




**WELCOME**

**WHITSUNDAYS COLLEGE OF ENGLISH  
ORIENTATION PROGRAM**



# WHAT'S HAPPENING TODAY?

1. **ORIENTATION PROGRAM PRESENTATION  
(30 MINUTES)**
2. **COLLEGE TOUR  
(20 MINUTES)**
3. **PLACEMENT TEST  
(1.5 HOURS)**



# **GENERAL INFO**

# COLLEGE CONTACT DETAILS

**Address:** Level 4, 579 Harris Street, Ultimo

**Phone:** 02 8067 0844

**Email:** [admissions@wce.edu.au](mailto:admissions@wce.edu.au)

**Website:** [www.wce.edu.au](http://www.wce.edu.au)

**24 hours emergency contact:** 0406 290 244

# **COLLEGE OPENING HOURS**

## **For Classes**

Open: Monday to Friday 8:00 AM

Close: Monday to Friday 10:00 PM

## **For Extra Class**

Open: Saturday 10:00 AM

Close: Saturday 1:00 PM

# WHO SHOULD YOU SPEAK TO?

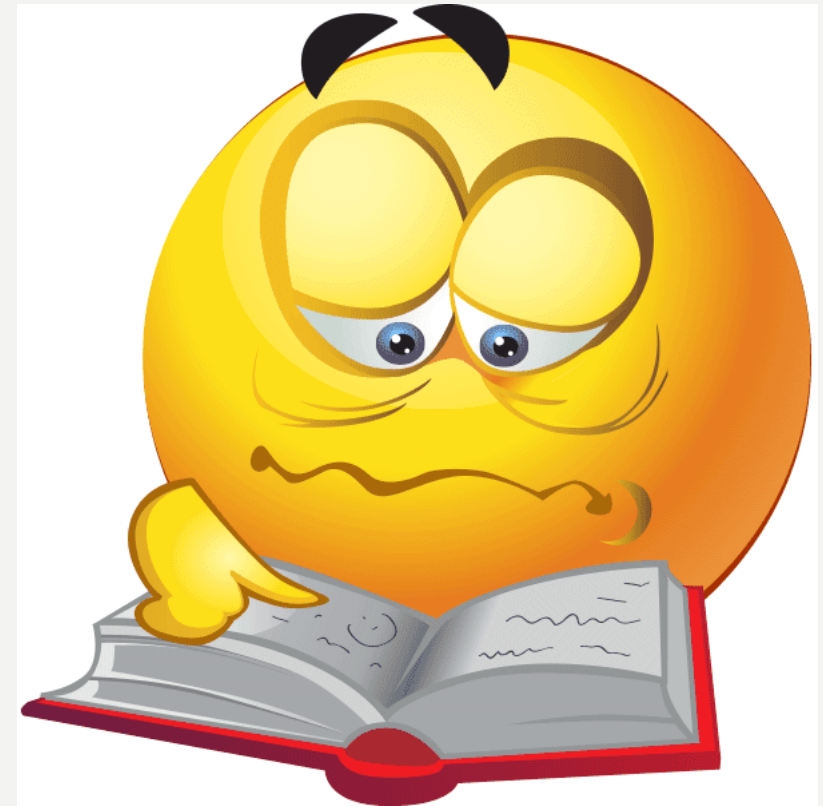
Enquiry Type	Person	Contact
<ul style="list-style-type: none"><li>• General Info</li><li>• Support</li></ul>	Reception	+61 02 8067 0844 or <a href="mailto:admission@wce.edu.au">admission@wce.edu.au</a>
<ul style="list-style-type: none"><li>• Welfare Guardian (under 18 students)</li><li>• 24-hour emergency</li></ul>	CEO	0406 290 244
<ul style="list-style-type: none"><li>• My Enrolment/Visa</li></ul>	Admissions	<a href="mailto:admission@wce.edu.au">admission@wce.edu.au</a>
<ul style="list-style-type: none"><li>• My Studies</li></ul>	Teacher	<a href="mailto:teacher@wce.edu.au">teacher@wce.edu.au</a>
<ul style="list-style-type: none"><li>• My Teacher</li></ul>	Academic Manager	<a href="mailto:dos@wce.edu.au">dos@wce.edu.au</a>

A thick, yellow, wavy line graphic that starts from the top left and curves downwards and to the right, ending near the center of the page. It has a white outline and a slight shadow effect.

# **INTERVENTION STRATEGY**

# NEED HELP WITH YOUR STUDIES?

If you think you might fail a level or a course, you can attend **Extra Class** on Saturdays for **FREE**. So, ask your teacher about it.







# **TIMETABLES**

# TIMETABLE – ADULT STUDENTS

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>AM Session</b>						
8.15 10.15	ESL	ESL	ESL	ESL	ESL	
Break Time (20 Minutes)						
10.35 12.35	ESL	ESL	ESL	ESL	ESL	Extra Class
<b>PM Session</b>						
12.45 2.45	ESL	ESL	ESL	ESL	ESL	
Break Time (20 Minutes)						
3.05 5.05	ESL	ESL	ESL	ESL	ESL	
<b>EVE Session</b>						
5.15 7.15	ESL	ESL	ESL	ESL	ESL	
Break Time (20 Minutes)						
7.35 9.35	ESL	ESL	ESL	ESL	ESL	

# TIMETABLE – UNDER 18 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
Break Time (1 Hour)						
1:30 3:00	ESL	ESL	ESL	ESL	ESL	



# **COURSE INFO**

# COURSE STRUCTURE

	GE	ISSBP	ETS	IELTS	CEP
GRAMMAR	✓	✓			
VOCABULARY	✓	✓			
READING	✓	✓	✓	✓	✓
USE OF ENGLISH					✓
WRITING	✓	✓	✓	✓	✓
SPEAKING	✓	✓	✓	✓	✓
LISTENING	✓	✓	✓	✓	✓
ASSESSMENT	✓	✓	✓	✓	✓

**GE:** General Intensive English

**ISSBP:** International Secondary School Bridging Program

**ETS:** English for Tertiary Study

**IELTS:** IELTS Preparation

**CEP:** Cambridge Exam Preparation

# ASSESSMENT METHODS

	GE	ISSBP	ETS	IELTS	CEP
GRAMMAR	QUIZ	QUIZ			
VOCABULARY	QUIZ	QUIZ			
READING	QUIZ	QUIZ	QUIZ	QUIZ	QUIZ
USE OF ENGLISH					QUIZ
LISTENING	QUIZ	QUIZ	QUIZ	QUIZ	QUIZ
WRITING	WRITTEN	WRITTEN	WRITTEN	WRITTEN	WRITTEN
SPEAKING	ORAL	ORAL	ORAL	ORAL	ORAL

- QUIZ: Selecting/writing answers from the listening or reading materials provided.
- WRITTEN: Writing your answers in the style requested (for e.g.: a letter, a report, or an essay)
- ORAL: Talk or present your answer in the style requested (for e.g.: a discussion or a presentation)

# COURSE DURATION & STUDY HOURS

Courses	Course Duration	Duration Per Level	Study Hours Per Week
General Intensive English	50	10	20
International Secondary School Bridging Program	48	12	25
Cambridge Exam Preparation	12	12	20
IELTS Preparation	12	12	20
English for Tertiary Study	24	12	20

# REQUIREMENTS FOR GE

- A minimum of 80% attendance rate AND the academic results below.

Level	Required Academic Result	IELTS	CEFR
<b>Advanced</b>	Minimum of 60% overall and no individual overall score of less than 50%	6.0	B2
<b>Upper-Intermediate</b>	Minimum of 50% overall and no individual overall score of less than 50%	5.5	B2
<b>Intermediate</b>	Minimum of 60% overall and no individual overall score of less than 50%	5.0	B1
<b>Pre-Intermediate</b>	Minimum of 60% overall and no individual overall score of less than 50%	4.5	A2
<b>Elementary</b>	Minimum of 60% overall and no individual overall score of less than 50%	4	A1



# REQUIREMENTS FOR ISSBP

- A minimum of 80% attendance rate AND the academic results below.

Level	Required Academic Result	IELTS	CEFR
<b>Upper-Intermediate</b>	Minimum of 50% overall and no individual overall score of less than 50%	5.5	B2
<b>Intermediate</b>	Minimum of 60% overall and no individual overall score of less than 50%	5.0	B1
<b>Pre-Intermediate</b>	Minimum of 60% overall and no individual overall score of less than 50%	4.5	A2
<b>Elementary</b>	Minimum of 60% overall and no individual overall score of less than 50%	4	A1

# REQUIREMENTS FOR OTHER COURSES

- A minimum of 80% attendance rate AND the academic results below.

Level	Required Academic 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
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




**ATTENDANCE**


# ATTENDANCE

You will need a minimum of **80%** attendance to successfully complete your level/course along with the successful academic result.

# ATTENDANCE – STAGE 0

ATTENDANCE	CONSEQUENCES
<b>Absent for more than 5 consecutive days</b>	You (UNDER 18:You and your parent/homestay/legal guardian) will: <ul style="list-style-type: none"><li>• Get an email or a call</li><li>• Be notified of risks of having low attendance</li></ul>

A silver, 3D-style icon of an envelope, representing email communication.

A silver, 3D-style icon of a telephone handset, representing a phone call.


# ATTENDANCE – STAGE 1


ATTENDANCE	CONSEQUENCES
<b>Attendance falls between 90%- 85%</b>	<p>You (UNDER 18:You and your parent/homestay/legal guardian) will:</p> <ul style="list-style-type: none"><li>• Get Attendance Warning Letter I</li><li>• Student Services will counsel you (UNDER 18:With your parent/homestay/legal guardian) about your attendance.</li><li>• Be notified of risks of having low attendance</li></ul>





# ATTENDANCE – STAGE 2

ATTENDANCE	CONSEQUENCES
<b>Attendance falls between 85%-80%</b>	<p>You (UNDER 18:You and your parent/homestay/legal guardian) will:</p> <ul style="list-style-type: none"><li>• Get Attendance Warning Letter 2</li><li>• Student Services will counsel you (UNDER 18:With your parent/homestay/legal guardian) about your attendance.</li><li>• Be notified of risks of having low attendance</li><li>• Informed of options for improving your attendance.</li></ul>









# ATTENDANCE – STAGE 3

ATTENDANCE	CONSEQUENCES
<b>Attendance falls below 80%</b>	<p>You (UNDER 18:You and your parent/homestay/legal guardian) will:</p> <ul style="list-style-type: none"><li>• Get a Notice of Intention to Report letter</li><li>• Be interviewed by the Academic Manager</li><li>• You will have a 20-working day appeal period.</li><li>• UNSUCCESSFUL APPEAL:You will be able to make external appeal (Overseas Student Ombudsmen).</li><li>• If you fail to make an appeal or receives unsuccessful appeal result, you will be reported to the Department of Home Affairs (DHA) which may result in the cancellation of your student visa.</li></ul>

















# **COMPLAINTS AND APPEALS**

# INFORMAL

YOU	STAGE 1	STAGE 2	STAGE 3
<p>Unhappy about something at the college.</p>	<p>Talk to your teacher or any staff that you feel comfortable talking to.</p>	<p>You will receive an email of the outcome.</p>	<p>If you are still not happy about the result please submit a completed <b>“Complaints and Appeals Form”</b> at Reception.</p>
			

# FORMAL

YOU	STAGE 1	STAGE 2	STAGE 3	STAGE 4
<p>Unhappy about the result from the informal process.</p>	<p>Submit the completed “<b>Complaints and Appeals Form</b>” at Reception. <b>Under 18:</b> The form must be signed by your parents/legal guardian.</p>	<p>There will be a meeting. You can come with your friend. <b>Under 18:</b> You must come with your parents/legal guardian.</p>	<p>You will receive an email of the outcome. <b>Under 18:</b> The email will be sent to your parents/legal guardian..</p>	<p>If you are still not happy about the result, you or your parents/legal guardian (<b>for under 18</b>) can contact the Overseas Student Ombudsman.</p>
				



# **STUDENT SERVICES**

# GENERAL STUDENT SERVICES

1. **First Aid:** Available at Reception.
2. **Lost and Found:** Go to Reception.
3. **Emergency Evacuation:** See the Evacuation Plan in each classroom/ Notice Board.
4. **Critical Incidents:** If you see any serious problems or experience one, please tell your teacher.
5. **Change of Address or Contact Details:** Please update your contact details within 7 days of a change at Reception.
6. **Change of Contact Details for Under 18:** Have the contact details of your parents/legal guardian changed? Please update their details within 7 days of a change at Reception.
7. **Academic Counselling:** Talk to us! Ask at Reception.
8. **Professional Counselling:** Talk to us to help you! Ask at Reception.



# **EXTERNAL SERVICES**

# 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.

# EMERGENCY AND HEALTH SERVICES

- **Emergency Contacts:** Call 000 for Fire, Police or Ambulance services.
- **To find local doctor (General Practitioner):** visit <https://healthengine.com.au/>
- **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.
- **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.
- **Suicide Call Back Service (for ages 15 years and over):** Call 1300 659 476 or visit [suicidecallbackservice.org.au](http://suicidecallbackservice.org.au) for immediate and 24/7 telephone counselling and support in a crisis.

## UNDER 18:

- **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.
- **Child Protection Helpline:** Call 13 2111 (NSW) and +61 2 9765 5117 for 24 hour support.





# **FACILITIES AND RESOURCES**

# FACILITIES

Facilities	Conditions	Location
Air-conditioned classrooms	No food is allowed in classrooms	All throughout the facility
Audio-visual equipment	Permission from a teacher required	All classrooms
Student computers	No food/drinks allowed near computers	Ask at Reception
WIFI	Free access	All throughout the facility
Kitchen	Can access at any time	In the facility every day
Common Area	Can access at any time – food is allowed	In the facility every day
Study Area	Available on Saturdays only	Any empty classrooms
Student Library	Borrow at Reception	Common area
Photocopying/printing	Payable service – go to Reception	Reception

# EQUIPMENT/LEARNING RESOURCES

Items	Conditions	Location
Self study books	Borrow at Reception	Common Area
Computers	Borrow at Reception	Reception
Projectors	Permission from a teacher required	Reception
WIFI	Ask for the password	Reception



# **EMERGENCY EVACUATION**

# EMERGENCY EVACUATION PROCEDURE

1. Follow your teacher.
2. Go outside of the college building (USE FIRE STAIRS)
3. Be at the meeting point – in front of Power House Museum.
4. Wait with your teacher until you are instructed on what to do next.





# **WORKING IN AUSTRALIA**

# WORKING IN AUSTRALIA

1. You can work for a maximum of **40 hours per fortnight (2 weeks)** while studying full time.
2. You **should not** rely on work to fund your studies.
3. 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>.
4. 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/>.

# HOW TO SOLVE WORK RELATED ISSUES

**FIRST STEP:** Talk to your employer and try to resolve the matter. If this doesn't work follow the second step.

**SECOND STEP:** 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>.

**PAY INFORMATION:** 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).





# **SAFETY AND AWARENESS**

# SAFETY— AT THE BEACH

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.

# SAFETY – TRANSPORT

**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>

# SAFETY AND AWARENESS - SMOKING

- You cannot smoke inside in Australia.
- 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.

# AUSTRALIAN CULTURE – ETIQUETTE 1


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

# AUSTRALIAN CULTURE – ETIQUETTE 2

**The following may be considered impolite or inappropriate in Australia:**

1. Yawning without covering your mouth
2. Spitting in a public place
3. Being late for appointments
4. Don't push in front of someone in line – queue properly!
5. Swearing or using inappropriate language
6. Chewing food with your mouth open, speaking with food in your mouth or making loud noises when eating (eg slurping, chewing gum etc.)



# **STUDENT HANDBOOK**

# MORE INFORMATION

- You can find more detailed information in the Student Handbook.
- You can find the most updated Student Handbook on our website at [www.wce.edu.au](http://www.wce.edu.au)



# **COLLEGE TOUR**

**IT'S TIME TO WALK AROUND THE COLLEGE,  
MEET STAFF AND SEE THE FACILITIES**