



STUDENT HANDBOOK

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1 Welcome to Times Academy

Thank-you for choosing to study at Times Academy. We are delighted to have you with us and we are excited to help you on your educational pathway and to inspire you to achieve your study goals. You have an opportunity to make a great deal of progress with your English in your time with us. While, the teachers and staff are here to help, it is also true that we can learn a great deal from one another. We have students from all over the world that bring with them a diverse range of cultures. We encourage our students to be full participants in the free and open exchange of ideas and viewpoints in classes and we commit ourselves to upholding the values we cherish as an English language college, and to fostering an atmosphere that is respectful, supportive, and welcoming to all. The diversity of our backgrounds, talents, and perspectives will continue to enrich us all as we live and learn together. Welcome to Times Academy!

This student handbook provides you with information that you may find useful while you are studying at Times Academy. You should keep it so that you can refer to it as the need arises.

2 Your study program

Some students find studying in Australia very different from studying in their home country and may take time to adjust. In Australian schools and colleges, you are expected to participate in your lessons, ask questions and do your own research or study outside of class. You can expect to spend less time listening to the teacher and writing down what is said and even more time discussing and writing down what you think.

You may find that you have less homework than you are used to and the things you are asked to do might seem a little unusual.

Your first impression might be that studying in Australia is easier than at home, but studying English successfully requires a lot of hard work. It is your responsibility to study hard at all times and to do all the work required even if it doesn't really seem like school work to you. Remember, to learn English, you must speak English in your classes as much as possible. It is the first step you need to take in order to improve.

2a Using English

It is your responsibility to only use English when you are on the college's premises, not only outside class, but especially in the classroom. While it might seem strange or difficult not to use your own language when talking to classmates from your country, doing so will help you make progress with your English.

3 Courses and levels

Times Academy offers courses in General English and English for Academic Purposes. These courses are offered at various levels.

Course Name	CRICOS Course Code
General English (Beginners to Advanced)	089711M
English for Academic Purposes (Level 1 to Level 3)	089712K

There are 20 hours of face-to-face instruction each week. People can study for different lengths of time. Some people may study for only four weeks while others may study for 40 weeks. The length of your course depends on your current level of English and your target level of English. These are generally choices that you would have made before you came to Australia.

3a General English

If you are interested in improving your overall proficiency in English, you will be placed in the General English course. This course is designed for those who wish to improve their all-round English skills: conversational, listening comprehension, writing, grammar and vocabulary. The GE course focuses on the use of the language for life and work needs as well as common expressions. The emphasis of the course is to learn while having fun and using English in a practical way.

The GE course runs at six levels, and each level is 12 weeks in length. The following chart shows entry levels and exit levels for the GE course.

Course	Entry Level	Length of study	Exit Level
GE Beginners	Beginner	12 weeks	Elementary
GE Elementary	Elementary	12 weeks	Pre Intermediate
GE Pre Intermediate	Pre Intermediate	12 weeks	Intermediate
GE Intermediate	Intermediate	12 weeks	Upper Intermediate
GE Upper Intermediate	Upper Intermediate	12 weeks	Advanced
GE Advanced	Advanced	12 weeks	Advanced Plus

You may progress through the course as you successfully complete each level. However, you should be aware that due to the complexities inherent to learning a new language, very few students pass smoothly through all six levels within a 72-week period. It is likely that you may need to repeat one

or more levels to gain the degree of proficiency required to move to the next level. Ultimately, rates of progress vary from student to student and the information here provides a general overview of the course only.

3b English for Academic Purposes (EAP)

The EAP course prepares you to for the Academic requirements of higher education.

Completing this course can allow you access to vocational, undergraduate, graduate or master pathways and presents an alternative to IELTS.

The EAP course is an intensive course focusing on acquiring the level of English fluency needed to undertake higher education. The course develops skills in using grammar, vocabulary, writing and studying academic English textbooks, intercultural communication as well as conversational English. Some of the practical outcomes of the course are writing short essays, project presentation and research skills. Another component of EAP is doing independent study and EAP students in all levels are expected to do homework as a part of their course.

The EAP course can also be undertaken by people who are not aiming to study at a university, but do require a more intense program of study than General English.

The EAP course runs at three levels and each level is 12 weeks in length. The following chart shows entry levels and exit levels for the EAP course.

Course	Entry Level	Length of study	Exit Level
EAP 1	Intermediate	12 weeks	Upper Intermediate
EAP 2	Upper Intermediate	12 weeks	Advanced
EAP 3	Advanced	12 weeks	Advanced Plus

3c English for High School Preparation (EHSP)

The EHSP course prepares you to for the Academic requirements of high school in Australia.

Completing this course can allow you access to high schools in NSW from years 7-11.

The purpose of the English for High School Preparation (EHSP) is to provide English language instruction to prepare international students for high school studies in New South Wales, Australia. The organisational and educational factors that have led to the development of this course are both market driven and determined by the need to develop a course of study that satisfies the needs of a specific area of study.

In addition to English language studies, students will study the English that is specific to subjects like Mathematics, Science and Human Society and Its Environment. The Key Learning Area program will be delivered in three stages: vocabulary, vocabulary and concepts, and concepts and skills. This will allow for steady development in the key learning areas. There is also a considered focus on values and character development for these young learners.

The EHSP course is intended to provide EHSP students with the English skills they will need for a smooth transition into the secondary education system proper; it will provide students with an opportunity to make the adjustments need to survive the social and academic rigors of life at an Australian high school. Students are assessed monthly and have daily homework and after school study activities to complete as requirements of course completion. Students receive monthly report cards which are given to guardians and future enrolled high school as well.

The EAP course runs at five levels and each level is 12 weeks in length. The following chart shows entry levels and exit levels for the EAP course.

Course	Entry Level	Length of study	Exit Level
EHSP Beginner	Limited English	12 weeks	Elementary
EHSP Elementary	Beginner	12 weeks	Pre-Intermediate
EHSP Pre-Intermediate	Elementary	12 weeks	Intermediate
EHSP Intermediate	Pre-Intermediate	12 weeks	Upper Intermediate
EHSP Upper Intermediate	Intermediate	12 weeks	Advanced

4 Learning materials

Students will be provided with suitable and appropriate learning materials at each level and for each course of study.

5 Class hours

The College is open between 8.30 am and 10:00 pm each day, (Administration Office hours are from 9:00am to 6:00pm). There are 20 hours of classroom instruction each week. Classes are held from Monday to Friday and your class times will depend on which shift you have chosen or been placed in. We will do our best to place you in your preferred shift, but sometimes this is not always possible. From time to time, we may need to make changes to the times classes are run.

5a Sample timetable

Lesson	Time	
Morning Session 1	08:30am – 10.30am	Morning Class
Break	10.30am – 11:00am	
Morning Session 2	11:00am – 1:00pm	
Afternoon Session 1	2:00pm – 4:00pm	Afternoon Class
Break	4:00pm – 4:30pm	
Afternoon Session 2	4:30pm – 6.30pm	
Evening Session 1	4:30pm – 6:30pm	Evening Class
Break	6:30pm – 7:00pm	
Evening Session 2	7:00pm – 9:00pm	

5b Public holidays

There are no classes on Saturdays, Sundays or NSW Public Holidays which are outlined in the tables below.

Holiday	2016	2017
New Year's Day	1 st January	1 st January
Australia Day	26 th January	26 th January
Good Friday	25 th March	14 th April
Easter Saturday	26 th March	15 th April
Easter Monday	28 th March	17 th April
Anzac Day	25 th April	25 th April
Queen's Birthday	13 th June	12 th June
Labor Day	3 rd October	2 nd October
Christmas Day	25 th December	25 th December
Boxing Day	26 th December	26 th December

6 Placement testing and orientation

All students are tested on orientation day so that they can be placed in the correct class for their current level of English. You will be required to take reading, grammar, writing, and listening tests and to have a one to one interview with a teacher to see how well you can speak. Once your test results have been calculated you will be allocated to a class to begin your course.

Students for ESHP and EAP may take an offshore placement test that includes an online video interview. These students will then be given an estimate of study time required to achieve desired levels. When the student arrives onshore, he/she will be reassessed in defined assessment condition.

6a Change of class requests

In a new environment, everyone needs time to settle down. At first, your class may seem very easy or very hard. You need to give yourself a chance to work with your teacher before you both confirm that this is the right class for you. With this in mind, we request that you do not ask to change your class during the first week of your course.

Remember because you can read and understand all the class material this does not mean your English is necessarily good enough to perform the reading, writing, speaking and listening tasks you will be asked to do.

6b Orientation Program

On your first day at Times Academy you will complete an orientation and induction program to help you understand your responsibilities in relation to studying at Times Academy and we will show you around the campus. Here is a sample orientation program:

Activity	Personnel
<ul style="list-style-type: none"> Arrival of students ID and enrolment information checking Welcome address preliminary information 	Reception/Administration Staff
<ul style="list-style-type: none"> Student Orientation session 	Academic Manager
<ul style="list-style-type: none"> Placement Test 	Academic Manager
<ul style="list-style-type: none"> One-to-one interview with a teacher 	Academic Manager
<ul style="list-style-type: none"> Allocation of students to classes 	Academic Manager

- Orientation walk of Times Academy (teaching areas and outside evacuation area)

Student Support Staff

7 College Facilities

Times Academy provides fully maintained classrooms. Facilities and equipment are set-up, checked and maintained regularly to ensure effective and efficient operation. You have access to necessary instructional and assessment facilities, materials and equipment including computers. Facilities include:

- Modern, well-equipped and air-conditioned classrooms
- Well-equipped resources room for reading and study
- Clean, spacious and comfortable student lounge areas with microwaves and computers with internet access
- Well-equipped kitchenettes with tea/coffee making facilities
- Male and Female toilets

Times Academy is located close to public transport, libraries, Pitt Street Mall and cinemas.

8 Student rights and responsibilities

Upon signing your enrolment form you have agreed to:

- Conduct yourself in a safe and healthy manner.
- Behave in a manner which prevents injury and disease to you, your teacher and fellow students.
- Identify and report to your Teacher any possible hazards from equipment, facilities and the environment
- Comply with and assist in the Academy's emergency procedures
- Refrain from smoking anywhere in the Academy building and to refrain from drinking and/or eating in the classrooms
- Attend class regularly and punctually
- Discuss any complaints or grievances with your teacher or Academic Manager or the Principal Administrator.
- Ensure that no discriminatory, harassing or bullying behaviour takes place at any time to other students, staff, or visitors to the Academy
- Report any discriminatory behaviour, harassment or bullying to your teacher and/or Academic Manager
- Refrain from unacceptable behaviour including the use of bad language, alcohol and drugs

In the same way Times Academy agrees to

- Treat you fairly and with respect
- Provide a supportive and safe learning environment, free of discrimination and harassment
- Supply counselling and support/welfare services to you
- Allow access to your personal records upon request
- Give feedback on your academic progress

What is considered as unacceptable behaviour:

- Littering
- Disrupting class
- Harassing other students or staff
- Damaging Times Academy or other students' property
- Dishonesty including plagiarising or copying other's work
- Being under the influence of alcohol or drugs
- Ignoring Times Academy's rules

Now you are an international student in Australia on a student visa, so you have certain responsibilities that you must take very seriously.

8a) ESHP Electronic Materials Rights and Responsibilities

- Students must only use the Internet and email with teacher or administration permission and supervision.
- Students must not seek out inappropriate material. This includes racist, pornographic, irreligious or material with obscene language.
- Students must not break copyright laws or present copied information as their own. (Seek teacher guidance with this matter.)
- Students should not interfere with others' work.

9 Privacy and use of personal information

Personal information is collected solely for the purposes of operation as a provider. Times Academy must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including password protection of electronic files, secure storage of paper files and secure back up of data.

All students are able to access their own personal files held by Times Academy and may also request that updates be made to information that is in correct or out of date. Access may be given to an identified government officer from such agencies as DET or DIBP for the purposes of an audit. We are required to inform DIBP of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur

10 Student visa information and responsibilities

10a Attendance

You must attend class for the scheduled hours of your course each week. There are 20 hours of scheduled face-to-face classes each week.

Students on student visa need to maintain satisfactory attendance. This means you need to have at least 80% attendance for the total hours of your course. If you are more than 15 minutes late to class you will be marked as absent for the first hour. Your attendance is reviewed regularly. If your attendance is too low, we will send you a notification letters and ask you to come to a meeting to explain why you have missed class. Times Academy will also contact you if you have been absent for more than five consecutive days without approval.

If your overall attendance is below 80%, the Times Academy is required to cancel your enrolment and report you to the Department of Immigration for not meeting the requirements of your student visa. This could result in the cancellation of your Student Visa. You will not be entitled to receive a refund of your student fees.

10b Absence

If you are going to be late arriving to class, please contact Reception and advise them which class you are attending.

If you are too sick to come to class, you must telephone Times Academy to us know. You should see a doctor and if they tell you to stay at home you must ask them for a medical certificate. You must give this to Reception when you return to class so that your absence can be noted.

If you need to take time off for an important reason such as an interview at a vocational academy or university, you must write a letter asking for permission before you take time off in order to have your absence excused. If you do not ask for permission, you will lose your attendance for that day.

If your parents or relatives would like to visit you, they should do so during the public holidays or your scheduled breaks so that you do not miss lessons.

10b. i) Absence and lateness for students <18 years of age

Any student in ESHP who <10 minutes late class or absent will have their guardian notified of this. The ESHP teacher will send notice to the administration desk by 9:15 each morning and emails and phone calls will be made to guardians before 10 am.

10c Deferring or suspending your studies

There is a formal procedure for deferring or suspending your course. A deferment or suspension can only be granted in exceptional circumstances. These circumstances are referred to as “compassionate or compelling circumstances”. An example of compassionate or compelling circumstances is when a student has an illness and presents a medical certificate stating that the student cannot attend classes.

If you attend, at **least 70% and making satisfactory progress in your class-work**, and must have time off for compassionate or compelling circumstances, then consideration will be made before reporting your attendance to the Department of Immigration.

You need to complete a **Request for Leave Form** and provide relevant documentary evidence. The Request for Leave Form is available from reception.

10d Change of Address

It is a condition of your student visa that the Times Academy must be able to contact you at any time. This means we need your current address. If you move from the address you gave at the beginning of your course, you must go to the office and complete a Change of Address Form within 7 days of changing your address or log into your student account on [RTO Manager](#). To access RTO Manager go to www.times.nsw.edu.au and click the student login button. **If you do not do this, your visa could be cancelled unnecessarily as you were unable to be contacted.**

10e Course progress

General English (GE)

All course are 12 weeks long. In GE, there is a test each week on Monday mornings. The test covers the material that was covered in the previous week. You can prepare for this test by reviewing your notes and the course material.

There is a mid-course test in week 6 of the program and an end of course test in week 12 of the program. If you achieve a satisfactory result in these tests, you can be promoted to the next level. Students may also be promoted, if their teacher makes a recommendation.

To achieve satisfactory course progress in GE, you need to participate in class, do weekly tests, hand in set tasks and complete any homework set by your teacher.

English for Academic Purposes (EAP)

All courses are 12 weeks long. In EAP, there are a variety of assessments with set deadlines. It is important that you manage your time well in order to meet these deadlines.

In EAP 1 and 2, assessments include oral presentations, seminar discussions, listening tests, reading and responding tasks, grammar exercises and text editing, paraphrasing and summarising, short essays and a final in-class essay. Each of these assessments carries a weighting that contributes to your final grade.

In EAP 3, the assessments are similar to those in EAP 1 and 2; however, there are some additional assessments that require a more advanced level of work. EAP 3 assessments include oral presentations, a seminar discussion, a listening test, a reading and responding task, grammar exercises and text editing, essay writing, paraphrasing and summarising activities, writing a literature review and a research project. Each of these assessments carries a weighting that contributes to your final grade.

To achieve satisfactory course progress in EAP, you need to participate in class and hand in tasks and assignments by set deadlines over the 12-week course

ESHP

All courses are 12 weeks long. In ESHP, there are a variety of assessments with set deadlines. There are also weekly test and monthly reports sent to guardians. It is important that you manage your time well in order to meet these deadlines.

The results of weekly review tests, mid-course assessments and end of course assessments as well as monthly assignments are all taken into consideration when determining a final achievement of course objectives. In this way, our approach to assessment will ensure that it is ongoing, regular and diverse and that the final assessment of achievement of course outcomes reflects the assessment cycle from placement through formative and summative assessments.

10f Overseas Student Health Cover

When studying in Australia, you will need Overseas Student Health Cover (OSHC) for yourself, and any family travelling with you, before you arrive. It is a requirement of your student visa that you maintain OSHC for the duration of your time on a student visa in Australia.

10g Working

Students on student visas can work up to 40 hours per two weeks. As you are required to maintain satisfactory attendance, you should arrange any work so that it does not interfere with your study schedule.

10h Completion within expected duration of study

International students are expected to complete their courses within the duration specified in their Confirmation of Enrolment (COE). TA monitors the progress of students to ensure they complete the courses within the duration specified in their COE. TA can only issue a new COE to students to extend their duration of study in limited circumstances and requires special approval and may incur additional processing fees. Please refer to the Academic Progress policy for further information and ask at our Reception for information regarding additional fees.

International students who wish to extend their stay in Australia for further study, graduation, a holiday, work or migration are advised to contact Department of Immigration and Border Protection (DIBP) directly. Please see link below for further information:
<http://www.border.gov.au/Trav/Stud/More/Extending-Your-Stay>

10i Transfer between registered providers – changing institutions

It is possible to transfer from one provider (education institution) to another after 6 months at the original provider. In order to transfer from an existing or original provider to a new provider before completing 6 months of study at the original provider, a student must:

1. Obtain a Letter of Offer from the new provider
2. Obtain a Release Letter from the original provider
3. In the case of a student under the age of 18, obtain approval for the student to transfer from the student's sponsor The receiving provider (education institution) can only enroll a student if a Release Letter, a Letter of Offer, and a Letter of Approval from the student's sponsor (if under 18 years) is provided. (This is based on the National Code, 2007, Standard 7)

Students must pay all outstanding fees and accepted invoices prior to issuing a letter of release.

10j Packaged course

Packaged course- courses offered as a package are considered as one course and the commencement date is counted from the first course. Once you enrolled in a package course, you may not apply for a refund of the second course after the commencement date of the first course.

10k Dependants

Dependants of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

10l Cancellation and fees refund policy

Cancellation and fees refund information is available from reception and printed on the enrolment form, which can be downloaded from www.times.nsw.edu.au.

10m Fees and payments

For the most up to date information regarding fees and payments at Times Academy please go to our website: www.times.nsw.edu.au.

11 ESOS framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act 2000*, the *National Code 2007* and *ELICOS Standards*

The full text of the *ESOS Act 2000* is available online at:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) 2007 and ELICOS Standards

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

12 Study visits / excursions

Sometimes it helps with your English studies if you spend time outside the classroom learning about places and services in the community. These might be places associated with education such as museums and art galleries or places of entertainment such as cinemas, theatres and amusement parks.

Any study visits included on your timetable are part of your English course and you are expected to attend and to participate in activities and tasks organised for you. You are responsible for any excursion expenses.

You will need to sign the excursion form before you can attend any excursion. Your teacher will provide this before the scheduled excursion date.

12b: Special Rights and Responsibilities for Excursions for ESHP Student <18 years old.

- Excursions for EHSP are compulsory and not optional
- Students must submit signed permission slips the day before the excursion
- Students are expected to behave in a polite and respectful way on excursions
- Students must listen to teachers on excursions and obey all rules and regulations
- All excursion worksheets to be completed on excursions.

13 College rules

Times Academy has few rules, but we request that you observe the following points while on premises.

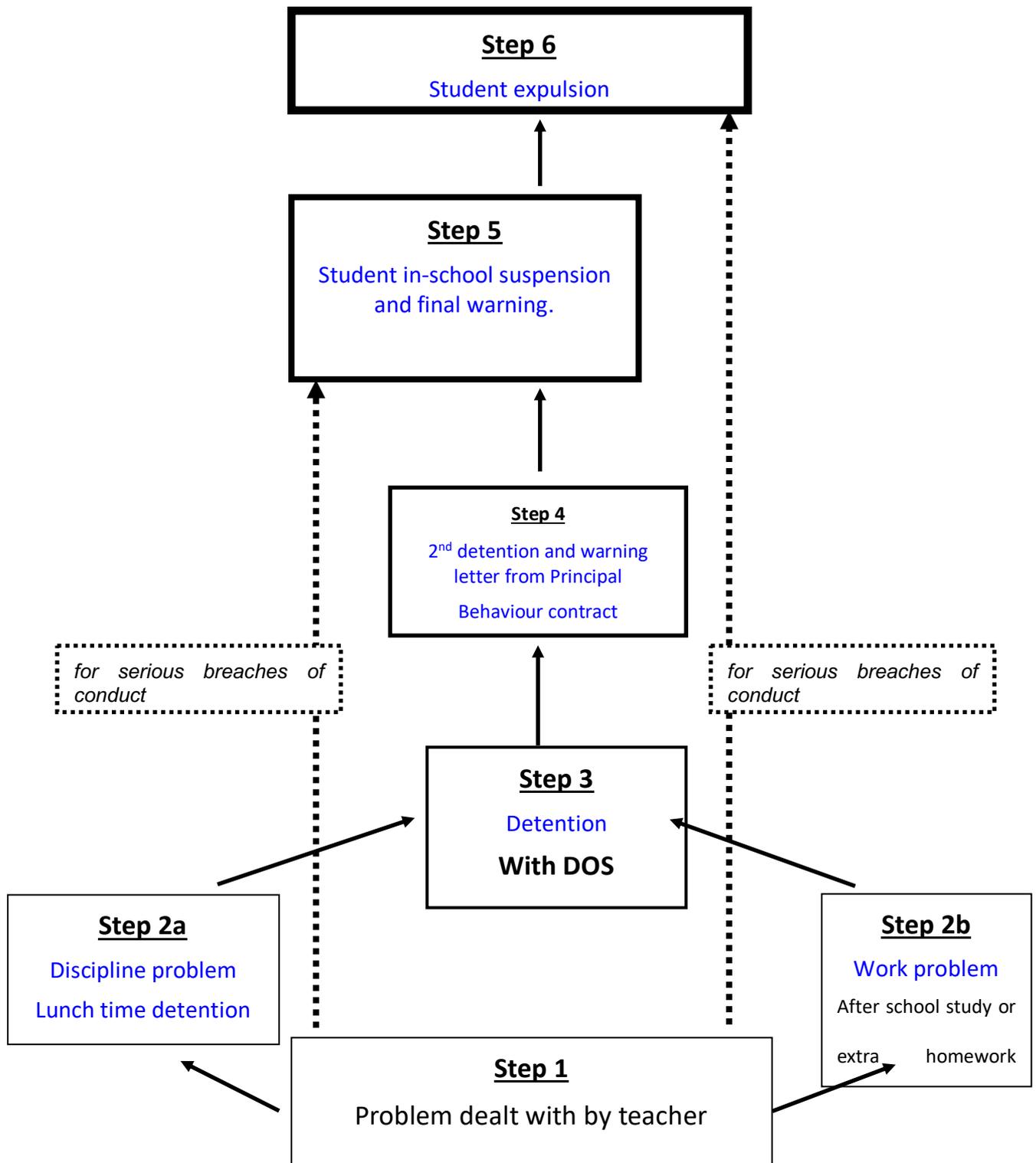
- Smoking is banned in all public and commercial buildings in Australia by law so you must not smoke inside the Times Academy or anywhere near an entrance to the building or other nearby buildings. Please put all your cigarette ends in an ashtray. If you drop it on the ground, the Building Manager, and other people using the building, might get very angry. City Rangers can also issue on the spot fines of \$200 for littering.
- Classrooms are intended for lessons so should only be used in the presence of a teacher and there should be no eating and/or drinking in classrooms at any time.
- All equipment belonging to Times Academy should be treated with respect and you should let the school know if anything is not working properly.
- Your classmates and teachers are from many nationalities and cultures, so please treat them with respect at all times.
- Refrain from using mobile phones to make phone calls or to access social media during your lesson time or when the teacher is speaking or instructing the class.
- All lunch and break times are to be taken according to the times allocated by the teacher.
- Classes start and finish at the times indicated on the course timetables unless otherwise notified.
- Adhere to all WH&S guidelines at all times.
- General housekeeping must be undertaken before leaving the class, this means removing all rubbish you may have with you during your class lesson.
- Consider others and keep the kitchen and toilet amenities clean and hygienic after your use.

13b Rules relating to ESHP students < 18 years old.

- Students must be respectful to all people in the school.
- No use of inappropriate, derogatory or foul language.
- Obey teachers and staff.
- No graffiti, damage or defacing school property.
- ESHP students cannot smoke anywhere near or by the school or during school hours or immediately before or after. Smoking for those under 18 is also illegal and can result in expulsion.
- ESHP should stand aside and let adults through doors first.
- No running on school grounds.
- Leave the lobby, the classroom and common areas clean and tidy.
- Maintain a reasonable level of noise and chatter in the common areas.
- Students cannot stand in front of the school, loiter or play in the streets, stairs or by the lifts.
- Students must stay within the school building unless given signed permission by their guardians or accompanied by teachers and adequate supervision.
- No chewing gum in the school.
- Mobile phones are a privilege in the school and not a right for ESHP students. Teachers may collect and keep mobile phones in class hours and any student who does not use mobile phones in a manner deemed appropriate, polite and non-offensive may have their phone confiscated by the teacher.
- ESHP students must dress appropriately and wear any school uniform advised. They must refrain from wearing tight or revealing clothing, thongs, sleeveless t-shirts or singlets and any clothing with offensive language or images on it.
- Caps cannot be worn inside the school.

13b.i) Inappropriate behaviour in ESHP

Procedures for Dealing with Student Discipline Issues



14 Safety and security

Australia is generally a safe country; however, but there are some things you should do to keep yourself and your possessions safe.

- Do not leave valuable things in the classroom. Items such mobile phones, cameras can be stolen anywhere in Australia including English schools.
- Make sure you know where the fire exits are at Times Academy.
- Make sure you are aware of the evacuation procedure (**Go to Work, Health & Safety guidelines below.**)
- Be vigilant when off campus and use common sense. It is not sensible to walk alone at night or down dark alleys.
- If you need the police or ambulance immediately you should dial 000 (but only for emergencies)

15 Work, Health & Safety (WH&S) guidelines

Whilst you are studying at Times Academy, you will need to observe WH&S guidelines or rules. If you see anything dangerous, tell Reception straight away.

During your studies you may be asked to take part in an evacuation of the building. This may be a practice or an emergency evacuation and you must take part in it.

Fire Exits – The fire exits are clearly labelled and your teacher will show you where the nearest one to your classroom is located.

Evacuation Procedure

In case of an emergency or evacuation, you are required to follow the directions of your teacher and safely get to the **Assembly Point**. You should move quickly and calmly to the evacuation with your teacher.

The fire alarm has two sounds. The first (beep, beep ...) means get ready to leave. Do not leave yet, but listen to instructions from the staff. The second sound (whoop, whoop ...) means leave immediately. Do not use the lifts. If you cannot find your teacher, follow the instructions from anyone wearing a fire hat.

Once you are at the **Assembly Point**, your teacher will mark off your name on the class roll. It is important that all students are accounted for, otherwise the emergency staff will have to look for you. You will not be permitted to re-enter the building until you are informed by the College staff that it is safe to go back into the building.

15a Reporting damage

If you damage something accidentally please report to your teacher or Reception. If you witness someone else damage the Academy property, report the incident to the staff immediately.

16 Harassment, victimisation and bullying

Times Academy complies with the Anti-Discrimination Act (1977) and the Commonwealth Sex Discrimination Act (1984), and ensures that all grievances are dealt with fairly.

Times Academy has a policy for anti-discrimination toward any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, nationality, ethnic, religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Times Academy follows all relevant legislation for CRICOS Institutes, in particular:

- The Education Services for Overseas Students (ESOS) Act 2000
- Work Health and Safety Act 2011
- Affirmative Action (Equal Employment Opportunity for Women) Act1986

Times Academy will not tolerate harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating any intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation and bullying because of gender, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State Legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms and can be overt or subtle, direct or indirect. Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender or sexual preference
- Picture, posters, graffiti, electronic images, etc. That are offensive, obscene or objectionable

Examples of victimisation may include:

- Persistent and unreasonable unfavourable treatment
- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- Using strength, power or position to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal and/or physical abuse, or similar behaviour
- Frequent and/or repeated 'put-downs'
- Persistent and/or unreasonable criticism of student performance
- Violence (actual or threatened)

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some can be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to Times Academy management. All complaints will be promptly investigated. The privacy of the student filing a report and the individual under investigation will be respected at all times, in line with the Times Academy's obligation to conduct a fair and thorough investigation.

Times Academy expects all students and staff to uphold the spirit of this policy. Breaches of the policy may result in disciplinary action, including expulsion for students or dismissal for staff.

17 Student Support Services

The staff members at Times Academy are available to assist you in times of stress or pressure during your course. You should speak with Student Services Officers in the first instance with any concerns you may have such as:

- Class allocations
- Assessments
- Coping with assessments
- Attendance
- Overseas student health cover
- Ways of managing one's time
- Assistance with the setting and achieving goals
- Accommodation
- Relationships
- Health issues
- Coping with stress

Student Services can refer you to the appropriate person to assist you whenever necessary. Should you need to see someone on more personal matters such as relationships or health, you can make an appointment to access the Student /Support Welfare Officer at Reception.

Student Welfare Officer/Reception Contact details:

Phone: 02 8316 6688

Email: info@times.nsw.edu.au

17a Dealing with problems

It can be difficult for people when they move to a new country and experience a new culture. Sometimes they can have problems settling in. Sometimes there is a problem because they do not really understand the way things are done in the new country.

The best way to deal with any problem is to talk about it. If you have a problem, the first person to contact is your teacher unless your concern is the teacher. The table below shows who to talk to if you have a problem.

Problem	Talk to
Any problem or worry that you have	Your teacher
You do not get on with you teacher	The Academic Manager
Any other problem with your study that your teacher can't help with	The Academic Manager
Unhappy with your home stay or accommodation	Student Welfare Officer/Reception
Medical problem	Student Welfare Officer/Reception
Visa problem	Student Welfare Officer/Reception
Money problems	Student Welfare Officer/Reception

Student Welfare Officer/Reception Contact details:

Phone: 02 8316 6688

Email: info@times.nsw.edu.au

If we are not able to solve your problem, we will assist you in getting the help you need.

17b Choosing a doctor

Your health insurance allows you to consult the doctor of your choice but it may be difficult for you to choose a doctor. If you are a homestay student, your homestay family may advise you to use their local doctor. If you cannot find a doctor, you might wish to see one with a surgery close to Times Academy.

17c Medical centres near Times Academy

Some medical centres located close to Times Academy are:

Sydney CBD Medical Centre

309 Pitt Street, Sydney

Phone: 8964 8677

World Square CBD Medical Centre

World Square Shopping Centre,

Shop 9.09c, 644 George St, Sydney

Phone: 9777 0024

Some Medical Centres are “international student friendly”, this means that you are not required to pay a gap on the day you visit and your OSHC provider is billed directly. You should check the website of your OSHC provider to locate an international student friendly doctor near you.

17d Personal problems and welfare counselling

The College has Student Welfare/Support Officers to help you with personal problems but if you would like to see a counsellor independent of the College, you can contact one of the following services nearby:

Amicus Counselling Services

Level 56, MLC Centre, 19-29 Martin Place,
Sydney

Ph. 0413233 963

Therapeutic Axis

125 St John’s Rd, Glebe 2037

Ph. 9692 9788

Associated Counsellors & Psychologists

31 Mort St, Surry Hills 2010

Ph. 0416 0416 99

17e Legal information and Legal Aid

If you want to get legal information, you can contact Law Access NSW, which is a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW. The phone number is 1300 888 529.

If you require legal services, information in relation to Legal Aid Services for NSW can be found at www.legalaid.gov.au. The head office for legal aid is located at:

Central Sydney Legal Aid Office (Head Office)

Address: 323 Castlereagh Street, Haymarket 2000 **Ph:** 02 92195000

18 Access and equity

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Any issues or questions raised regarding access and equity can be directed to the Principal Administrator.

19 Tuition Protection Service (TPS)

The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

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

20 Grievance Procedure/Complaints and Appeals

If you are not happy with any aspect of your time at Times Academy, tell someone. If there is a problem with your course, your teacher will value your feedback. However, if you do not want to discuss this matter with your teacher you can go to see our Administration Manager or the Academic Manager.

If you would like to make a formal complaint about your experiences with Times Academy, you should put your complaint in writing. Times Academy will give you an opportunity to present your complaint within 10 working days of receiving it. You can have someone else help you, such as a friend, to support you at your complaint hearing if you wish.

At this meeting, minutes will be taken to record what was said and any decisions that were made. The decision of Times Academy is final and your will be notified of the outcome by letter.

If you are still not happy with the decision made about your complaint or the resulting actions you can contact the Overseas Student Ombudsman.

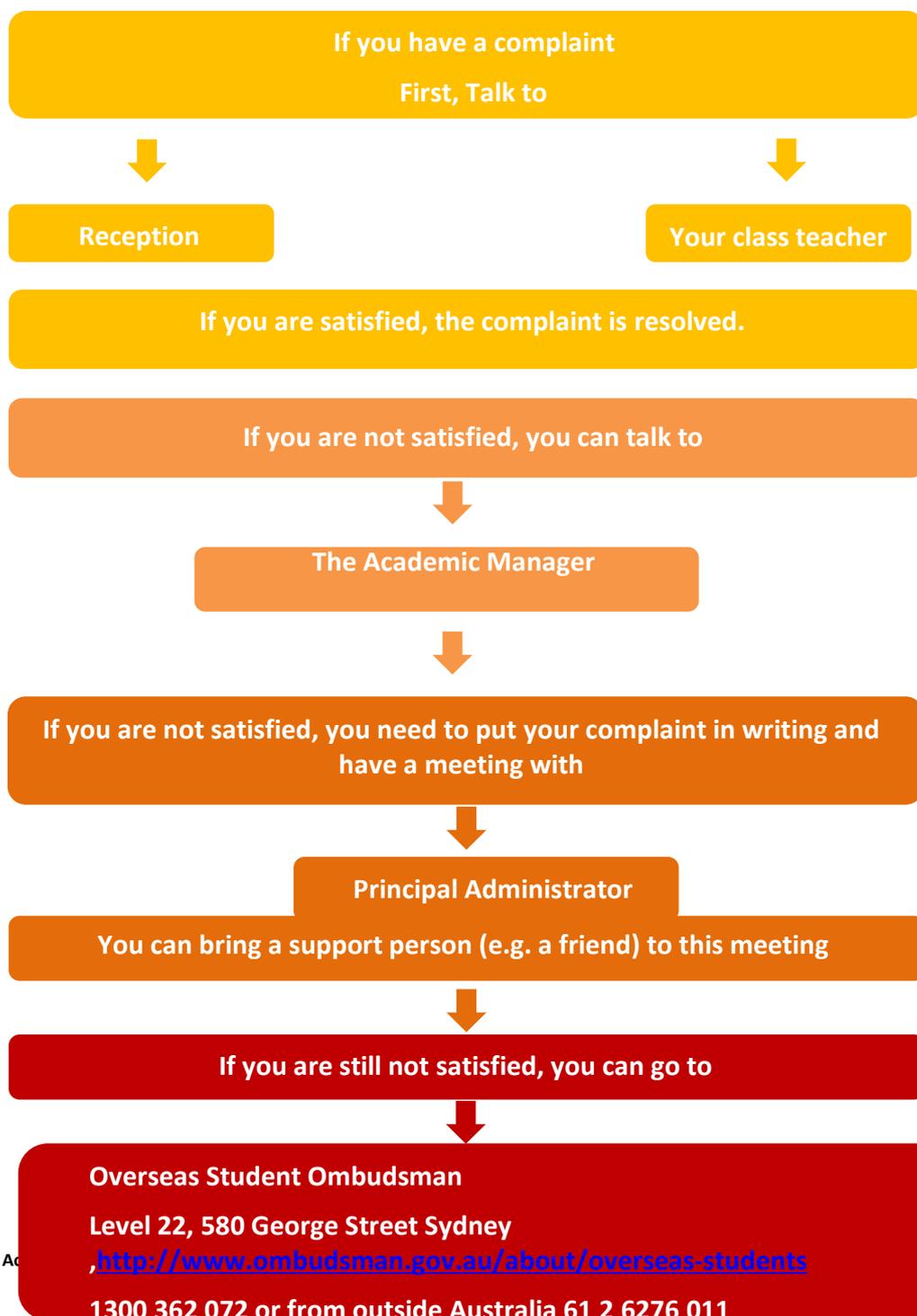
The contact details for the Overseas Student Ombudsman are:

Level 22, 580 George Street Sydney NSW 2000.

The phone number is 1300 362 072 (Calls from mobile phones at mobile phone rates) or from outside Australia +61 2 6276 0111. Email: ombudsman@ombudsman.gov.au Web: <http://www.ombudsman.gov.au/about/overseas-students>

If you access the Grievance Policy/Complaints and Appeals, you will need to continue coming to class unless Times Academy specifies otherwise. Times Academy will maintain your enrolment until an outcome has been determined.

The grievance procedure process



You have the right to be represented by a nominee at any stage in this process, if you so choose.

21 Critical Incident Policy

Times Academy recognises that it has a duty of care to its students and that planning for the management of a critical incident is essential.

A critical incident is defined by as a traumatic event, or the threat of such (within or outside* Australia), which causes extreme stress, fear or injury. A Critical incident is not limited, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Non-life threatening events could still qualify as critical incidents

* This is a reference to a catastrophic event that may have taken place in the home country of an international student.

A critical incident action plan will be prepared to manage various aspects arising from the incident. Times Academy keeps all records relating to these incidents in student individual files and provides them for inspection at all times to the relevant government authority.

Responding to a critical incident:

- Please note that the Receptionist/ Student Welfare Officers are your **official or first** point of contact
- Ph: 02 8316 6688 during business hours 9:00am to 6:00pm
- **Staff, students or visitors involved or witnessing a critical incident after hours should immediately contact the Administration Manager or Marketing Director, contact details are in the Staff Contact Details List available at the reception.**

The key Academy staff members responsible for the implementation of the critical incident procedures are:

- Principal Administrator
- Administration Manager
- Marketing Director
- Academic Manager
- Receptionists/Student Welfare Officers

- Teachers (various)

Any Academy staff member receiving news or information regarding a critical incident must contact the Administration Manager as soon as practicable. If this is not possible then the most senior person available (Marketing Director, Academic Manager,) must be contacted and informed. **If the incident is life threatening then a staff member must contact (Emergency No. 000) relevant emergency departments (Ambulance, Police, Fire) to seek help at first as an immediate response and then inform Administration Manager about the incident.**

Useful Phone Numbers

Group		Phone Number
NSW Police	Life-threatening or time critical emergency	000
	Non-life threatening incident requiring Police response	131 444
	Local Police Station	02 9265 6595
Ambulance		000
Fire and Emergency Services Authority		000
State Emergency Service		132 500
Hospital (St Vincent's)		02 8382 1111
Poisons Information Centre		131 126

22 Local information

22a Cost of Living

Students in Australia typically spend about \$250 to \$400 a week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. Costs will vary according to your lifestyle and where you choose to live. The following chart is only a guide to help you understand the breakdown of costs.

Accommodation	Food	Public Transport	Entertainment/Movies
\$150 - \$250 / week	\$150 - \$250 / week	\$30 - \$60 / week	\$17.10 per ticket

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. Some people spend a lot more than this, and others spend less. To

live cheaply, you will have to share a room and cook for yourself. As of 1 July 2016, the Department of Immigration estimates living expenses for and international student for 12 months to be \$19,830.

22b Transport

Times Academy is located in the Sydney Central Business District. The closest railway stations are Museum and Town Hall. Many public bus services depart from Elizabeth Street, which is very close to Times Academy. The central location of the College means that few students will be able to live in the immediate area of the College and walk to and from school. Most students will be living in suburbs further away and will need to catch a bus or a train. Trains run regularly throughout peak hours and all of Sydney's major railway lines go through Central station.

Train timetables are available at the station or can be consulted at www.cityrail.info/. You can get bus timetables and maps from the kiosk at the Queen Victoria Building for government buses (the blue and white buses). You can find transport information for the whole of Sydney at www.131500.com.au, or by phoning **131 500**(*good listening and speaking practice!*)

According to NSW Government regulations, international students are eligible to apply for student travel concessions only for particular tickets. Please refer to <http://www.131500.com.au/international-students> for more information.

22c Shopping

Most Sydney suburbs have a retail shopping area or mall where you can find a huge variety of shops so there is no need to travel to the CBD for your daily requirements. Shopping is also usually cheaper in suburban areas compared to the CBD. Fresh fruit and vegetables are cheap and plentiful and you can buy most other goods in large supermarkets, which are usually the most affordable shops to purchase these items.

Australia has a multicultural population so it is easy to find food and other items from many countries readily available.

22d Clothing and climate

You should come prepared for our four seasons and the contrasting hot and cold weather, but if you have not, you may need to stock up on seasonal clothing. Although the Sydney winter is considered to be mild, sweaters and jackets will be required. Australians usually dress very casually so you will not need any really formal clothes.

22e Banking

You will need to set up an Australian bank account when you arrive in the country to avoid the necessity of carrying large amounts of cash. To open a bank account, you will need to show your passport and evidence that you are an international student.

Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in the CBD. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for cash deposits and, in many instances, cash withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) using your bank card where cash withdrawals can also be made in addition to purchasing goods.

Most banks open from 9.30am – 4pm Monday to Thursday, and 9.30 am – 5 pm on Friday. There are a number of major banks with branches close to Times Academy, where students may wish to open their accounts.

22f Accommodation Assistance

Homestay

If you are living with a home stay family, remember that they expect you to behave as part of their family and not as a hotel guest. Australian families rarely have servants so you may have to do things that you may not be used to doing at home. You will be expected to do small tasks around the house such as clearing plates from the table. You will also have to do your own washing using the facilities provided for you.

You may find the food that you are offered is different from the food you are used to but you should try everything. If you really don't like the food discuss your problem with your homestay family or the home stay coordinator at Times Academy.

Remember that your home stay family expect you to practice your English with them. They will be willing to help you and you can learn a lot from them both about the English language and the Australian lifestyle.

You can organise your own homestay by contacting a homestay agency such as Aussie Families Homestay Care Pty Ltd (61 2 9301 0900) or Homestay Network (61 2 9012 0392). Alternatively, a Student Welfare Officer can arrange your homestay for you if you wish.

22g Rental Accommodation

You may wish to find accommodation in a house or flat. It is quite common for young people in Australia to live in shared accommodation with their friends. In Sydney, the cost of shared accommodation varies between \$150 and \$400 per week.

If you are going to live in a shared flat or house you will also need to pay a returnable bond which is usually equivalent to four week's rent. The bond is used to replace or repair any damage you might be responsible for during the time you live in the accommodation. If there is no damage the full amount will be returned to you when you leave your accommodation. Sometimes there is also a deposit for the security key. You get this back when you return the key when you move out. This can be up to \$150.

There are several ways to find somewhere to live. One way is to check the advertisements in the newspaper. The Sydney Morning Herald has advertisements for flat and house shares every Wednesday.

If you have trouble understanding anything in the advertisements ask your teacher to help you. You will probably need to telephone to make an appointment to meet the other people who live in the house.

You can also visit a real estate agent to see if they have any suitable property for you to rent. In this case, if you rent a place yourself you may have to find other people to share with you.

Finally, you can ask your friends or make contact with students in other ELICOS colleges to see if anyone has a room they want to rent out.

There may be notices on the student noticeboard at Times Academy for shared accommodation. The College is not responsible for any accommodation advertised on a College noticeboard.

22h Tax File Number

In order to work in Australia you need a Tax File Number. To get your Tax File Number visit the nearest ATO (Australian Taxation Office) or apply online: www.ato.gov.au

22i Finding a Job

The best way to get a job is through word of mouth, through friends, and fellow students. They can tell you restaurants, supermarkets or shops that need employees. For other jobs, look at the Saturday newspapers. You can also go online to the following websites:

- www.gumtree.com.au
- www.seek.com.au
- www.mycareer.com.au
- www.megajobsites.com
- www.jobsaustralia.com.au
- www.parttimeonline.com.au
- www.studentjobs.com.au

23 Location of Times Academy

Level 4, 338 Pitt Street,

SYDNEY NSW 2000

PH: 02 8316 6688

Email: info@times.edu.au

Web: www.times.edu.au

24 Emergency Contacts

Students involved in or witnessing a critical incident should immediately contact the Administration Manager (02) 8316 6688 or the Marketing Director (Kellen) 0402 089 692.