

North Sydney English College



Caprock International Pty Ltd t/a North Sydney English College

(CRICOS PROVIDER CODE: 01942A)

Level 5, 80 Arthur Street, North Sydney, NSW 2060

Tel: +61 2 8263 1200; Fax: +61 2 8263 1238

Web: www.northsydneycollege.com.au

Email: info@northsydneycollege.com.au

Established in 2002

PRE-ENROLMENT INFORMATION FOR STUDENTS

Selection, Enrolment & Orientation

Selection and enrolment at North Sydney English College is carried out in an ethical and responsible manner and we encourage people to apply for enrolment without discrimination through a variety of means. Individual interviews are conducted to ensure applicants meet the entry requirements, are well informed and provide us with the opportunity to identify any special requirements the applicant may have. All successful applicants complete an orientation program the first day of the course to familiarise them with the College's services, facilities and procedures. And will be provided with the copy of the Orientation Guide.

Student Visa Requirements

All students should be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 contact hours per week
- Student must attend a minimum of 80% of all scheduled classes
- Student must provide current and accurate contact details to the education provider. If contact details change, students are required to give a change of details form to the college.
- Student who obtain work rights on their visa are able to work up to 20 hours per week while the course is in session
- School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school (for fees for dependants of overseas students seeking enrolment in NSW government schools please see www.det.nsw.edu.au)

For more information about visa conditions visit www.immi.gov.au

Overseas Student Health Cover

All international visitors to Australia under a Student Visa are required by law to have Overseas Student Health Cover (OSHC). Students are required to pay for this cover prior to arriving in Australia. Students are covered by the OSHC from the day they arrive in Australia, until the end date of their visa.

- On enrolment all international students must pay a fee for health insurance in accordance with the length of their course.
- North Sydney English College forwards payment and application on behalf of new students to Australian Health Management (for policy information please see <http://www.ahm.com.au/7323/OSHC>)
- AHM can take up to 4 weeks to process applications and send student AHM Cards back to North Sydney English College.
- If you have any health problems before receiving your card you are still covered. When you go to the doctor and pay for your consultation, you must ask for a receipt. AHM will reimburse your money provided you produce the receipt.

Remember you are covered from the day you arrive Australia (even though you may not have your card).

Accommodation and living expenses

Estimated living expenses for an international student are approximately A\$12,000 to A\$20,000 a year. This covers food, accommodation, travel, entertainment and clothing

Suggested weekly budget (Remember figures are in Australia dollars and accurate in July 2007):

- Accommodation \$100 to \$150 (for a room in a shared house or apartment)
- Food A\$50 to A\$90
- Public transport A\$30 to A\$50

Accommodation options for students:

1. Homestay – Our Homestay services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle. If you need a homestay, we ask our students to fill out accommodation form. We need at least 4 weeks before the arrival date to arrange it. Minimum Stay – 4 weeks; for homestay fees please refer to our pricelist, fees includes meals, laundry, your own room and student desk are provided.
2. Student House – Located only 10 minutes away from college. Facilities include free Foxtel, BBQ, DVD player, garden, tennis. To book student house we ask our students to fill out accommodation form at least 2 weeks before arrival date. Minimum Stay – 2 weeks; for fees please refer to our pricelist.
3. Hostel accommodation is a popular option for international students, especially in the first months of their arrival. A small, furnished room is provided with access to a shared bathroom, laundry, lounge and recreational activities. Some hostels also provide computer access. It is recommended that students considering Hostel accommodation options look at two or three properties prior to making a decision. Many hostels are privately run and as such come under the Rooming House Act. Please note, if the student signs a lease, they are covered by the Residential Tenancies Act.

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4. Apartment/flat rental varies greatly in cost and conditions. For long term arrangements, it is strongly advised that the student is familiar with the suburb or area. For purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason international students are advised to secure short term accommodation upon arrival so that flat and apartment hunting may be started after they have settled in and begun to seek out areas they would like to live in.

ESOS Framework

North Sydney English College is registered on CRICOS (Commonwealth Register of Institutes and Courses for Overseas Students). Colleges who appear on the CRICOS Register are governed by the ESOS (Education Services for Overseas students) Framework which consists of a number of pieces of legislation including the ESOS Act 2000 and the National Code of Practice 2007 for Registration Authorities and Providers of Education and Training to Overseas Students. These laws are in place to protect overseas student and to uphold high quality standards of education within Australian Education Institutes. For further information please refer to www.dest.gov.au

Provider Default

If North Sydney English College does not offer a course on the advertised start date, terminates a course after the course start date or before the course completion or does not provide a course as advertised due to sanctions by any authority North Sydney English College will pay a full refund to the student within 2 weeks after the default date. Please refer to our full Cancellation and Refund Policy.

Student Complaints & Appeals Procedure

North Sydney English College is committed to create a positive learning environment and provide student support services which are free of coercion, unfair treatment or harassment of students. Students are encouraged to achieve their personal best through the provision of valid learning and assessment tools and strategies that are most suited to the students' diverse needs. North Sydney English College has a fair and open Complaints Policy to address any student complaints or appeals and provides that outcomes are recorded in writing. For more information please refer to Student Appeals and Grievance Procedure.

Student Deferral, Suspension & Cancellation of Enrolment

Student enrolment can be deferred, suspended or cancelled in limited circumstances by North Sydney English College or by the student. When deferral, suspension or cancellation of enrolment is initiated by North Sydney English College students have the right to appeal the decision. For further information refer to Student Deferral, Suspension & Cancellation Policy in the student handbook.

Disciplinary Procedures

All students enrolled in and participating in programs or using the services of North Sydney English College are expected to maintain appropriate standards of conduct at all times. Where behaviour is deemed to be improper or inappropriate, North Sydney English College will take appropriate action as outlined in the Student Deferral, Suspension & Cancellation Policy.

Provision for Language, Literacy and Numeracy Support

Language, literacy and numeracy needs of all individuals are important and to support students in this area Lloyds International College provides a range of English Language courses. When necessary and appropriate, adjustments are made to methods of delivery and assessment, to suit the needs of individuals so that they will have a reasonable chance of success in their course.

Personal Information and Privacy

Personal information provide by any student may be made available to Commonwealth and State agencies, the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager, in accordance with legislative requirements. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

Access and Equity

North Sydney English College follows Access and Equity principles in all student and staff selection, registration (employment) and induction

Protection of Student Fees

North Sydney English College protects student's fees through the ESOS Assurance Fund.

Refunds

In line with ESOS regulations North Sydney English College will issue refunds as per condition outlined in Cancellation and Refund Policy.