Production	I can use a series of phrases and sentences to describe in simple terms my family and other people, living conditions, my educational		I can connect phrases in a simple way in order to describe experiences and events, my dreams, hopes and ambitions. I can briefly give reasons		I can present clear, detailed descriptions on a wide range of subjects related to my field of

Level	Elementary	Pre-Intermediate	Intermediate	Upper-Intermediate	Advanced
IELTS	3.5 – 4.0	4.0 - 4.5	4.5 - 5.0	5.0 - 5.5	5.5 ~ 6.0
CEFR	A2 (CEFR Descriptor)		B1 (CEFR Descriptor)		B2 (CEFR Descriptor)
	background and my present or most recent job.		and explanations for opinions and plans. I can narrate a story or relate the plot of a book or film and describe my reactions.		interest. I can explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
Writing	I can write short, simple notes and messages relating to matters in areas of immediate needs. I can write a very simple personal letter, for example thanking someone for something.		I can write simple connected text on topics which are familiar or of personal interest. I can write personal letters describing experiences and impressions.		I can write clear, detailed text on a wide range of subjects related to my interests. I can write an essay or report, passing on information or giving reasons in support of or against a particular point of view. I can write letters highlighting the personal significance of events and experiences.

International Secondary School Bridging Program

Content Overview

The International Secondary School Bridging Program is a course that prepares students to be able to 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. The course starts with the level CEFR A2, and the final level (Upper-Intermediate) assists students to reach CEFR B1 equivalent to the IELTS score of 5.5. Through this course, students will develop language skills and cultural awareness based on real-life theme activities helping students to gain confidence and competence for studying in Australian high schools.

CRICOS Course Code

048123D (Non-Award program)

Duration

Up to 48 weeks

Study hours per week

25 hours

Mode of Study

Face-to-face in class mode

Assessment Method

- The formative and summative assessments will be conducted on a fortnightly basis.
- Students will need to participate a minimum of one summative assessment per level.
- All results will be recorded on the *Academic Progress Record Sheet*.
- Students may ask and are permitted to see the results and details written on the *Academic Progress Record Sheet*.

- e. Teachers will provide feedback after the assessment is conducted and prior to the next assessment.
- f. The duration of the assessment varies depending on the level of the course.
- g. The methods below will be used for assessments:

Assessment	Methodology	Duration
Speaking	Role-play, Q&A, a presentation, a talk or have a short discussion	10 seconds to 2 minutes
Listening	Answer from conversations/discussion/stories/interviews/lectures	5 minutes to 15 minutes
Writing	Writestories/reports/articles/emails/letters/reviews/instructions/descriptions/leaflets/biographies/presentations as per the given instructions	20 minutes to 40 minutes
Reading	Find answers from given stories/reports/articles/emails/letters/reviews/instructions/descriptions	20 minutes to 40 minutes
Grammar & Vocabulary	Quizzes	30 minutes to 1 hour

Course Outcomes

Students will be able to produce outcomes of CEFR A2 to B1 within the level of IELTS band of 3.5 to 5.5 as per below.

Level	Elementary	Pre-Intermediate	Intermediate	Upper-Intermediate
IELTS	3.5 – 4.0	4.0 - 4.5	4.5 - 5.0	5.0 - 5.5
CEFR	A2 (CEFR Descriptor)		B1 (CEFR Descriptor)	
Listening	I can understand phrases and the highest frequency vocabulary related to areas of most immediate personal relevance (e.g. very basic personal and family information, shopping, local area, employment). I can catch the main point in short, clear, simple messages and announcements.		I can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. I can understand the main point of many radio or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.	
Reading	I can read very short, simple texts. I can find specific, predictable information in simple everyday material such as advertisements, prospectuses, menus and timetables and I can understand short simple personal letters.		I can understand texts that consist mainly of high frequency every day or job-related language. I can understand the description of events, feelings and wishes in personal letters.	
Spoken Interaction	I can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar topics and activities. I can handle very short social exchanges, even though I can't usually understand enough to keep the conversation going myself.		I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events).	
Spoken Production	I can use a series of phrases and sentences to describe in simple terms my family and other people, living conditions, my educational background and my present or most recent job.		I can connect phrases in a simple way in order to describe experiences and events, my dreams, hopes and ambitions. I can briefly give reasons and explanations for opinions and plans. I can narrate a story or relate the plot of a book or film and describe my reactions.	
Writing	I can write short, simple notes and messages relating to matters in areas of immediate needs. I can write a very simple personal letter, for example thanking someone for something.		I can write simple connected text on topics which are familiar or of personal interest. I can write personal letters describing experiences and impressions.	

Cambridge English Preparation

Content Overview

The Cambridge Examination Preparation (CEP) course is designed to assist students to prepare for the *Cambridge Examination: First Certificate in English (FCE)*. Since the Cambridge Examination consists of four modules (Reading and Use of English, Writing, Listening, and Speaking), this course covers all those macro skills. Furthermore, the course will have a heavy focus on grammar and vocabulary skills to assist students to better perform in those four modules.

CRICOS Course Code

048124C (Non-Award program)

Duration

12 weeks

Study hours per week

20 hours

Mode of Study

Face-to-face in class mode

Assessment Method

- The formative assessments are conducted in weeks 1, 2, 4, 5, 7, 8, 10, and 11.
- The summative assessments are conducted in weeks 3, 6, 9, and 12 using the actual FCE past papers in the exam simulated environment.
- Students will need to participate in a minimum of three summative assessments and seven formative assessments per level.
- All results will be recorded on the *Academic Progress Record Sheet*.
- Students may ask and are permitted to see the results and details written on the *Academic Progress Record Sheet*.
- Teachers will provide feedback after the assessment is conducted and prior to the next assessment.
- The duration of the assessment varies depending on the level of the course.
- The methods below will be used for assessments:

Assessment	Methodology	Duration
Speaking	One-on-one with the interviewer, then with one or two more participants face-to-face	10 seconds to 2 minutes
Listening	Paper-based in class participation	40 minutes
Writing	Paper-based in class participation	1 hour and 20 minutes
Reading and Use of English	Paper-based in class participation	4 hour and 15 minutes

Course Outcomes

Students will be able to produce outcomes of CEFR B2 within the level of IELTS band of 5.5 to 6.5 as per below.

Level	FCE
IELTS	5.5 - 6.5
CEFR	B2 (CEFR Descriptor)
Listening	I can understand extended speech and lectures and follow even complex lines of argument provided the topic is reasonably familiar. I can understand most TV news and current affairs programmes. I can understand the majority of films in standard dialect.

Level	FCE
IELTS	5.5 - 6.5
CEFR	B2 (CEFR Descriptor)
Reading	I can read articles and reports concerned with contemporary problems in which the writers adopt particular attitudes or viewpoints. I can understand contemporary literary prose.
Spoken Interaction	I can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible. I can take an active part in discussion in familiar contexts, accounting for and sustaining my views.
Spoken Production	I can present clear, detailed descriptions on a wide range of subjects related to my field of interest. I can explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
Writing	I can write clear, detailed text on a wide range of subjects related to my interests. I can write an essay or report, passing on information or giving reasons in support of or against a particular point of view. I can write letters highlighting the personal significance of events and experiences.

English for Tertiary Study

Content Overview

The English for Tertiary Study (ETS) course is aimed to focus on the development of English skills for vocational and higher education studies for students from non-English speaking countries. Students will engage in activities that will help them execute spoken and written English required for their future academic studies. Students will study academic reading, writing, speaking, listening, and skills such as note-taking, summary writing, essay writing, and presentation skills. There are in-class and out-of-class (library visits for research) activities explicitly designed to achieve academic language skills. There are eleven formative assessments and one summative assessment for each level.

CRICOS Course Code

048125B (Non-Award program)

Duration

24 weeks

Study hours per week

20 hours

Mode of Study

Face-to-face in class mode

Assessment Method

- The formative assessments are conducted in weeks 1 to 11.
- The summative assessment is conducted in week 12.
- Students will need to participate in one set of summative assessments and nine formative assessments per level.
- All results will be recorded on the *Academic Progress Record Sheet*.
- Students may ask and are permitted to see the results and details written on the *Academic Progress Record Sheet*.
- Teachers will provide feedback after the assessment is conducted and prior to the next assessment.
- The duration of the assessment varies depending on the level of the course.
- The methods below will be used for assessments:

Assessment	Format	Use of Marking Guide	Methodology	Duration
Speaking (Level 1)	Oral assessment	Group discussion	Discussion (Summative)	4 minutes to 15 minutes
		Group presentation	Group Presentation (Formative)	
		Individual presentation/talk	Short Presentation (Formative)	
		Individual presentation/talk	Talk about an experience (Formative)	
			Talk and respond (Formative)	
Listening (Level 1)	Written assessment from a spoken text	Use of answer sheet provided in the textbook*	Listen and identify (Formative)	10 minutes
		Take notes from a spoken text	Listen and take notes (Summative)	
Writing (Level 1)	Written assessment	Essay	Writing a cause and effect essay (Summative)	40 minutes (Formative)
		Essay	Writing a comparison essay (Formative)	
		Written summary of a reading text	Writing a descriptive paragraph (Formative)	
		Written summary of a reading text	Writing an introduction (Formative)	
		Essay	Writing argument essay (Formative)	
		Written summary of a reading text	Writing conclusion sentences (Formative)	
		Written summary of a reading text	Writing paragraph (Formative)	
		Essay	Writing problem-solution essay (Formative)	
		Written summary of a reading text	Writing referenced paragraph (Formative)	
		Written summary of a reading text	Writing sentences (Formative)	
		Written summary of a reading text	Writing summaries (Formative)	
Reading (Level 1)	Written assessment from a written text	Use of answer sheet provided in the textbook	Read and identify (Summative)	40 minutes
		Noteaking from a reading text	Read and take notes (Formative)	
Speaking (Level 2)	Oral assessment	Group discussion	Discussion (Formative)	4 minutes to 20 minutes
		Individual presentation/talk	Explanation (Formative)	
		Individual presentation/talk	Presentation (Summative)	
		Individual presentation/talk	Short Presentation (Formative)	
Listening (Level 2)	Written assessment from a spoken text	Use of answer sheet provided in the textbook	Listen and identify (Formative)	14 minutes
		Use of answer sheet provided in the textbook	Listen and recognise (Formative)	
		Take notes from a spoken text	Listen and take notes (Summative/Formative)	
Writing (Level 2)	Written assessment	Essay	Write a cause and effect essay (Formative)	40 minutes
		Written summary of a reading text	Write a description (Formative)	
		Written summary of a reading text	Write a paragraph (Formative)	
		Written summary of a reading text	Write a plan (Formative)	
		Essay	Write an essay conclusion (Formative)	
		Essay	Write an essay incorporating references (Formative)	
		Written summary of a reading text	Write an essay introduction (Formative)	
		Essay	Write an essay with a time limit (Summative)	
		Written summary of a reading text	Write an outline of a comparison essay (Formative)	
		Written summary of a reading text	Write outline ideas of an argument essay (Formative)	
Essay	Write a problem-solution essay (Formative)			
Reading (Level 1)	Written assessment	Use of answer sheet provided in the textbook	Read and identify (Formative)	40 minutes

	from a written text	Use of answer sheet provided in the textbook	Read and recognise (Formative)	
		Note-taking from a reading text	Read and summarise/take notes (Summative)	
		Note-taking from a reading text	Read and take notes (Formative)	

Course Outcomes

Students will be able to produce outcomes of CEFR B1 to CEFR B2 within the level of the IELTS band of 5.0 to 6.5 as per below.

Level	1	2
IELTS	5.0 ~ 5.5	5.5 ~ 6.5
CEFR	B1 (CEFR Descriptor)	B2 (CEFR Descriptor)
Listening	I can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. I can understand the main point of many radio or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.	I can understand extended speech and lectures and follow even complex lines of argument provided the topic is reasonably familiar. I can understand most TV news and current affairs programmes. I can understand the majority of films in standard dialect.
Reading	I can understand texts that consist mainly of high frequency every day or job-related language. I can understand the description of events, feelings and wishes in personal letters.	I can read articles and reports concerned with contemporary problems in which the writers adopt particular attitudes or viewpoints. I can understand contemporary literary prose.
Spoken Interaction	I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events).	I can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible. I can take an active part in discussion in familiar contexts, accounting for and sustaining my views.
Spoken Production	I can connect phrases in a simple way in order to describe experiences and events, my dreams, hopes and ambitions. I can briefly give reasons and explanations for opinions and plans. I can narrate a story or relate the plot of a book or film and describe my reactions.	I can present clear, detailed descriptions on a wide range of subjects related to my field of interest. I can explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
Writing	I can write simple connected text on topics which are familiar or of personal interest. I can write personal letters describing experiences and impressions.	I can write clear, detailed text on a wide range of subjects related to my interests. I can write an essay or report, passing on information or giving reasons in support of or against a particular point of view. I can write letters highlighting the personal significance of events and experiences.

IELTS Preparation

Content Overview

The IELTS Preparation course is an examination preparation course that allows students to learn and prepare for the International English Language Testing System (IELTS). This course aims to assist students in achieving an IELTS score of up to 6.5. After or during the studies, students may participate in the actual IELTS examination and receive the actual IELTS result. as the course can only provide the likely outcome. The formative and

summative assessments are based on the IELTS past papers in an examination- simulated environment to give students examination experiences.

CRICOS Course Code

060147F (Non-Award program)

Duration

12 weeks

Study hours per week

20 hours

Mode of Study

Face-to-face in class mode

Assessment Method

- The formative assessments are conducted in week 1, 2, 4, 5, 7, 8, 10 and 11.
- The summative assessments are conducted at in week 3, 6, 9 and 12.
- Students will need to participate in a minimum of three sets of summative assessments and seven formative assessments per level.
- All results will be recorded on the *Academic Progress Record Sheet*.
- Students may ask and are permitted to see the results and details written on the *Academic Progress Record Sheet*.
- Teachers will provide feedback after the assessment is conducted and prior to the next assessment.
- The duration of the assessment varies depending on the level of the course.
- The methods below will be used for assessments:

Assessment	Methodology	Duration
Listening	<ul style="list-style-type: none"> Paper-based in class participation Listen and answer the questions 	30 minutes.
Reading	<ul style="list-style-type: none"> Paper-based in class participation Read and answer the questions Students receive a band score from 1 to 9	1 hour.
Writing	<ul style="list-style-type: none"> Paper-based in class participation Read the questions and given information to write your responses in the format requested 	1 hour.
Speaking	<ul style="list-style-type: none"> Face-to-face, in class participation Answer questions, and talk and discuss about a given topic 	11-14 minutes

Course Outcomes

Students will be able to produce outcomes of CEFR B1 to CEFR B2 within the level of the IELTS band of 5.0 to 6.5 as per below.

Level	1			
IELTS	5.0	5.5	6.0	6.5
CEFR	INDEPENDENT USER: B1 (CEFR Descriptor)		INDEPENDENT USER: B2 (CEFR Descriptor)	
Listening	I can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. I can understand the main point of many radio or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.		I can understand extended speech and lectures and follow even complex lines of argument provided the topic is reasonably familiar. I can understand most TV news and current affairs programmes. I can understand the majority of films in standard dialect.	

Level	1			
IELTS	5.0	5.5	6.0	6.5
CEFR	INDEPENDENT USER: B1 (CEFR Descriptor)		INDEPENDENT USER: B2 (CEFR Descriptor)	
Reading	I can understand texts that consist mainly of high frequency everyday or job-related language. I can understand the description of events, feelings and wishes in personal letters.	I can read articles and reports concerned with contemporary problems in which the writers adopt particular attitudes or viewpoints. I can understand contemporary literary prose.		
Spoken Interaction	I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events).	I can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible. I can take an active part in discussion in familiar contexts, accounting for and sustaining my views.		
Spoken Production	I can connect phrases in a simple way in order to describe experiences and events, my dreams, hopes and ambitions. I can briefly give reasons and explanations for opinions and plans. I can narrate a story or relate the plot of a book or film and describe my reactions.	I can present clear, detailed descriptions on a wide range of subjects related to my field of interest. I can explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.		
Writing	I can write simple connected text on topics which are familiar or of personal interest. I can write personal letters describing experiences and impressions.	I can write clear, detailed text on a wide range of subjects related to my interests. I can write an essay or report, passing on information or giving reasons in support of or against a particular point of view. I can write letters highlighting the personal significance of events and experiences.		

Course Entry Requirements

Education level requirements for International Secondary School Bridging Programme (ISSBP)	Completion of Year 9 High School studies.	Age requirements	14 years or over
<ul style="list-style-type: none"> Education level requirements for General Intensive English (GE) Education level requirements for Cambridge Examination Preparation (CEP) IELTS Preparation (IELTS) English for Tertiary Study (ETS) 	N/A	Age requirements	Over 18 years /18 years and over
English language requirements	IELTS Band	CEFR	Course/Level
	5.5	B2	GE/ETS/CEF Advanced/Leve 2
	5.0	B1	GE/ISSBP/ETS/IELTS Upper-Intermediate/Level 1
	4.5	A2	GE/ISSBP Intermediate
	4	A1/A2	GE/ISSBP Pre-Intermediate
	3.5	A1	GE/ISSBP Elementary

Course Exit Requirements

Students are required to achieve a minimum of 80% attendance and the result below for the course/level the students are studying.

Course/Level	Required Result	IELTS	CEFR
ETS/Level 2	Minimum of 65% overall and no individual overall score of less than 65%	6.5	B2
CEP/FCE	Minimum of B2 band overall and no individual overall score of less than B2 band	6.0	B2
ETS/Level 2	Minimum of 60% overall and no individual overall score of less than 60%	6.0	B2
GE/Advanced	Minimum of 60% overall and no individual overall score of less than 50%	6.0	B2
IELTS/Level 1	Minimum of 5.5 overall and no individual overall score of less than 5.5	5.5	B2
ETS/Level 1	Minimum of 55% overall and no individual overall score of less than 55%	5.5	B2
GE and ISSBP/Upper-Intermediate	Minimum of 50% overall and no individual overall score of less than 50%	5.5	B2
GE and ISSBP/Intermediate	Minimum of 60% overall and no individual overall score of less than 50%	5.0	B1
GE and ISSBP/Pre-Intermediate	Minimum of 60% overall and no individual overall score of less than 50%	4.5	A2
GE and ISSBP/Elementary	Minimum of 60% overall and no individual overall score of less than 50%	4	A1

Course Dates, Course Breaks and Public Holidays in 2020

Course Dates	6 th January 2020 ~ 20 th December 2020
Official Holiday Break	21 st December 2020 ~ 3 rd January 2021
Public Holidays	Visit the link provided below: https://www.nsw.gov.au/about-new-south-wales/public-holidays/

Orientation Program

All students must attend the Orientation Program before attending any of their classes. It is held on your first day (stated on your Confirmation of Enrolment (CoE)) at WCE, or on a different day if you arrive late. On orientation day, you will have an English placement test to find out your English level and which class you will attend. We will answer all your questions and you will get important information about:

- studying and living in Australia including social and cultural customs
- general safety information for when you are at college and in Australia, including beach safety
- student expectations, college rules, facilities, resources and premises including a campus tour
- critical incident and emergency evacuation procedures/emergency meeting point

- class timetables and study assistance/ academic intervention (Extra Class)
- course attendance and progress requirements
- visa requirements
- College Policies and Procedures including Refund
- complaints and appeals processes
- Student Handbook
- student support services including accommodation, welfare, emergency/health services, and legal including workplace rights and conditions
- accommodation, support and welfare arrangements for students under 18 years of age

Students who are unable to attend their Orientation Program must contact the college. You will be informed of the date of your Orientation Program.

We take your photo at orientation, and you can pick up your ID card from Reception a week later. You cannot use your ID card for discounts on public transport fares because international students must pay the full fare. ID cards can be used as proof of identity and you must carry your ID card at all times while at WCE for security reasons.

Recognition for Prior Learning (RPL)

RPL involves assessment of your prior learning. WCE recognises formal English language proficiency documents such as IELTS, TOEFL, PTE or equivalent as a form of RPL. All supporting documents must be submitted (written and/or translated in English) during the enrolment process and certified by a Justice of the Peace, or a registered education agent, or where applicable validated by WCE, before being accepted by WCE. RPL approval will reduce the duration of your course.

Sample Timetable

Adult Students						
AM Session	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
8.15 10.15	ESL	ESL	ESL	ESL	ESL	
Break- Time (20 Minutes)						
10.35 12.35	ESL	ESL	ESL	ESL	ESL	Extra Class
PM Session						
12.45 2.45	ESL	ESL	ESL	ESL	ESL	
Break- Time (20 Minutes)						
3.05 5.05	ESL	ESL	ESL	ESL	ESL	
EVE Session						
5.15 7.15	ESL	ESL	ESL	ESL	ESL	
Break- Time (20 Minutes)						



7.35 9.35	ESL	ESL	ESL	ESL	ESL	
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Underage Students						
AM Session	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
8.45 10.45	ESL	ESL	ESL	ESL	ESL	
Break- Time (15 Minutes)						
11.00 12.30	ESL	ESL	ESL	ESL	ESL	Extra Class
Lunch Time (1 Hour)						
1.30 3.00	ESL	ESL	ESL	ESL	ESL	

Direct Entry Pathway for Further Study

WCE does not currently provide any direct entry programs.

Education Agent List

Please visit the college website under *Education Agent*.

Deferment, Suspension and Cancellation of Course

Please read below for information about deferring, cancelling, withdrawing or suspending enrolment as requested by you for compassionate or compelling circumstances (beyond the control of the student and which have an impact on course progress or wellbeing), or initiated by WCE for other conditions. Our *Deferment, Suspension and Cancellation of Course Policy and Procedure* is available from Reception on request.

UNDER 18: The parents/legal guardian of underage students must sign and date all the necessary documents and attend any required meetings.

Any change of enrolment may impact your student visa so, you must go to the Department of Home Affairs website (<https://www.homeaffairs.gov.au/>) or call the helpline (131 881) for further information.

If your request is not approved, the reason for the rejection will be explained in the letter you will receive. You have 20 working days from the date of our decision to make an appeal. Your enrolment is maintained until the Appeals process is finalised. Also, the balance of course fees is not refundable and cannot be transferred to another college or student.

Deferring Your Course

You can defer or postpone your course start date (before you commence your study) by submitting a completed *Course Variation Form* with any documentary evidence (written and/or translated in English) to support your situation. WCE will inform you in writing of the result which may affect your student visa and your CoE. If your request is approved, your period of deferment will not be included in attendance monitoring. The new start date must be within six (6) months of the original start date.

Cancelling Your Course

You can cancel your course before it starts by submitting a completed *Course Variation Form* with any documentary evidence (written and/or translated in English) to support your situation. WCE will inform you in writing of the result. Any fee paid will be subject to the Refund Policy.

Cancellation of Your Course After Commencement

You can only withdraw from your enrolment before completing your course, if your tuition fee payments are up to date. WCE will inform you in writing of the result.

If you cancel your enrolment to move to another provider (Transfer), you must have completed **six months** of study in your principal course. If you have not yet completed six months of your principal course, your withdrawal request will be assessed against our *Transfer between Registered Providers Policy and Procedure*. Before any transfer can be granted, a student must first submit a Letter of Offer from the other education provider, together with their *Course Variation Form*. Your request will be assessed in line with our *Refund Policy and Procedure*.

Suspension from Your Course After Commencement

You must submit a completed *Course Variation Form* with any documentary evidence (written and/or translated in English) to support your situation. Also, all your course fees must be paid before your application is assessed. You can suspend your enrolment for a maximum of three (3) months and if your request is approved, your period of suspension will not be included in attendance monitoring.

Suspension or Cancellation Due to Unacceptable Behaviour

WCE may suspend or cancel your enrolment because of unacceptable behaviour. We will write to you about our intention to suspend or cancel your enrolment, and the reasons for our decision. There is no refund in these cases.

UNDER 18: If you are an underage student, WCE will follow the *Managing Younger Overseas Students Policy and Procedure*. We will still be responsible for your CAAW until you leave Australia, or until the starting date of the CAAW from another education provider. There may be an overlap of the CAAW period between providers. Where WCE has approved the student's welfare arrangements, there cannot be a welfare gap in the dates the providers have nominated.

Suspension Due to Non-Payment

It is a condition of enrolment that students pay tuition fees. If you do not, you may be suspended from your course until your course fee payment is up to date. No certificates will be issued until all course fees have been paid in full.

Overseas Student Transfers

WCE will follow our *Overseas Student Transfers Policy and Procedure* to make a decision on *Transfer Request Form* applications. We will also consider your individual circumstances and any other relevant factors.

UNDER 18: If you are an underage student on a CAAW, and are requesting to transfer to another registered provider, a supporting letter from your parent/legal guardian (written and/or translated in English) must be attached to the *Transfer Request Form*.

Also, the registered provider you are transferring to must:

- make sure there is no gap in your welfare arrangements
- liaise with WCE to make sure you have appropriate welfare in place at all times
- issue a CAAW letter confirming your transition from one accommodation arrangement to another is covered

Student Surveys

You will be asked to complete surveys anonymously about your course, class, assessments, learning experience, college facilities etc during your studies with us. Your feedback is important and will help WCE to improve its services and better meet your needs.

Course Progress

Attendance for Adult Students

As a student visa holder, you must attend a **minimum of 80%** of your scheduled classes to achieve satisfactory attendance for your course. Your attendance is based on the course duration on your student's CoE and is continuously monitored. If your current and overall attendance falls below the required 80%, WCE may report you to the Department of Home affairs (DHA), which may affect your visa. If you are concerned about your attendance, speak to **your teacher first**.

Attendance for Underage Students

WCE will inform your parent/ homestay parent/ legal guardian of any attendance issues, make sure the necessary documents are signed, and any required meetings are attended by them. If any critical incident is identified by our attendance monitoring, WCE will follow the *Managing Young Overseas Students Policy and Procedure*.

Attendance Recording and Calculation

Attendance is marked daily for every lesson (60 minutes). It is based on a minimum of 20 hours of face-to-face delivery. Attendance for Extra Class will not be contributed towards the overall attendance.

Full Attendance is when:

- you arrive less than 15 minutes late at the start of the lesson and stay in class until the end of the 60-minute lesson = 1 hour of attendance
- you are in class for the whole 60-minute lesson = 1 hour of attendance

Absent is when:

- you do not attend class at all = 0 minutes of attendance
- you arrive late by 15 minutes or more for the lesson. Therefore, you will be marked as **absent** for the **whole 60-minute lesson** = 0 minutes of attendance.

Table 1: Below shows how your daily attendance is recorded and calculated.

Table 1: Daily Attendance Monitoring Calculation			
Class Time AM	Status	Marked As	Attendance in Minutes
Day 1			
8:15 ~9:15	15 minutes late	Marked as absent = 0	0 minutes
9:15 ~10:15	10 minutes late	Marked as fully attended = 1	1 hour
10:15 ~10:35	Short-Break		
10:35 ~11:35	Absent	Marked as absent = 0	0 minutes
11:35 ~12:35	Fully attended	Marked as fully attended = 1	1 hour
Total Attendance			2 hours out of 4 hours

IMPORTANT EXAMPLE: A student who is studying a 5-week course has a **greater risk** of not achieving satisfactory attendance, compared to a student studying a 10-week course. See Tables 2 and 3 below.

Table 2: Course Attendance Calculation – 10 Week Course

Week	Current Attendance %	Weekly Attendance %	Attended
1	90	0	0 hours
2	90	100	20 hours
3	85	50	10 hours
4	85	100	20 hours
5	82.50	75	15 hours
6	80	75	15 hours
7	77.5	75	15 hours
8			
9			
10			
Overall Attendance in %		77.5	

Table 3: Course Attendance Calculation – 5 Week Course

Week	Current Attendance %	Weekly Attendance %	Attended
1	90	50	10 hours
2	90	100	20 hours
3	80	50	10 hours
4	80	100	20 hours
5	75	75	15 hours

Overall Attendance in %	75	
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Medical Certificate

If you are absent because you are sick, you should see a doctor and bring a medical certificate to Reception. This document will state the reason for your illness and the date/s you were unable to attend college. Reception will make a copy of your medical certificate to keep in your student file. You will still be **marked 'absent'** but, it will be taken into consideration by the Department of Home Affairs (DHA) if your attendance falls below 80%. It is very important you keep all your original medical certificates for visa purposes.

Reporting Overseas Student Visa Holders

If you continue to fail the level/course, because of not fully participating in the *Academic Intervention Strategy* with unsatisfactory attendance, WCE will follow the *Monitoring Course Progress Policy and Procedure* and send you a *Notice of Intention to Report* for unsatisfactory course progress. However, if you have a minimum of 70% attendance, and compassionate and compelling reasons with documentary supporting evidence (written and/or translated in English) for not achieving satisfactory course progress, WCE will not report you to the Department of Home Affairs (DHA).

You have the right to access WCE's Complaints and Appeals process within 20 working days. WCE will follow the *Complaints and Appeals Policy and Procedure* to finalise the process.

Extending Your Course Duration

Your English course will only be extended if:

- you have compassionate and compelling reasons with documentary evidence (written and/or translated in English) to support the reason
- extending your English studies is helping you to successfully complete your required studies
- you experienced an approved deferment or suspension of studies

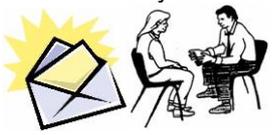
If the extended study period is longer than your current visa duration, you will need to

- i. apply for a new Student Visa (subclass 500) in order to complete the extended studies and
- ii. contact the Department of Home Affairs at <https://www.homeaffairs.gov.au/> or call the helpline on 131 881 because your new duration of study will have an impact on your studentvisa.

UNDER 18: If you are an underage student, your parent/legal guardian must accept the new study plan with the change in your course duration.

Attendance Monitoring

Your attendance is monitored to inform and help you if you are at risk of not meeting your attendance requirements. You may bring a support person to any relevant meeting.

STAGE	ATTENDANCE	CONSEQUENCES
	When you are absent for more than 5 consecutive days without approval from WCE	<p>You (and your parent/homestay/legal guardian for underage students) will get an email from Student Services about your absence of more than 5 consecutive days to check on your welfare. You will be notified that you may be at risk of low attendance and breaching your student visa conditions.</p> 
1	When your current attendance falls between 90%-85%	<p>You will get Attendance Warning Letter 1 about your attendance and Student Services will counsel you (with your parent/homestay/legal guardian for underage students) about your attendance based on the Attendance Policy, including the consequences of not meeting the attendance requirement as part of your visa conditions, and options for improving your attendance.</p> 
2	When your current attendance falls between 85%-82%	<p>You will get Attendance Warning Letter 2 and the Academic Manager will counsel you (with your parent/homestay/legal guardian for underage students) about your attendance, inform you of the consequences of falling below 80% attendance and options for improving your attendance.</p> 
3	When your current and overall attendance falls below 80%	<p>You will get a Notice of Intention to Report letter and the Academic Manager will interview you (with your parent/homestay/legal guardian for under age students). You will have a 20-working day appeal period. You will be able to make both an internal and external appeal (Overseas Student Ombudsmen).</p> <p>If you fail to make an appeal, then you will be in danger of being reported to the Department of Home Affairs (DHA) which may result in the cancellation of your student visa.</p>   

Assessments

There are formative and summative assessments in all courses at WCE. Results from each assessment is equally distributed towards the final score. The type of assessments you need to do are different depending on the course you study. Please read your Course Handbook for assessment information. You must complete your course assessment tasks as required. If you do not submit your assessment, or are absent for an assessment, you will get a score of 0%. However, if you are absent because of illness and have a Medical Certificate, you can take the assessment on the arranged day. Also, you will get a score of 0% if you are caught cheating, and this may be possible if you plagiarise as well.

Academic Progress Requirements

Please refer the details in the *Course Exit Requirements*.

Monitoring Academic Progress

It is a student visa requirement that you make satisfactory course progress. WCE will monitor your progress and inform you if are at risk of not progressing as per below:

- You are assessed during your study period.
- Your teacher provides you with continuous feedback including your *Academic Progress Report Sheet*, to help you improve your English and make progress in your course.
- You will be provided with Academic Support, which is an interview in the first week and at the end of every level.
- If you need extra support to successfully complete your level/course, then you will have a meeting with the Academic Manager about participating in the *Academic Intervention Strategy*. This is an individual support plan which includes attending compulsory *Extra Class* (at no cost).
- UNDER 18: If you're an underage student, your parent/legal guardian/homestay parent will also be provided and updated with your academic progress feedback, informed of any academic progress issues, requested to sign and date any necessary documents and attend required meetings.

Successfully Completing a Level

Successful completion of a level means a student has at least 80% attendance and achieved the required score as per the details provided in the *Course Exit Requirements*.

Certificate of Completion

You can get a Certificate of Completion for the last level you have successfully completed when you finish your studies. Successful completion of a level means you have at least 80% attendance and achieved the required score to successfully complete a level/course. Also, you must not have any outstanding payments due.

UNDER 18: If you are an underage student, a hard copy of your Certificate of Completion will be sent directly to your parent/legal guardian. A soft copy will be emailed to you, your parent/legal guardian and/or agent.

Letter of Attainment

WCE will issue you with a Letter of Attainment if you have failed to achieve the required level to successfully complete the course.

UNDER 18: If you are an underage student, your Letter of Attainment will be sent directly to your parent/legal guardian.

Academic Progress Updates

Your teacher will give you your results/feedback after each assessment. This will include feedback on areas for you to improve in. All your results are on your *Academic Progress Record Sheet*, which will show if you have successfully completed a level or not. Your teacher will give you a copy of it at the end of each level, but you can ask your teacher to see it at any time. If you have any study issues, please talk to your teacher. Your teacher is there to help and support you to do better in your studies!

Academic Intervention Strategy (AIS)

Academic Intervention Strategy is used to identify if you are at risk of not making satisfactory academic progress in your course. If this is the case, you will be informed of your situation and have a meeting with the Academic Manager about participating in the *Academic Intervention Strategy*. This is an individual support plan for you which includes attending compulsory *Extra Class* (at no cost), and following your study plan to help you successfully complete your level/course.

Cheating and Plagiarism

You are expected to provide original work and must not copy the work of others. Please do not cheat in any exams and assessments. If you are caught cheating you will automatically get 0% for your score. The Cambridge Dictionary refers to plagiarism as “using another person’s ideas or work and pretending that it is your own”. It can be avoided by using accurate referencing.

IMPORTANT: You may face disciplinary action as a consequence of cheating/plagiarism, which could lead to the suspension or termination of your enrolment.

Facilities and Resources

WCE is located in a modern and well-equipped building in a convenient location. We are a close walk to North Sydney train station and shops.

WCE continually monitors its facilities, equipment and premises to follow all the relevant government regulations and industry requirements to give students, staff and visitors a safe study and work environment. Also, it makes sure the facilities, equipment, learning resources and operations are appropriate for all students no matter their age or language ability.

If the facilities cannot be separated for age-appropriate groups, WCE will schedule the class break times at different times to accommodate each student group.

WCE will notify our students if our college location has a plan to relocate at least 20 working days before the relocation. This notification will give details of the new address, a map and other details relevant to the relocation and students' studies during this transition period.

Facilities

Our facilities include:

- Air-conditioned classrooms (no food is allowed in classrooms)
- Modern audio-visual equipment in classrooms
- Student computers (no food or drink is allowed near the computers)
- Free Wi-Fi (password information is available from Reception and on notice boards)
- Kitchen facilities (you must clean up after yourself)
- Lounge / Common area
- Student library with relevant resources
- Photocopying/printing (there is a small fee – ask at Reception)
- Quiet self-study area

Equipment and Learning Resources

You have access to:

- the student library with appropriate learning resources
- student computers with internet access web content filtering and IT intrusion prevention system
- classroom computers and projectors (ask for your teacher's permission before use)

Safety at College

Every person in the college premises is expected to take care of their own health and safety, and to follow safety rules to prevent injuries to themselves or any other students or staff who may be affected by their actions. There are signs around the college building explaining the use of equipment and facilities including:

- Toilet facilities
- Classrooms and other study facility areas
- Sitting at a computer or desk

If you have a health and safety question or concern such as seeing damaged/faulty equipment, please tell Reception or your teacher immediately.

Your Personal Belongings

You must take care of your own personal items at all times. Also, you agree not to hold WCE responsible for any loss, accident or mishap to personal belongings. WCE will not store or



hold luggage or bags for students. If you have any concerns for your safety or personal items, speak to Reception or your teacher immediately.

First Aid

A regularly maintained basic first aid kit is available from Reception. If you see anyone hurt or you sustain a personal injury/accident at WCE, you must report it immediately to your teacher/Reception/Student Support/Welfare Guardian, and the details will be recorded on the *Critical Incident Form*.

IMPORTANT: WCE cannot give students any medication including headache tablets.

UNDER 18: The parent/ legal guardian/ homestay parent of underage students will be promptly informed and updated on the student's condition.

Lost and Found

When you find an item in the College premises that does not belong to you, please take it to Reception for safekeeping. If you have lost an item, please check at Reception in case we may have your item with us.

IMPORTANT: WCE is not responsible for any loss, accident or mishap to personal property.

No Smoking

WCE is located in a non-smoking building. There is no smoking anywhere inside the College or the building. This includes: in the toilets, stairs or lift and lobby areas. If you are a smoker, check for no smoking signs around you as some places are no smoking areas and penalties may apply. You must put all your cigarette butts in the bin.

UNDER 18: Smoking is prohibited for people under the age of 18. If you are under 18 and caught smoking, your parent/legal guardian/homestay parents will be informed.

Notice Boards

Notice boards are located in the College including the student common area.

IMPORTANT: Students **MUST NOT** put any unauthorised notices on any of the college notice boards. If you would like to put an ad or a notice for other students to see, please see Reception first. Notice boards display:

- Important announcements/events
- Class and Assessment timetables
- Health, safety and welfare information
- Emergency evacuation plans

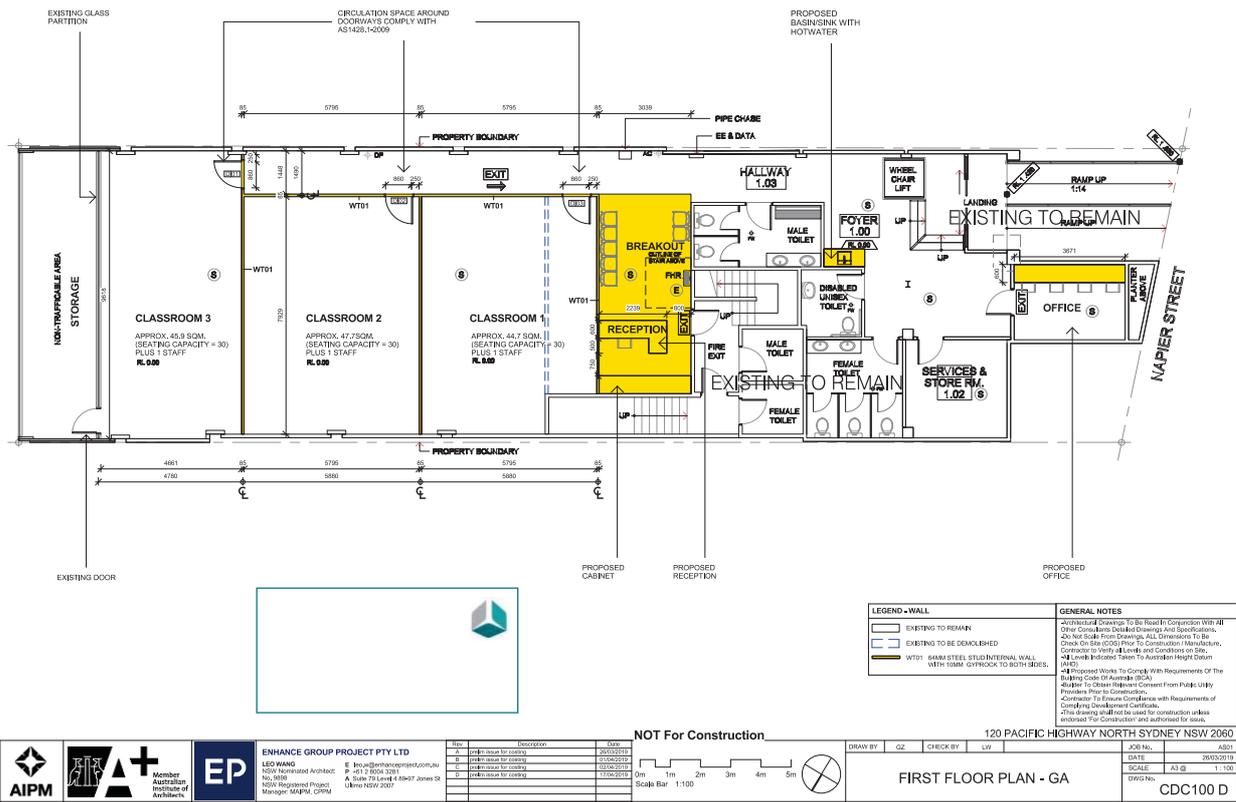
Emergency Evacuation

Emergency evacuation plans explain what to do in a fire/emergency and the location of fire exits, fire hoses and extinguishers. They are in each classroom and on notice boards. Please read them and follow them in an emergency!

IMPORTANT: If you hear the fire alarm during class time, follow your teacher's instructions and leave the building using the nearest fire stairs. Do not use the lifts in an emergency! If

you hear the fire alarm during break time, go to the Reception area for instructions.
 Once you leave the building, you must go to the designated emergency meeting point. It is important you stay with your teacher and wait for instructions. The designated emergency meeting point can be found in the evacuation plans available.

College Floor Plan



Critical Incidents

WCE is committed to providing its students, staff and visitors with a high standard of health and safety. Critical incidents include but are not limited to:

- Missing students, family members or staff
- Severe verbal and/or psychological aggression
- Death, serious injury, or any threat of these
- Fire, storm, natural disaster
- Assault, shooting
- Suicide
- Issues such as domestic violence, physical, sexual assault, drug or alcohol abuse and
- Other non-life-threatening events.

Staff, students or visitors involved in or witnessing a critical incident should immediately tell Reception/Student Support/Welfare Guardian/Academic Manager. WCE has developed essential procedures and support systems to manage, follow up and record critical incidents such as, providing support services to those affected by the incident.

Privacy

WCE is committed to protecting students' privacy and meeting its obligations under various NSW and Australian legislations relating to the personal information it holds about its students, which are held in paper-based and electronic records and systems. WCE informs the Department of Home Affairs (DHA) about changes to your enrolment or any student visa breaches. The authority to collect personal information including academic progress and personal welfare, is set out in:

- The Privacy Act 1988;
- The Education Services for Overseas Students Act (ESOS) 2000;
- The Education Services for Overseas Students Regulations (ESOS) 2001; and
- The National Code 2018.

If required, your information can be provided to the Australian Government and designated authorities, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. However, WCE will not disclose personal information without the consent from staff, students and the parents/legal guardian of underage students, unless it is authorised or legally required by law (ESOS Act 2000, Part 8, Section 175).

UNDER 18: Students or the parents/legal guardian of underage students, can request for access to personal information in their student files, by submitting a completed *Personal Information Form* available at Reception. If you have a complaint related to privacy, please speak to Reception.

If you are not happy with the result, you may also contact the Australian Privacy Commission on 1300 363 992 or visit www.oaic.gov.au.

Fees

Tuition Fees

Under the ESOS legislation, you are not required to pay more than 50 per cent of your tuition fees before you start the course, but may pay more if you choose to. Your enrolment in a study period is not confirmed until you have paid the required fees for that period. Please read your written agreement. The 50 per cent limit does not apply to shorter courses with a duration of 24 weeks or less. Once you have started your course, you may need to pay extra tuition fees if you would like to make changes to your enrolment such as extending your studies. Tuition fees cannot be transferred to another college or student.

IMPORTANT: Students who do not pay all fees owing by the due date may have their enrolment cancelled.

Non-Tuition Fees

Other fees include, but are not limited to general fees such as the non-refundable enrolment fee, late payment fees, material fees, Student ID card replacement fee, airport pick up service and Overseas Student Health Cover (OSHC). Once you have started your course, you may need to pay an administration fee if you would like to make changes to your enrolment.

IMPORTANT: Students who do not pay all fees owing by the due date may have their enrolment cancelled. It is your responsibility to keep receipts of any fees you pay. All fees



are in Australian dollars (\$AUD) and are subject to change or variation without notice. For the most up to date list of fees, please ask at Reception.

TYPE OF FEE	COST (\$AUD)
Enrolment fee (non-refundable)	\$200
Material fees	NIL
Student ID card replacement fee	\$10
Airport pick up service	\$150
Homestay Placement fee	\$300
Guardianship Arrangement fee (Not legal guardian)	\$220
Overseas Student Health Cover (OSHC)	Single: from \$45/month Couple: from \$236/month Family: from \$421/month
Late payment fee	5% of the required fee
Course Variation Administration Fee	\$200
Photocopying/Printing fee	\$0.20/\$1.00 (B&W/Color)

Refund Policy

You can request for a refund by submitting a completed *Refund Request Form* with documentary evidence (written and/or translated in English) supporting the reasons for the request such as a Visa Refusal letter. You will be informed in writing of the result of your refund request within 14 working days.

When Refund is Available

WCE will provide a **full refund** of tuition fees paid when it receives evidence of the reasons below:

- the student's visa is refused
- WCE cancels the enrolled course
- political or civil unrest or natural disasters prevent the student leaving their home country
- the student is unable to commence their course because of a serious and/or prolonged illness
- disability or death of a parent, sibling, spouse or child
- the offer of a place is withdrawn and
- the principal course application has been denied

If you request for course withdrawal for reasons that are not mentioned above, you will be eligible for a refund according to the table below:

Withdraw request lodge date	Refundable Portion
4 weeks (28 days) or more before commencement of studies	80% of the initial tuition fee paid
Before the commencement of studies, but less than 4 weeks (28 days) before the commencement of studies.	70% of the initial tuition fee paid
On or after the commencement of studies	No refund available

When WCE grants a refund, the below fees are **non-refundable**.

1. The enrolment fee is non-refundable under any circumstances.

2. The accommodation arrangement fee is non-refundable if the arrangement has already been made.
3. The guardianship arrangement (not legal guardian) fee is non-refundable if the arrangement has already been made.

When No Refund is Available

WCE will not refund any tuition fees paid if:

- you cancel your enrolment after commencement
- WCE terminates your enrolment
- you breach your visa conditions and
- your visa is rejected by the Department of Home Affairs (DHA) due to fraud

Overseas Student Health Cover (OSHC) Refund

You will receive a refund for OSHC:

- if you provide evidence of your visa refusal and
- according to the OSHC provider's refund policies and procedures

Accommodation Refund

The accommodation arrangement fee is **non-refundable** if the arrangement has already been made. You will receive a refund for the accommodation fee that you have paid.

Airport Transfer Refund

The airport pickup arrangement fee is refundable if the arrangement is cancelled 1 week or more before the arranged arrival date.

How to Receive Refund

All approved refunds will be paid within 20 working days from the date of receipt of your completed *Refund Request Form* with the valid evidence. All refunds are paid in Australian dollars into the bank account you have written on the form. WCE will not authorise tuition fee transfers to any other college or to other students.

UNDER 18: For underage students, refunds will be paid to the parent/legal guardian of the student, unless WCE receives written approval from the parent/ legal guardian, giving permission for the refund to be paid directly to the student.

Tuition Protection

If WCE is unable to deliver the course in full, you will be offered the option to receive a refund of any remaining fees. This amount will be paid within 14 days after the course has finished in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act). Alternatively, students may be offered an enrolment at a different provider at no extra cost, within 14 days.

UNDER 18: It will then be up to the student, and the student's parent/legal guardian for underage students, to decide which option to choose.



If WCE is unable to offer a refund or a place at another institution, then the Tuition Protection Service (TPS) will assist you to find an alternative course or obtain a refund if a course is not found for you. Visit <https://tps.gov.au/Home> for more information.

Appeals

If your refund request is denied, you may appeal the decision by following our *Complaints and Appeals Policy and Procedure*. If you are still not satisfied with the decision, then you can appeal externally through the Overseas Student Ombudsman www.ombudsman.gov.au.

The right to make complaints and seek appeals of decisions and action under various processes, does not remove the right of the student to take further action under *Australian Consumer Law* if the *Australian Consumer Law* applies.

Policies and Procedures

All the policies and procedures mentioned in this Student Handbook can be found at Reception on request.

Student Support

Professional Counselling Support

WCE has an arrangement with Associated Counsellors & Psychologists Sydney for our students to seek professional counselling support when you need it. There is no fee involved for you to see a professional counsellor for the first session. If you have matters that concern you and would like to see a professional counsellor, please come to Reception for us to help you make an appointment.

Academic Support

Please speak to your teacher first, if you have any questions about your studies. You can be provided with extra academic support, such as the Academic Intervention Strategy (AIS) for you to attend extra classes, and more learning resources to help you with your study needs. If you have any questions about your enrolment, or further study advice, you can speak to Admissions. Reception can also direct you to the right person to speak to, or make an appointment for you to speak to the Academic Manager for academic counselling and support.

Welfare Support

Welfare related support services are an important part of student support. We can help you with mental health and well-being matters, and offer referrals to welfare/counselling services at no extra cost to you. If we cannot assist with your particular support needs, we will refer you to external professional support services such as Associated Counsellors & Psychologists Sydney. WCE will not charge for a referral, but fees will be decided by the service provider.

Please see below for some important contacts about emergency, health and welfare support services.

Emergencies Contacts



If you have an emergency and need FIRE, POLICE or AMBULANCE SERVICES, call 000 from ANY public telephone or mobile telephone for free. Tell the operator you need ambulance, fire or police emergency assistance. Make sure you give your name and location. Emergency 000 lines are only for emergencies and not for general medical assistance.

Useful Contacts

- Lifeline (for all ages): Call 13 11 14 or visit <https://www.lifeline.org.au/> for access to 24-hour crisis support and suicide prevention services.
- Beyondblue: Call 1300 22 4636 or visit <https://www.beyondblue.org.au/> to get 24-hour support for mental health issues.
- Domestic Violence Line: Call 1800 656 463 for 24-hour telephone crisis counselling for women.
- MensLine Australia: Call 1300 78 99 78 or visit <https://mensline.org.au/> for telephone and 24/7 online counselling support for men with emotional health and relationship concerns.
- Link2Home: Call 1800 152 152 for free 24-hour housing/homelessness support.
- NSW Victims Access Line (VAL): Call 1800 633 063 for free support during Monday to Friday, 8am to 6pm.
- Multicultural Problem Gambling Service (MPGS) for NSW: Call 1800 856 800 or visit <https://www.dhi.health.nsw.gov.au/mpgs> for free counselling on problem gambling.
- NSW State Emergency Service (SES): Call 132 500 for emergency help with a damaged roof, rising flood water, trees fallen on buildings, or storm damage.
- Suicide Call Back Service (for ages 15 years and over): Call 1300 659 476 or visit suicidcallbackservice.org.au for immediate and 24/7 telephone counselling and support in a crisis.

Useful Contacts for Under 18

In an emergency situation, and to report any incident or allegations of neglect, violence, sexual, physical or other abuse, younger overseas students can call the:

- WCE Welfare Guardian: Call 0406 290 244 for 24-hour support.
- Child Protection Helpline: Call 13 2111 (NSW) and +61 2 9765 5117 for 24-hour support.
- Kids Helpline: Call 1800 55 1800 or visit <https://kidshelpline.com.au> for Australia's free 24/7 phone and online counselling service for young people aged 5 to 25.
- Suicide Call Back Service (for ages 15 years and over): Call 1300 659 476 or visit suicidcallbackservice.org.au for immediate and 24/7 telephone counselling and support in a crisis.
- Lifeline (for all ages): Call 13 11 14 or visit <https://www.lifeline.org.au/> for access to 24-hour crisis support and suicide prevention services.

Other Useful Contacts

If the service you are looking for is not listed, please ask at Reception.

SERVICE	CONTACT DETAILS	SERVICE	CONTACT DETAILS
Public Transport	www.opal.com.au / 13 67 25	Mental Health Line	1800 011 511

Visa	www.homeaffairs.gov.au / 13 18 81	Pregnancy Support Helpline	www.pregnancycounselling.com.au / 1300 737 732
JP Signature	www.jp.nsw.gov.au	Translating and Interpreting Services (24/7)	13 14 50 / www.tisnational.gov.au
Tenants' Union of NSW	https://www.tenants.org.au/	Drug & Alcohol	www.directline.org.au / 1800 888 236
Crime Stoppers	1800 333 000 to report a crime or suspicious activities anonymously	Police Assistance Line	131 444 for non- emergency police assistance and general enquiries
Tax File Number	www.ato.gov.au / 13 28 61	Sydney Sexual Health Centre	www.sshc.org.au / 9382 7440
Reachout	https://au.reachout.com/ for Australia's leading online mental health organisation for young people and their parents	The Reading Writing Hotline	1300 655 506 / https://www.readingwritinghotline.edu.au/ for Australia's national telephone referral service for adult literacy and numeracy
QuitLine (Quit Smoking)	13 78 48 / https://www.icanquit.com.au/	NSW Poisons Information Hotline	13 11 26 / https://www.poisonsinfo.nsw.gov.au/
1800 Respect	www.1800respect.org.au / 13 15 00 / 1800 737 732 for counselling and support for sexual assault, domestic or family violence and abuse	National Relay Service (NRS)	Helps people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls. Voice Relay number: 1300 555 727 https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service

Medical Assistance

If you need medical help, make an appointment to see a doctor, also known as a general practitioner (GP), at your local medical centre. You should go to a medical centre that can send the bill directly to your OSHC insurance provider. This is called “bulk billing” and means you will only have to pay the difference between what is owed to the doctor and what your OSHC will cover. GPs can help with minor illnesses, and offer general medical advice. In cases of medical emergency, you should immediately go to the emergency department of your nearest hospital, where medical staff can provide you with urgent attention. If you go to a private hospital, be aware that not all their services will be covered by your OSHC, so you may have to pay extra for these services. Contact your OSHC provider for more details. If you would like to know where the nearest GP is, please ask at Reception

Legal Services

International students can seek legal advice in relation to immigration, discrimination and many other matters. You can access legal advice and assistance for free or at a minimal cost.

- Redfern Legal Centre's International Student Legal Service gives free, confidential legal advice to international students in NSW. Visit <https://rlc.org.au/our-services/international-students> or call 02 9698 7645.
- Legal Aid New South Wales: helps people with their legal problems through a range of services. Visit <https://www.legalaid.nsw.gov.au/> or call LawAccess NSW for legal help on 1300 888 529 from Monday – Friday between 9am – 5pm (excluding public holidays).



- UNDER 18: Legal Aid Youth Hotline: Call 1800 10 18 10 for legal advice and information for young people under 18. Open 9 am to midnight on weekdays, and 24 hours on Friday to Sunday and public holidays.

Airport Transfer Services

WCE can arrange airport transfer services on request for a fee. For further information, please contact Reception.

Accommodation Services

There are a range of accommodation options available in Australia to suit your needs and budget. You can ask Reception for advice on accommodation options.

Private Accommodation Options

You can stay in purpose-built student accommodation located in convenient locations. For details, visit:

- www.unilodge.com.au
- www.student.com/en-gb/au/sydney
- www.urbanest.com.au
- www.iglu.com.au
- <http://studentstayaustralia.com>

Share and Rental Accommodation Options

You can rent a house or a flat, or rent a single bedroom, and share the lounge room, kitchen, bathroom and laundry facilities with other housemates. You sign a lease for the whole house or flat from a real estate agent or private landlord. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules. Some useful websites are:

- <https://www.realestate.com.au/rent/>
- <https://www.realestateview.com.au/>
- <https://www.domain.com.au/?mode=rent>
- <https://www.gumtree.com.au/s-real-estate/c9296>
- <https://flatmates.com.au/sydney>
- <https://www.gumtree.com.au/s-flatshare-housesshare/nsw/c1829413008839>

Your Rental Rights as Local Residents

It is important to remember that as an international student, you have the same renting rights as local residents. For more information about renting and your rights and responsibilities, visit the NSW Fair Trading website at: <https://www.fairtrading.nsw.gov.au/housing-and-property/renting>. You may also contact Reception if you need details or advice.

Homestay Options for Adult Students

Homestay accommodation is where you live with an Australian family in their home. This gives you the opportunity to improve your English and learn more about Australian culture. Homestay can be a great option for younger students as you will have a supportive family environment and a home away from home. Some homestay options include meals and

others are self-catered, so you can choose the option that best suits your needs. Contact Reception/Student Services to help you arrange homestay. You must provide your flight details at least 4 weeks before the start of your course or as soon as possible. Some homestay websites are below:

- <http://www.ozhomestay.com.au/>
- <https://www.globalexperience.com.au/>
- <https://www.homestaynetwork.com.au/>
- <https://www.auzziefamilies.com/>
- <https://www.homestaynetwork.org/>

Homestay Options for Under 18

WCE makes sure your homestay accommodation is appropriate for your age and needs. We make sure any adults involved in your accommodation and welfare arrangements have Working with Children Clearances (or equivalent). This includes WCE staff, homestay arrangement providers, homestay residents and parents. We will interview you, ask you to complete homestay surveys and we will receive updates about homestay site visits from the homestay arrangement provider. It is important you are safe at all times and we take your welfare seriously.

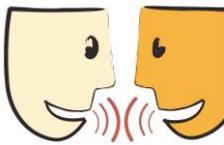
Students Do's and Don'ts

You must follow and respect the rules below. If you ignore or refuse to follow instructions from staff and teachers on any of these matters, it may result in your exclusion from class, suspension or termination of your enrolment. If you have any questions, just ask!

DO'S	DON'TS
<ul style="list-style-type: none"> • Take care of you own possessions (WCE accepts no responsibility for personal property that is lost or stolen) • Have a positive, friendly and cooperative attitude • Wear appropriate clothing that is not revealing or may distract or offend others • Act in a way that supports WCE's reputation • Follow instructions from staff and teachers at all times • Turn off/silence your mobile phone before class starts • Respect staff, teachers and other students • Speak English during class and on campus • Be punctual and well-prepared for class • Participate in all class lessons • Provide true and accurate information to WCE 	<ul style="list-style-type: none"> • Breach your visa conditions • Interfere with other students' property • Bring or use illegal drugs/alcohol to College or on College premises • Harass, bully or discriminate against other students and staff • Cheat in assessments or plagiarise in assignments • Carry weapons or dangerous items • Smoke in the College building • Act violently or in a way that damages WCE's reputation • Make or receive phone calls during class time • Send or receive text messages during class time • Behave in a bullying, discriminatory or harassing way • Use foul, abusive or insulting language, signs or gestures • Misuse the College's facilities/resources such as computers and books • Eat or drink in any space other than the designated areas

What to Do When You Have a Problem (Complaints and Appeal Process)

Follow the diagram below for steps to resolve your issue.

STAGE	1	2	3
<p>INFORMAL (Internal)</p>	 <p>Discuss the issue with your teacher. Or you can make an appointment at Reception to speak to the Academic Manager. You may bring a support person to the meeting.</p>	 <p>You will be informed in writing of the outcome.</p>	 <p>If you are not happy with the result, you can talk to Reception/Student Services about taking the internal appeal process.</p> <p>Please submit a completed <i>Complaints and Appeals Form</i> with supporting documents (written and/or translated in English) to Reception.</p>
<p>FORMAL (Internal and External)</p>	 <p>Once you have lodged the internal appeal, it will be discussed by the relevant staff.</p>	 <p>There will be an interview where you may bring a support person, or for underage students, their parent/legal guardian must attend. After the interview and investigation, you will receive a final answer in writing, within the 20-working day appeal period.</p>	  <p>If you are dissatisfied with the final outcome, you can appeal externally within the 10-working day appeal period through the Overseas Student Ombudsman</p> <p>Website: www.ombudsman.gov.au</p> <p>Email: ombudsman@ombudsman.gov.au</p> <p>Phone: 1300 362 072 (in Australia) or + 61 2 6276 0111 (outside Australia)</p> <p>Mail: GPO Box 442, Canberra, ACT 2601 Australia</p>

External Appeals

If you are dissatisfied with the outcome of either WCE's internal appeals process, or the following external appeals process, you can access multiple external appeals. However, WCE does not have to help you with finding further appropriate appeals processes.

Living in Sydney

Welcome to Sydney! To help you start your new life in Australia with confidence, please read the useful information below and visit <https://www.cityofsydney.nsw.gov.au/> and <https://www.sydney.com/>. Or please come and talk to us!

Estimated Cost of Living

Living expenses can include accommodation, transportation, food, clothes, books and entertainment. As of October 2019, the Australian government advised the 12-month living costs for students or guardians are AUD\$21,041 per person (excluding tuition fees). However, the actual cost depends on your individual lifestyle and you should budget for approximately AUD\$25,900 per year per adult. This figure does not include large items such as a refrigerator or a car.

The costs below are in Australian dollars, are an approximate guide only and don't consider your budget and spending habits.

Single and shared accommodation	\$120 to \$380 per week
Homestay per week	\$235 to \$325 per week
Groceries and eating out	\$140 to \$280 per week
Gas, electricity	\$10 to \$20 per week
Phone and Internet	\$15 to \$30 per week
Public transport	\$30 to \$60 per week
Entertainment	\$80 to \$150 per week
Regular take away coffee	\$3 to \$5
Take away lunch	\$8 to \$15

For more information to help estimate your cost of living in Australia, visit:

- <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>
- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>
- <http://insiderguides.com.au/cost-of-living-calculator/>

Public Transportation

Sydney has an excellent network of buses, trains and ferries. To use any of them you will need to buy an Opal Card. It's a smart card that you load with credit and each time you travel you must tap on and tap off to pay your fare. You can get your Opal Card here: <https://www.opal.com.au/en/get-an-opal-card/>.

For timetables and public transport information go to:

- <http://www.transportnsw.info/>

- www.sydneybuses.info
- <http://www.transportnsw.info/tickets/ferry>
- www.cityrail.info

Also, TripView is a helpful app with timetables and routes for Sydney's buses, trains and ferries. It is available for Apple, Android and Windows devices.

Banking

Opening a bank account in Sydney is easy. You will need photo ID (passport), proof of address and enrolment. Once you have opened your bank account, the bank will mail you your ATM card to your address.

Banks are usually open during business hours from 9.30 am to 4 pm Monday to Thursday and 9.30 am to 5 pm on Fridays. Some banks and branches may stay open longer or open on weekends. There are four major banks in Australia:

- [Australia and New Zealand Banking Group \(ANZ\) https://www.anz.com.au/personal/](https://www.anz.com.au/personal/)
- [Commonwealth Bank of Australia \(CBA\) https://www.commbank.com.au/](https://www.commbank.com.au/)
- [National Australia Bank \(NAB\) https://www.nab.com.au/](https://www.nab.com.au/)
- [Westpac Banking Corporation https://www.westpac.com.au/](https://www.westpac.com.au/)

Personal Safety in Sydney

Sydney is one of the safest cities in the world but crime does occur. It is important to follow some common-sense steps when living in Sydney. To keep safe:

- Try and walk with other people rather than by yourself
- Stay alert and be aware of who and what is around you
- Don't carry a lot of money or put your bag down and leave it
- Walk in areas where there are lots of people (at night)

For more tips on how to keep safe in Sydney, please visit:

- <https://www.study.sydney/live/safety>
- <https://www.cityofsydney.nsw.gov.au/community/health-and-safety/community-safety/safety-advice>
- <https://www.facebook.com/nswinternationalstudents> (NSW Police Force)
- <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/transport-personal>

Sun and Beach Safety

It's important to be sunsmart and beach safe so you can enjoy yourself more at the beach. Some advice is:

- Always swim between the red and yellow patrol flags at a beach patrolled by lifeguards
- Read the safety signs for information about the beach and ask a lifeguard for safety information
- Never swim alone or under the influence of alcohol or drugs
- If you need help in the water, stay calm and attract attention by raising one arm
- Wear sunscreen, a hat, sunglasses and drink water to stay hydrated

For further information and tips, visit:

- <https://www.surflifesaving.com.au/>

- <https://www.cancercouncil.com.au/cancer-prevention/sun-protection/>
- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water>
- <https://beachsafe.org.au/> or Download the *Beachsafe* App.

Transport Safety

It's important to be aware of road rules and transport safety.

Some important rules are:

- Australians drive on the left side of the road.
- Wearing seat belts is mandatory in private vehicles (including taxis and ride-share)
- Using your mobile while driving is prohibited in all Australian states and territories

For information about applying for a licence and tips/advice to help keep you road safe, please visit:

- <https://roadsafety.transport.nsw.gov.au/stayingsafe/index.html>
- <https://www.service.nsw.gov.au/services/driving-and-transport/using-roads-and-public-safety>
- <https://www.service.nsw.gov.au/services/driving-and-transport>
- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/transport-and-personal/transport-personal-safety>

Social Etiquette and Customs

There are many things in Australia that may be different to your home country. Here are some things you should know about Australian etiquette and customs:

- Seats at the front of buses are usually reserved for elderly/disabled/pregnant passengers
- Switch off your mobile phone when you are at the movies or watching a performance etc.
- On escalators: if you are standing still keep to the left, and if you are walking you keep to the right.
- Wait until everyone has exited a bus, train, lift etc. before entering (you should stand to one side while waiting).
- Do not ask inappropriate or personal questions of people you do not know well. It is acceptable to ask a person if they are married, but if they say "no" it is considered rude to ask "why not?" It is sometimes rude to ask a person how old they are or how much money they earn, especially if you do not know them well.
- Be aware of unwanted physical and verbal contact and respect someone's personal space
- The following may be considered impolite or inappropriate in Australia:
 - Yawning without covering your mouth
 - Spitting in a public place
 - Being late for appointments
 - Don't push in front of someone in line – queue properly!
 - Swearing or using inappropriate language
 - Chewing food with your mouth open, speaking with food in your mouth or making loud noises when eating (eg slurping, chewing gum etc.)

For more details, visit <https://www.gov.uk/foreign-travel-advice/australia/local-laws-and-customs>



Acknowledgement

I _____ (Student's full name) have read and understood the content in this Student Handbook. I have been informed to contact the College to access its policies and procedures, and to visit the College website to read the latest version of the Student Handbook, as changes can be made frequently.

Student's signature _____
Date ____/____/_____

For under 18-year-old students:

I _____ (Parent's name / Guardian's name) have read and understood the content in this Student Handbook. I have been informed to contact the College to access its policies and procedures, and to visit the College website to read the latest version of the Student Handbook, as changes can be made frequently. I have explained all the details in the Student Handbook to my child/ward _____ (Student's full name) and take full responsibility to inform the student when the content is updated.

Parent's/Legal Guardian's signature _____
Date ____/____/_____