



Global English College

Student Handbook

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About this book

This student handbook is your guide to the Global English College. Inside you will find information on how the college works, where students should go, and who they should see to resolve problems. Policies, procedures, and regulations are outlined so that you are aware of the parameters within which this college community operates.

Disclaimer

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Welcome to GEC!

Welcome to Global English College (GEC) where new and exciting experiences and adventures await you. We are happy for you to join our College and our experienced staff and teachers are dedicated to providing every student with the best educational opportunity possible.

GEC is a comprehensive and multicultural English language college whose mission is to provide students the best language training and the opportunity to learn, develop and grow. GEC provides students with an effective teaching and learning environment designed to raise education standards, enhance employment opportunities and enrich personal lives.

I ask you to join us in continuing to focus on the mission and vision that has been established at GEC. With continued support and cooperation, we can pursue excellence in the academic achievements of all our students.

Good luck in your studies!

Mr Puna Bhandari
Principal Administrator

Important Information

This is a summary of information presented in this handbook and helps you understand your obligations as a student and also gives you information on where and how to find resources and assistance.

Student visa requirements:

- Maintain a fulltime enrolment in the enrolled course
- Maintain satisfactory course progress
- Maintain OSHC throughout the visa duration
- Notify GEC within 7 days of any change of address

GEC contact information:

- Principal Administrator: Mr Puna Bhandari
- Address: Level 4, Suite 46
8-24 Kippax Street, Surry Hills, NSW, 2010
- Phone: 02 92829280
- Fax: 02 92829281
- Mobile: 0402 254 385
- E-mail: info@collegigroup.com.au

Student Independent Learning

Learning doesn't stop when your class is over! To help you to keep improving your English, we have an Independent Learning Centre in Classroom #1, where you can read or use our computers to study English in lots of fun ways. We have put a list of links to websites for learning English on our website to make it easy for you to find the best sites.

The Independent Learning Centre is open from 8.30 to 9.00 am and from 2.45 to 5.00 pm, Monday to Friday. The Academic Manager will be there to help in the classroom.

Studying at GEC:

- The Principal Administrator is the first point of contact for students with questions about any of GEC's support services.
- In case of fire or any other emergency please follow the instructions given by your teacher or other GEC staff member.
- Check college notice boards every day for any updates, important information, results etc.
- Always follow the rules and regulations displayed in notice boards, classrooms, the computer lab, and near the facilities such as the printer, photocopier etc.
- Do not leave valuables unattended. GEC is not responsible for any damaged, lost or stolen items.

A list of useful contacts follows on the next page. This includes contact information for people and institutions who may be able to help you throughout

your stay in Australia. You are encouraged to make a copy of this page and keep it near your phone at home.

List of Useful Contacts

Academic Matters	Speak to your teacher. If you need additional assistance, ask the Academic Manager for information.
Accommodation	Ask the Principal Administrator for information.
Access & Equity	Ask the Principal Administrator for information.
Counselling	<p><i>Telephone Counselling:</i></p> <ul style="list-style-type: none"> • Lifeline 13 11 14 • Salvo Careline 9331 6000 • Salvo Youthline 9360 3000 • Salvo Crisisline 9331 2000 <p><i>Professional Counselling Services:</i></p> <ul style="list-style-type: none"> • *Associated Counsellors and Psychologists Sydney 31 Mort St, Surry Hills: 0416 0416 99 • Wesley Mission 9263 5555 • Salvation Army 13 72 58
Disability Support	Commonwealth Carelink Centre 1800 052 222 www.commcarelink.health.gov.au
Emergency services	<ul style="list-style-type: none"> • Police: 000 • Fire: 000 • Ambulance: 000
Financial	<ul style="list-style-type: none"> • National Australia Bank (NAB) 75 Elizabeth Street, Sydney 2000 • Westpac Bank Australia 242 Castlereagh Street, Sydney 2000 • Commonwealth Bank 309-315 George Street, Sydney 2000 • ANZ 2/665-669 George Street, Sydney 2000
Health	<p>Surry Hills Medical Centre 569-573 Crown Street Surry Hills, NSW 2010 Phone: 02 9699 3311 http://www.shfmc.com.au</p> <p>Royal Prince Alfred Hospital Missenden Road Camperdown, 02 9515 6111</p>
International Students	<p>Department of Immigration and Citizenship (DIAC) 26 Lee Street, Sydney (next to Central Station) Phone: 131 881 http://www.immi.gov.au Study in Australia www.studyinaustralia.gov.au Study Australia 03 9012 5834 www.studyaustralia.com.au Studies in Australia</p>

	www.studiesinaustralia.com
Legal	Law Access NSW Legal Help Line 1300 888 529 Or ask the Principal Administrator for further information.
Sexual Health	<ul style="list-style-type: none"> • Sydney Sexual Health Centre Sydney Hospital- Nightingale Wing, Macquarie St. (HIV/AIDS & STD testing, sexual health info & clinic services) Mon - Fri 9 a.m.- 8 p.m., Sat 10 a.m.- 6 p.m. Phone: 9382 7440 Fax: 9382 7475 www.sesahs.nsw.gov.au (follow link to the Sexual Health Centre) • HIV/AIDS Information Line Phone: 9332 9700 • Sexual Assault Centre Level 9 East, Queen Mary Building, Grose Street Camperdown NSW 2050 Phone: 9515 3680 Daily 9 a.m.- 5 p.m. • Sydney Rape Crisis Centre Provides 24-hour telephone & counselling support. Phone: 9819 6565

Entry Requirements

GEC has defined entry requirements for individual courses. These can be found in the course documentation. GEC will conduct an entry test for all new students to determine the student's level of English. Based on their performance in this placement test and following an oral interview with the Academic Manager. Students are then placed in a class appropriate to their English proficiency level.

Selection Criteria

GEC staff and approved agents recruit students in an ethical manner and by following GEC's access and equity policy. All local and overseas students must meet the requirements outlined in the course documentation and in the Entry Requirements section of this handbook. During the selection process, students will be given the following information:

- Course details
- Course pathways
- Learning and assessment methods
- Fees and charges
- Facilities and services
- Legislation and regulations
- Briefing about Australia and cost of living (overseas student only)

Use of Recruitment Agents

GEC appoints recruitment agents to promote GEC's courses to prospective students. Agents are responsible for providing the information outlined in the selection criteria prior to enrolment.

Enrolment Procedure

Should an applicant wish to proceed with enrolment, the following procedure should be followed:

1. Complete and sign the GEC Enrolment Form/online form. (Note: If you are under 18 years of age, your parent or legal guardian must also sign the Enrolment Form.)
2. Submit the following documents along with your Enrolment Form:
 - Two recent passport-sized photographs
 - A signed and dated Parent/Guardian Advice Form (under-18 students)
 - A photocopy of your passport identity page (overseas students)
3. Submit your Enrolment Form and the above documents to:
 - Postal address:
Global English College
Level 4, Suite 46
8-24 Kippax Street
Surry Hills, NSW 2010
AUSTRALIA
 - Fax: 61 2 92829281
 - E-mail: info@collegegroup.com.au

If your application is successful, we will send you a Letter of Offer and an invoice. Once you receive the Letter of Offer you must pay the tuition fee. All fees must be paid in Australian dollars only.

Methods of payment:

- Bank cheque or bank draft, made payable to the **Australian Management Skills Pty Ltd**
- Telegraphic transfer to the following account:

Bank:	Australia and New Zealand Banking Group Limited
Account Name:	Global English College
BSB No:	012 071
Account No:	4825 40404
Branch Address:	Haymarket George Street, Sydney NSW 2000

Note: GEC will not be responsible for any monies paid to agents.

GEC refund policy

All requests for refunds must be made in writing on the Refund Request Form. This table summarises GEC's refund conditions.

FEE	CONDITIONS	REFUND AMOUNT
Enrolment Fee		No refund
Tuition Fee	If you are refused a visa for entry to Australia	100%
	If the course is cancelled by the college	100%
	If the college is notified 28 days or more before the course starting date.	70%
	If the college is notified less than 28 days before the course starting date	50%
	If you have started your studies, but become so ill that you are unable to stay in Australia to complete your studies	<i>Pro rata</i> ; sent by bank draft to your address in your home country
	If you do not start on the agreed course starting date or withdraw before completion, except in the case of extreme illness as above	No refund or transfer
Accommodation Booking Fee		No refund available
Other Accommodation Fees		Please contact the Principal Administrator or the homestay organisation

The following procedure applies to overseas students only:

Once we have received your payment, we will forward your electronic confirmation of enrolment (eCoE) to you. You will then need to submit the eCoE and all of the documents required by the student visa application to the Australian High Commission in your country.

For more details on how to apply for a student visa and to find the contact details of the Australian High Commission in your country, visit <http://www.immi.gov.au>.

Orientation

The student will usually be inducted into the course on the first morning of their course commencement. The purpose of Orientation is to inform new students of the various important aspects of GEC. Students will also have the opportunity to ask questions.

Student Services

GEC personnel are ready to provide friendly and helpful advice covering all aspects of a student's life in Australia, including academic, cultural and social issues. We can help in areas such as accommodation, homesickness and culture shock, as well as with career advice, learning support and counseling.

The Principal Administrator is the first point of contact for students with questions about any of GEC's support services.

Welfare and guidance services

Airport pick-up

GEC provides airport pick-up services. Students who require these services must make prior arrangements. Please contact GEC for more information or to make a booking.

Homestay

GEC can organise homestay services. Students who require these services must make prior arrangements. Please contact GEC for more information or to make a booking.

Medical check-up bookings

When students need to get a medical check-up for their visa extensions we gladly help them by making a booking at Health Service Australia.

Opening a new bank account

When students first arrive in Australia we assist them with opening a new bank account.

Student facilities

Computer facilities

All students at GEC are able to use computers and audio-visual equipment. Enrolled students are given access to free internet, a variety of software, printing and e-mail facilities. A photocopier and printer are available for students to print or photocopy their class and assignment work.

Suggestion box

A suggestion box is also available for students to give valuable suggestions to the school. Students' suggestions are constantly reviewed and appropriate improvements are implemented.

Kitchenette

There is a common kitchenette in the College where students can have a snack between classes. It is equipped with a microwave and kettle as well as kitchen supplies.

Reference library

To supplement their own textbooks, students have access to GEC's library of textbooks and reference books. This is run as a simple borrowing system with the receptionist your point of contact. You will need to sign for all books and CDs borrowed from our library and if you lose it, you will be invoiced for the replacement. Resources may not be taken off site.

Academic support services

Tutorial assistance

Teachers at GEC can provide tutorial assistance during supervisory classes.

Bilingual personnel

The academic and administrative staff at GEC are multicultural and speak a number of languages. Students are able to receive help in their own language wherever possible.

Library resources

Global English College maintains an extensive library for student use. The library is well stocked with books that students can use to enhance their speaking, reading and understanding of the English language.

The person to speak to is Suli, the Academic Manager.

If you want to borrow a book or a CD, Suli will arrange the forms for you to sign so we can keep track of what has been borrowed.

You will also be required to pay a refundable \$100.00 when borrowing resources for home study. Books can be used within the College on a simple sign out where you sign to say you have borrowed the book however if you are borrowing any resources for out of College use then you must pay a deposit which you will get back upon prompt return of the resource in satisfactory condition.

Student Complaints and Appeals

GEC recognises that differences can arise from time to time. We have a fair and equitable process for dealing with complaints, grievances and appeals. The quick settlement of these matters is in the best interest of all parties concerned and the following policies and procedures are in place to ensure that this happens.

The Complaints Procedure

What is the problem?	<u>Step 1</u> Whom do I talk to?	<u>Step 2</u> Who takes over from there?	<u>Step 3</u> Where do I go if I'm still not happy?	<u>Step 4</u> Do I have any other options?
Academic Issue (a question or problem about your class or studies)	Your teacher	The Academic Manager	The Principal Administrator	Use the Appeals Procedures
Fees / Application for Refund (a question about the payment of course fees or an application for a refund)	Student Services Officer	The Principal Administrator	Use the Appeals Procedures	

If you are unhappy about an academic issue, you should speak to your teacher, then the Academic Manager and finally the Principal Administrator. You may bring a support person to assist you when you have a meeting with either the Academic Manager or the Principal Administrator.

If you are still unhappy, you may then use the College’s Appeals Procedure. This procedure is described later.

If you are unhappy with an issue about your course fees or you wish to get a refund, you should speak to the Student Services Officer and finally, the Principal Administrator. Again, you may bring a support person with you during any of these meetings. If you are still unhappy, you may then use the College’s Appeals Procedure. This procedure is described later.

The Appeals Procedure

Global English College’s Appeals Procedure makes sure that someone from outside the college hears your complaint. A person who does not work in the place where you study can look at your problem more objectively than someone who works at there.

What is the problem?	<u>Step 1</u> Whom do I talk to?	<u>Step 2</u> Where can I go from there?
<u>All issues</u> , your studies, fees, attendance, academic progress, etc.	The Student Appeal Committee (SAC)	ACPET - Australian Council for Private Education and Training Contact the Overseas Student Ombudsman

The Student Services officer will ask you to complete a *Student Appeals Form* where you should give full details of your complaint.

The Student Appeal Committee (SAC)

The Student Appeals Committee has three people; the Principal Administrator, the Academic Manager and an outside independent professional person who has experience in the English language education to overseas students like you. The SAC will read your *Student Appeals Form* and consider your problem before they meet with you. You can present your case directly to the SAC. The Principal Administrator will give you a date and time for this meeting. You can bring a support person with you to this meeting if you wish. After the meeting the SAC will give you a written statement of the outcome and the reasons for the decision reached. You can meet with the SAC again to discuss this outcome if you wish.

Still have a problem?

If you are still dissatisfied with the outcome of your appeal, you may choose to use the services of an independent External Student Appeals agent to resolve the problem. The may choose the services of ACPET, the Australian Council for Private Education and Training.

There’s a \$200 fee (payable to ACPET) to lodge an External Students Appeal with ACPET

The contact details for ACPET are as follows;

**ACPET - New South Wales Office
 Suite 12, Level 14, 329 Pitt Street, Sydney, NSW, Australia
 Box Q1076, QVB PO, Sydney NSW 1230**

Ph: (02) 9264 4490 Fax: (02) 9264 4550
E-mail nsw@acpet.edu.au Web: www.acpet.edu.au

You should go to the 'For Students' link to find information and an application form if you wish to use ACPET's External Student Appeals process.

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

Alternatively, you can contact the **Overseas Students Ombudsman**. The Overseas Students Ombudsman offers a **free** and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Please remember that Global English College is committed to delivering quality English language education. If you are experiencing any difficulties whatsoever during your program of study, do not hesitate to discuss your concerns with the relevant staff member or the Principal Administrator. Staff will make themselves available at a mutually convenient time if you wish to seek assistance outside college office hours.

GEC Policies

Code of Ethics

Statement

GEC is registered with the Commonwealth Register of Institutions and Courses for Overseas Student (CRICOS) and is bound by the National Code of Practice for Registration Authorities and Providers of Education & Training to Overseas Students under the Federal Education Service for Overseas Students (ESOS) Act 2000 and subsequent Acts.

Standards

- GEC will at all times act with integrity in dealings with students and members of the public.
- GEC will adopt such policies and practices to ensure the quality of English language education and training programs offered are relevant and in accordance with:
 - Commonwealth/State legislation and regulatory requirements
 - Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
 - The Education Services for Overseas Students Act 2000 (ESOS)
 - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code 2007)
 - National ELT Accreditation Scheme (NEAS) standards and criteria
- GEC will refrain from any activities that could be detrimental to the Australian ELICOS industry or any of its members.
- GEC will ensure:
 - The provision of adequate facilities in which to conduct English language programs
 - The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
 - The accuracy of any marketing and promotional advertising material

- Compliance with an acceptable refund policy
- Compliance with current Occupational Health & Safety and Duty of Care requirements
- Maintenance of adequate records and security of all current and archival records
- That students have access to their records upon request
- The maintenance and continual improvement of a Quality Assurance System
- Compliance with proper requests made by NEAS of which due notice has been given
- GEC undertakes to ensure that all its staff, agents and representatives are familiar with and agree to comply with this Code of Ethics.
- GEC shall refrain from associating with any enterprise that could be regarded as acting in breach of this Code of Ethics.

Code of Conduct

Statement

Study today requires students to use their initiative, work as a team and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff members with respect.

GEC's Code of Conduct set clear standards of behaviour and defines the roles and responsibilities of members of the GEC community in supporting these standards. It also specifies the mandatory consequences for student and staff actions that do not comply with these standards. The standards of behaviour apply to all GEC students and staff members.

Standards of behaviour

At GEC we strive to achieve the following principles of interpersonal behavior:

- Demonstrating honesty and integrity
- Respecting differences in people and in their ideas and opinions
- Treating one another with dignity and respect at all times, especially when there is a disagreement
- Respecting and treating others fairly, regardless of their race, ancestry, place of origin, colour, ethnic origin citizenship, religion, gender, sexual orientation, age or disability
- Respecting the rights of others
- Showing proper care and regard for school property and the property of others
- Taking appropriate measures to help those in need
- Respecting people in a position of authority
- Respecting the need of others to work in an environment of learning and teaching

Roles and responsibilities under the Code of Conduct

Students are responsible for:

- Coming to school prepared, on time and ready to learn
- Showing respect for themselves, for others and for those in authority
- Refraining from bringing anything to school that may compromise the safety of others

- Following the established rules and taking responsibility for their actions

Rules and regulations

Other rules and regulations include:

Student health

Students unable to attend college due to illness must advise the administration office immediately. A medical certificate is required for all illness-related absences. For more information on medical certificates, see the section on 'Compassionate and Compelling Circumstances'.

Drugs and alcohol

GEC is a drug and alcohol free environment. To ensure the integrity of the college, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the college premises is strictly forbidden at all times. Any student who begins classes affected by or who becomes affected by the use of substances whilst at the college is breaching GEC's policy and guidelines and is subject to severe disciplinary action.

Weapons

You must not bring firearms, knives or any weapons to the college. If you are found with these on school premises, you will be expelled.

Mobile phones

You must turn your phone OFF during class. You can use your mobile phone during breaks.

Smoking

Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building.

Food and drink in classrooms

No food or drink (except water) is allowed in the classrooms. Food and drink is only allowed in the college kitchen where the microwave and kettle is provided for students. Please be sure to clean up after yourself, and put your litter in the rubbish bins provided.

Computer lab usage

When using the facilities of the GEC computer lab you are expected to show consideration for other users. Disciplinary action will be taken against students who fail to comply with the following regulations:

- GEC computer lab facilities are provided for the use of registered GEC students and staff. Other persons may be allowed to use GEC computer lab facilities only at the discretion of the Principal Administrator.
- Keep noise levels to a minimum. Talking to others in a loud voice is not permitted in the computer lab.

- Misuse of GEC computer lab facilities is not allowed. This includes, but is not limited to, the removal of material or equipment without permission and the use of the computer network to gain unauthorised access.
- If you find a faulty computer please do NOT attempt to fix it yourself. Simply notify the teacher or the Principal Administrator.
- Installation of any software, games or any other material on any GEC computer systems is not allowed.
- Changing the settings of any GEC computer systems is not allowed.
- Viewing, storing or transmitting offensive materials, including material of any pornographic nature, on any GEC computer system is not allowed.
- Internet service is provided only for educational purposes. Any other use of the Internet (such as chat programs and downloading games, music, movies etc.) is not allowed.
- Listening to music, watching movies and television shows, and playing games on the GEC computer system are not allowed.
- GEC reserves the right to refuse any student access to the GEC computer lab.
- To make sure that everyone has a chance to use the Internet, Internet service may be restricted to certain students at a certain time.
- Consumption of food or drink in computer lab is not allowed.

Student Contract of Learning

On their first day, all students are required to read, sign and date a 'Student contract of Learning'. This contract details a commitment on behalf of students to;

- Attend all classes on time
- Commit to their studies
- Show respect to other students and members of staff
- Refrain from using mobile phones during class time.

Failure to adhere to GEC's rules, regulations and Code of Conduct

Immediate suspension will be the minimum penalty faced by a student for:

- Being in possession or under the influence of illegal drugs or alcohol
- Acts of vandalism causing extensive damage to school property or property located on school premises
- Threatening or committing physical or sexual assault
- Violent or abusive language, including swearing, directed at a GEC staff member or student
- Being in possession of weapons of any kind

Other violations may attract other disciplinary procedures, including (but not limited to) official warnings.

If there is anything that is causing you concern, please feel free to approach your teacher in the first instance. If your teacher cannot immediately solve your problem, you will be referred to a more appropriate person, either someone within GEC or someone outside GEC who has all of the necessary training and skills to help. Either way, you will be listened to and your problem will be looked after with all of the information kept confidential. All students also have full access to

the student grievances, complaints and appeals process, which is detailed in this handbook.

Anti-discrimination policy

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

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

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

GEC follows all relevant legislation for ELICOS colleges, in particular:

- *The Education Services for Overseas Students (ESOS) Act 2000*
- *NSW Occupational Health & Safety Act 2000*
- *Affirmative Action (Equal Employment Opportunity for Women) Act 1986*
- *The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) 2007*

Access and equity policy

GEC upholds all Federal and State laws pertaining to human rights, anti-discrimination, equal opportunity and affirmative action in the ELICOS industry in Australia. These include the following:

- *The Human Rights and Equal Opportunities Commission Act 1986*
- *The Racial Discrimination Act 1975 (Commonwealth)*
- *The Sex Discrimination Act 1984 (Commonwealth)*
- *The Disability Discrimination Act 1992 (Commonwealth)*
- *The New South Wales Anti-Discrimination Act 1977*

In the event of a situation that is considered by either staff or students to be in violation of GEC's Access & Equity Policy, staff and students are required to report the situation to the management.

Programs are designed and wherever possible facilities are set up to enhance the flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

Student harassment policy

GEC will not tolerate any 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 sex, 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, colour, race
- Picture, posters, graffiti, electronic images etc which are offensive, obscene or objectionable

Examples of victimisation may include:

- Unfavourable treatment such as aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates degrades or humiliates a person
- Aggression, verbal abuse and behaviour which are intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of student work performance
- Violence, whether 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 GEC management. All complaints will be promptly investigated. The privacy of a student filing a report and the individual under investigation will be respected at all times consistent with the college's obligation to conduct a fair and thorough investigation.

GEC expects all students and staff to uphold the spirit of this policy. Breaches of the policy may result in expulsion for students or dismissal for staff.

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* and the *National Code 2007*.

For more information, visit

http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf

Occupational health and safety

The *NSW Occupational Health and Safety Act 2000* requires GEC owners to provide a safe and healthy working environment for all employees, students and visitors.

GEC has the ultimate responsibility for providing and maintaining safe amenities and classrooms, and we take this responsibility very seriously. However, we expect you to help minimise the risk of personal injury to ensure your safety at all times. You can do this by:

- Maintaining a safe, clean and efficient work and study environment
- Using all equipment in the appropriate manner, and asking for help when you need it
- Reporting any unsafe situations or health and safety hazard you might notice

Privacy and use of personal information

Personal information is collected solely for the purposes of operation as an ELT provider. GEC must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps must be 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 backup of data.

All students are able to access their own personal files held by the college and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as DEST or DIAC for the purposes of an audit. We are required to inform DIAC of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or satisfactory 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.

Student Visa Conditions and Related Policies

All student visas are granted subject to conditions that govern the stay in Australia of students and their families. Failure to comply with visa conditions may result in the cancellation of the visa and removal of the person and their family from Australia

Visa requirements include, but are not limited to:

- Maintaining full-time enrolment in enrolled course
- Maintaining satisfactory course progress
- Maintaining OSHC for the duration of the visa
- Notifying GEC within 7 days of any change of address

Attendance policy

As required by their student visas, international students must attend **at least 80%** of the scheduled course contact hours. Daily attendance will be monitored and will be reviewed at the end of each week. Students in violation of the attendance policy may be reported to DIAC.

Intervention strategy

The Academic Manager reviews students' overall attendance levels to determine if any students are at risk of not meeting their 80% course attendance requirement. Before the student's attendance falls below 80% before the end of their course, the Academic Manager issues a Non-Compliance Rate of Attendance / Irregular Attendance letter.

Reporting a student for five consecutive absences

Students who have been absent for five consecutive timetable days without approval are sent a Non-Compliance Rate of Attendance / 5 Consecutive Days Absent letter. If the student does not respond to the letter within five working days from the date of postage, the Academic Manager issues a Warning of Intention to Report for Poor Attendance - 20 Working Days letter.

The student can appeal the decision. If the student chooses not to access the complaints and appeals processes within the 20-working-day period or withdraws from the process, or if the process is completed and results in a decision supporting GEC, GEC will notify DIAC of the breach.

Reporting a student for failure to meet the 80% course attendance requirement

If a student is in danger of failing to meet the 80% attendance requirement, he/she will receive (a) a first warning letter detailing the numbers of days he/she has been absent and requesting him/her to discuss the issue with the Academic Manager; (b) a final warning letter if the student's rate of attendance continues to deteriorate; (c) If a student does fail to meet the 80% attendance requirement for their course, the Academic Manager issues the Notification of Intention to Report for Poor Attendance - 20 Working Days letter.

Appeals

Students have 20 working days from the date of the Warning of Intention to Report for Poor Attendance - 20 Working Days letter to appeal GEC's decision on the following grounds:

- Compassionate or compelling circumstances
- GEC has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students

All appeals must be made in writing on the Student Appeals Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

After completion of the appeals periods, students will be reported to DIAC for their unsatisfactory course progress if any of the below occurs:

- The student chooses not to appeal
- The student withdraws from the appeals process
- The outcome of the appeals process favours GEC's decision

Course progress policy

GEC monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled. GEC assesses each student's progress during and at the end of each four-week study period. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the assessment areas in any study period of a course. These assessment areas are Reading, Writing, Speaking, Listening and Vocabulary & Grammar.

Intervention strategy

Students can access their results and feedback by teachers by asking the Academic Manager to show them their recorded results. Students will also receive a Monthly Progress Report at the end of each calendar month. Teachers are the first point of contact if students have any issues with assessments.

During and at the end of each study period, the Academic Manager implements the intervention strategy by contacting any student who is at risk of maintaining unsatisfactory course progress. The Academic Manager will send the student a Course Progress Intervention - 1st Warning letter, which advises the student of his/her unsatisfactory performance and requests that the student discuss the matter with the Academic Manager as a matter of urgency.

The student is counseled regarding his/her course progress. The Academic Manager records in the student's file the outcomes of any counseling sessions and support services provided to the student as part of the intervention strategy.

Reporting a student for unsatisfactory course progress

If, after the implementation of the intervention strategy, the student is identified as not making satisfactory course progress in a study period in a course, the Academic Manager will send the student a Warning of Intention to Report for Unsatisfactory Course Progress - 20 Days letter, notifying the student of GEC's intention to report the student to DIAC for unsatisfactory course progress.

Appeals

Students have 20 working days from the date of the Warning of Intention to Report for Unsatisfactory Course Progress - 20 Days letter to appeal GEC's decision on the following grounds:

- GEC has not calculated or recorded results or marks accurately or correctly
- Compassionate or compelling circumstances
- GEC has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students

All appeals must be made in writing on the Student Appeals Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

After completion of the appeals periods, students will be reported to DIAC for their unsatisfactory course progress if any of the below occurs:

- The student chooses not to appeal
- The student withdraws from the appeals process
- The outcome of the appeals process favours GEC's decision

Completion of course within the expected duration of the eCoE

Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their eCoE, and the duration of the course must not exceed the course duration registered in CRICOS. GEC may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCoE, as result of:

- Compassionate or compelling circumstances
- GEC having implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
- An approved deferment or suspension having been granted by GEC

Requests to extend course duration must be submitted in writing on the Enrolment Variation Form. Any changes to enrolment that affect the course finish date will be reported to DIAC through PRISMS and the supporting documents will be kept in the student's file. Where necessary a new eCoE will be issued to students notifying them of their new course completion date.

Compassionate and compelling circumstances

Students must submit evidence to show that they are experiencing compassionate and compelling circumstances. This evidence is reviewed by GEC in the decision-making process.

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through course. These could include, but are not limited to:

- Serious illness or injury, where a medical or psychiatric certificate states that the student was unable to attend classes
- Bereavement of close family members

- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience that has had an impact on the student (traumatic experiences include, but are not limited to: involvement in or witnessing of an accident; a crime having been committed against the student; and the student having been a witness to a crime)

Supporting documentation

Supporting documentation is usually required to consider a claim of compassionate and compelling circumstances. This could include, but is not limited to:

- Police report
- Medical certificate
- Psychiatric certificate
- Death certificate

Medical and psychiatric certificates

To be considered valid evidence, medical and psychiatric certificates must:

- Be issued by a registered clinician (doctor, RN, psychologist, psychiatrist, etc.)
- State that the student was unable to attend classes
- State the length of time the student will be unfit for class
- Include the clinician's contact details
- Be translated into English if not written in English

Critical incident policy

GEC recognises the **duty of care** owed to its students, and understands that planning for the management of a critical incident is essential. A critical incident is defined by the *National Code 2007* as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents include, but are not limited to:

- Deprivation of liberty
- Severe verbal aggression
- Robbery
- Death or serious injury
- Suicide or threat of suicide
- Natural disasters (e.g., earthquakes, floods, electrical storms)
- Fire
- Bomb or hostage threat
- Explosion, gas or chemical hazard
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
(Note: Non-life threatening events may qualify as critical incidents.)

Responding to a critical incident

Staff, students or visitors involved or witnessing a critical incident should immediately contact the Principal Administrator on 92829282 or mobile 0402 254 385.

The senior GEC staff member present is the lead GEC representative at the site until the arrival of the Principal Administrator. When the Principal Administrator

arrives, he/she assumes responsibility for controlling the recovery from the incident. The Principal Administrator and Critical Incident Counselor will ensure that debriefing occurs and support services are available to those affected by the incident.

Notification of government organisations

The *ESOS Act 2000* requires GEC to notify the Australian Government (currently DIAC) as soon as practical after the incident.

In the case of a student's death or other absence affecting the student's attendance at GEC, the Education Provider Liaison Officer at the State DIAC office should be contacted by phone prior to reporting via the PRISMS reporting system.

Changes to Your Courses or Enrolment

Requests for changes to your course or enrolment must be submitted in writing on the Enrolment Variation Form. Additional documentation (e.g., medical certificates) may be required.

GEC is required to notify DIAC about any of the following changes that may occur while the student is studying at GEC:

Change of course

A student can change a course before any subject starts. Relevant exemptions will be given if any equivalent subjects have been completed in the previous course. Any balance of the fees from the previous course will be forwarded to the new course. Students will only be charged if a new eCoE has to be issued.

Discontinuation of studies

Students are asked to inform GEC as soon as practicable of their intention to discontinue studies. All requests for refunds will be assessed in accordance with GEC's refund policy, which is available in this handbook.

Deferring, suspending or cancellation of enrolment

Note: Students should be aware that if enrolment is deferred, suspended or cancelled, their student visa status may be affected. GEC is obligated to inform DIAC of any changes to a student's enrolment that may result in a change of visa status.

Deferring enrolment

Students can defer the commencement of their course on compassionate and compelling grounds. GEC can also initiate to defer the commencement of a course when a course is not offered or is unavailable. In both cases students will be given a new eCoE with the new enrolment details.

Temporarily suspending enrolment

Students can temporarily suspend their studies during the course on compassionate or compelling grounds. GEC can also initiate to temporarily suspend the enrolment of a student on the following grounds:

- Student misbehaviour resulting in a breach of GEC's code of conduct
- Failure to progress through a course

Note: In both cases of suspension, students are still required to pay their course fees.

Suspension or cancellation of enrolment by GEC

GEC will initiate cancellation of enrolment on the following grounds:

- Student misbehaviour resulting in a severe breach of GEC's code of conduct
- Non-payment of fees

Procedure

The procedure for students who wish to defer or temporarily suspend their enrolment is as follows:

- Students must submit an Enrolment Variation Form to the Principal Administrator requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate).
- GEC will assess the application and make a decision within seven business days.
- If an application for deferral or suspension is approved, GEC will notify DIAC through the PRISMS reporting system.

The procedure for suspension or cancellation of a student's enrolment by GEC is as follows:

- GEC will notify the student in writing of its intention to cancel or suspend their enrolment.
- Students may appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the Principal Administrator of GEC within 20 business days of the date of the intention to cancel or suspend notice. Students should refer to GEC's grievance procedures if they wish to lodge an appeal.
- If a student's enrolment is suspended or cancelled, GEC will notify DIAC through the PRISMS reporting system.

Extending course duration

Students who wish to extend studies in the event of deferring or repeating subjects or not completing the course on time should discuss this matter with the Principal Administrator.

Failure to commence a course

If a student cannot commence the course due to visa rejection or any other circumstances faced by the student after being issued a visa, then the student must inform GEC immediately. If a student fails to commence the course within 14 days, GEC must notify DIAC.

Transfer between providers

Definitions (source: the National Code 2007):

- Principal course: Usually the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a Bachelor degree, the Bachelor degree is the principal course.

- Six months: Calculated as six calendar months from the first day of the principal course.

Transferring from another provider to GEC

GEC may enrol students seeking to transfer from another provider within the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- The student's current education provider or course has ceased to be registered, or a sanction has been imposed that prevents the current provider from continuing to deliver the principal course
- The student has a letter of release from the current provider

Transferring from GEC to another provider

Students can apply to transfer from GEC to another provider within the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- GEC or the course in which the student enrolled has ceased to be registered, or a sanction has been imposed that prevents GEC from continuing to deliver the principal course
- The student enrolls in a course that is at the same or a higher level to that in which the student is currently enrolled, and the course is not available at GEC
- Exceptional personal circumstances that the Principal Administrator considers to be appropriate

Note: Students on package courses will need a release letter from their principal provider.

GEC will not grant a release letter for a student seeking to transfer within the first six months of their principal course if:

- There is no Letter of Offer from another provider
- The student is enrolling in a course that is at a lower level than the one in which the student is currently enrolled
- All the support services have not been exhausted by the student
- The student is trying to avoid being reported to DIAC
- The student has outstanding debts to GEC

Refunds

All applications for refunds must be made in writing on the Refund Request Form. Applications for refunds will be assessed in accordance with the GEC refund policy.

Issue of end-of-course documents

End-of-course documents will be issued to students within 10 working days of their completion date.

Other Important Information

Emergency contact information

Mr Puna Bhandari, Principal Administrator

Phone: 92829282

Mobile: 0402 254 385

Fax: 92829280

Emergency services:

Police: 000

Fire: 000

Ambulance: 000

Nearest Medical Centre:

Name: Surry Hills Medical Centre

Address: 569-573 Crown Street, Surry Hills, NSW 2010

Phone: 9699 3311

Emergency evacuation procedure

In case of fire, please follow the person wearing a safety helmet in your area. They will assist you to evacuate the building. There are two exits in the building: one is opposite the reception area and the second one is at the back near the kitchenette and ladies and gents toilets. You will see a plan marked with red arrows pointing at the emergency exit at both exits.

Please collect all your personal belongings and go to the exit nearest you. The staff at the college will assist you in evacuating the building. Proceed to the meeting point located on the railway bridge next to 37 The Seven Ways, Surry Hills.

Overseas Student Health Cover (OSHC)

All overseas students on student visas are required to have OSHC for the period of their stay in Australia. Education providers and some agents are able to lodge the OSHC Application Form and payment at the time of processing a student's enrolment to study in Australia.

Most Australian education institutions have a preferred OSHC provider. At GEC, students are required to join OSHC Worldcare, which is a registered health fund. For more information visit the OSHC Worldcare website:

<http://www.oshcworldcare.com.au/>.

Working in Australia

Overseas students can apply for a student visa with permission to work in Australia after commencement of their course of study. An additional fee will have to be paid for this visa.

Overseas students are allowed to work no more than **20 hours per week** during the semester, provided that it does not adversely affect their studies. During

semester breaks students may obtain full-time employment. However, work is not always easy to find, and you should not rely on income earned in Australia to pay your tuition fees.

Obtaining Permission to Work

You will need to ask the Principal Administrator to confirm your study commencement with DIAC before you can apply for your work permit.

Obtaining a tax file number (TFN)

You must have a TFN to be assessed for tax. This is a requirement for any job. You will need to complete a special form, available from any taxation office. You can also download it from the website <http://www.ato.gov.au/>. You must then lodge the application at a taxation office. (The main taxation office to GEC is in Sydney's CBD at 100 Market St, Centre Point Tower). Your tax file number will be sent to your current Australian address.

Student equipment

All students will require the following equipment:

- Dictionary
- Calculator
- Ruler
- Typing/computer paper (A4 white)
- A4 notebook with lined writing paper
- Red, black, blue pens
- Pencil and eraser
- Highlighter

Student identification card

To promote a safe and healthy learning environment, all students are issued with a GEC Identification Card, containing their photograph, name, student identification number, commencement and completion date and signature. Students are required to have their identification card with them at all times whilst on the college premises.

Leaving the classroom during the lesson

Common courtesy requires that you inform the teacher before leaving the room. If it is your intention not to return during that or later lessons, you must discuss this with your teacher.

Student refreshment breaks

There is strictly no eating or drinking in computer rooms or classrooms. A microwave, fridge, and tea and coffee facilities are available for student use. This, and other working areas, should be kept clean and tidy at all times.

Student feedback and quality improvement

GEC collects statistical information regularly to monitor, maintain and achieve on going continuous quality improvement in the delivery of English language education. We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services. A Suggestions Box is located at Reception for students to provide anonymous information on any concerns and/or suggestions for improvement. Students are also asked to complete an Exit Survey on their last day of studies as a means to provide feedback on their experiences while studying at GEC and comment on any issues of concern or areas for improvement.

Appendix 1: Refund Request Form

GLOBAL ENGLISH COLLEGE REFUND REQUEST FORM

To be completed by ALL students applying for a refund of fees. All fields MUST be completed.

Student contact details

Name: _____ Student Number: _____

Address: _____

City: _____ State: _____

Postcode: _____ Country: _____

Request details (Include reason for request. Please attach supporting documentation if applicable.):

Signature: Please sign and date this request.

Signature Date

GEC USE ONLY

Original Form? YES NO Original forwarded? YES Date sent: _____

Receipt #: _____ Receipt Date: _____ Inv: _____

Ref Amt: \$ _____ Admin Fee: \$ _____ Raised: YES / NO

Processed by: _____ Date Processed: _____

Refund Number: _____ Refund Type: _____

Approved? YES NO

Approved by: _____ Date: _____

Appendix 3: Enrolment Variation Form

GLOBAL ENGLISH COLLEGE ENROLMENT VARIATION REQUEST FORM

You should complete this form if you want to:

- 1. Transfer from one GEC course to another GEC course
- 2. Complete a course early
- 3. Discontinue a course
- 4. Defer or suspend a course or extend your course duration

Students must seek advice from the Principal Administrator before submitting this form.

Student details:

First name: _____ Surname: _____ Student #: _____

Name of course: _____

Course start date: _____ Course end date: _____

1. Transfer from one GEC course to another GEC course:

Name of course: _____ Course start date: _____

2. Complete a course early:

Requested/intended date of completion: _____

3. Discontinue a course:

Reason for discontinuing course: _____

4. Defer/suspend a course or extend course duration:

Details of request, including relevant dates: _____

Reason for request (attach more pages if required): _____

Please attach any supporting documentation (e.g. medical certificate).

Notes:

- 'Course' refers to the total period as set out in your eCoE and/or Letter of Offer.
- Requests to defer/suspend a course or extend course duration will be granted only in cases of compassionate and compelling circumstances, as defined in the Student Grievances, Complaints and Appeals Policy and Procedures.
- There is no refund of fees or part thereof once you have commenced your course. All requests for refund must be made in writing on the Refund Request Form. Please refer to the GEC Refund Policy and Procedures for more information.
- Any change to your course duration or enrolment status will be reported to the Department of Immigration and Citizenship (DIAC) and may affect your student visa. Please contact DIAC if you require more information.

Student: I have read and understood the conditions relating to my request.

Signature: _____ Date: ____/____/____

Phone: _____ Mobile: _____ E-mail: _____



This section is FOR OFFICE USE ONLY.

Staff comments: _____

Name: _____ Position: _____

Signature: _____ Date: ____/____/____

Course variation: **Approved** **Not approved** (please circle)

Conditions of approval

- Transfer of course
- Early completion of course
- Discontinuation of course
- Deferral or suspension of course
- Extension of course duration
- Other: _____

Name: _____

Signature: _____ Date: ____/____/____
(Principal Administrator)

Checklist:

- Student advised
- DIAC advised
- Teachers/staff advised
- Student file updated