



# SUNSHINE COAST INTERNATIONAL COLLEGE

CRICOS PROVIDER CODE: 03349B

[SCIC.NSW.EDU.AU](http://SCIC.NSW.EDU.AU)

# STUDENT HANDBOOK

STUDYING ENGLISH WITH **SCIC**



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# CONTACTS

## SCIC Contact Details

**Address:** Level 3, 233 Castlereagh Street, Sydney NSW 2000

**Phone:** +61 2 8042 5910

**Email:** [studentservices@scic.nsw.edu.au](mailto:studentservices@scic.nsw.edu.au)

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

**Emergency number:** +61 4 2342 8218

## SCIC English College Staff

Principal Administrator/ Principal Executive Officer	Joe Lynch
Academic Manager	Fariba Soltan
Administration Manager	Ashley Fang
Evening Coordinator	Edzell Ramos
EAP Coordinator	Jane Alais
Student Service Officers	Dolly Bocanegra Jin Zhang
Admissions Officers	Josefa A. Nistal Joy N. Wood
Marketing Director	Frank Sun
Regional Marketing Managers	Livia Li Romina Alfaro
Accountant	Emma Li



# ABOUT SCIC

## Campus & Facilities

Sunshine Coast International College (SCIC) campus is located in the Sydney CBD at 233 Castlereagh Street. Our campus is close to shops, cafés, all forms of public transport (light rail, train and bus) and a minute's walk from Hyde Park and Oxford Street in Darlinghurst.

Our campus has 11 classrooms. Our campus also includes:

- Computer lab
- A range of multimedia equipment to enhance the learning experience
- Free student Wi-Fi connection
- Kitchen facilities including microwaves, access to fridge and vending machines
- Comfortable common areas for breaks

## Opening Hours

- SCIC is open from 8.00am to 9.00 pm, Monday to Friday.
- SCIC is closed on all NSW public holidays.
- SCIC closes over Christmas and New Year for an approximate two-week period. Check dates nearer holiday times.

# STARTING YOUR COURSE

## Student Placement

ELCICOS courses may have more than one level. The table below shows SCIC's ELCICOS courses, the number of levels and the duration of each level.

ELCICOS Course and CRICOS course Code	Number of levels	Duration of each level
General English 078701D	6	12 weeks
English for Academic Purposes 104575G	5	12 weeks
Cambridge English Advanced 0101272	1	12 weeks
IELTS Target 6 & 7 078702C	2	12 weeks
High School Preparation 078703B	4	12 weeks

When SCIC assesses your English level at commencement, we will be able to tell you how many levels of your English course you will need to complete if you have a specific learning goal, for example, you want to reach an English proficiency level for further study.

## Course duration and levels

The table below shows the maximum duration of SCIC's ELCICOS courses including study periods and holiday breaks.

ELCICOS Course and CRICOS course Code	Study Duration	Holiday Break	Maximum Duration
General English 078701D	72 weeks	20 weeks	92 weeks
English for Academic Purposes 104575G	60 weeks	16 weeks	76 weeks
Cambridge English Advanced 0101272	12 weeks	N/A	12 weeks
IELTS Target 6 & 7 078702C	24 weeks	4 weeks	28 weeks
High School Preparation 078703B	48 weeks	12 weeks	60 weeks

## SCIC have procedures in place to ensure that:

- your English language learning goals are identified at the time of enrolment
- your English language level is assessed at the commencement of your course (on Orientation Day)
- you are placed in a class appropriate to commencement language level
- any specific language learning needs are identified at the commencement of your course.

## Student placement procedures

- All new students are sent an Orientation email before they start. This email:
  - tells you that it is compulsory to attend New Student Orientation
  - gives you a link to SCIC's Student Handbook and ask you to read it before Orientation Day
  - tells you about any documentation that you should bring with you to Orientation, for example, evidence of previous English (for example, IELTS test result), passport, etc.
- Orientation is held the Friday before your Monday course start date.
- New Student Orientation lasts up to 3 hours, depending on how quickly you complete the Placement Test.
- On Orientation Day, Student Services will photocopy your documents and put copies in your student file.
- All new students must complete SCIC Placement Test to:
  - confirm that your English proficiency is suitable to the course you have chosen to study on your application form
  - choose the best entry level class for you.
- The placement test has three parts:
  - a writing section
  - a vocabulary, grammar and reading/ comprehension section
  - an oral interview with the Academic Manager or qualified teacher.
- The Academic Manager or qualified teacher will talk to you about your class level.
- Your new teacher will monitor you during the first week of study to make sure you been correctly placed.
- If your teacher determines that your class is too easy or hard for you, they will discuss this with the Academic Manager and you might be moved to a class more suitable to your proficiency entry level.
- The class teacher will continue to monitor you to make sure you are in the best class for your starting level.
- If you are unhappy with your class placement or movement to another class level, you should speak to the Academic Manager.

## Special needs identification procedure

- The Academic Manager or your teacher will decide if you have a special learning need by:
  - reviewing your placement test result
  - completing an oral interview with you.
- if the Academic Manager thinks you have a special language learning need, e.g. writing skills, they will write it down on your Placement Test result sheet.
- We will tell your new teacher if you have a special need, and they will help you.

**IMPORTANT:** If you do not attend the Orientation Session on Friday, you cannot start your studies on the following Monday, and will lose one week's attendance. If you have a valid reason for missing Orientation, please provide us with evidence e.g. medical certificates or other supporting documents.

If you do not show up for Orientation, we call you a 'non-commencement' student. If we do not hear from you, you will be reported to the Department of Home Affairs (DHA) for non-commencement.

## Orientation Program

The Orientation program provides a range of information to new students including:

- Information about living in Australia
- Student support services available for students
- Assessment processes
- SCIC's contact people
- Complaints and Appeals procedures
- Critical incident procedures
- Academic misconduct information
- The Student Code of Conduct
- Attendance and course progress requirements
- Maintining address and contact details
- College facilities and resources
- Student obligations under the ESOS Act
- Emergency procedures
- Legal services
- Health and welfare services
- Student Credit Transfer application procedures
- Student Deferral, Suspension or Cancellation procedures
- Student Refund procedures

### Student ID card

All students are issued with an SCIC Identification Card on Orientation Day.

Students are required to have their Identification card with them at all times while on the SCIC campus.

## College Registration

### CRICOS

The **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)** is a list of all Australian education providers that offer courses to people studying in Australia on student visas.

Every education provider that can offer a course to student visa holders has a special number called a **CRICOS Provider Code**. An education provider's CRICOS provider code should be on all their promotional and public materials so that anyone can identify the provider by searching for it on CRICOS.

**SCIC's CRICOS provider Code is: 03349B**

Go to the following link to find SCIC's CRICOS listing:

<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03349B>



Here you will find information about SCIC including:

- Campus locations and addresses
- Contact details
- A list of courses offered by SCIC including the CRICOS Course Code for each course
- The maximum duration of each course in weeks.

SCIC's CRICOS registration guarantees that the courses it provides meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

SCIC only provides ELICOS (English Language Intensive Courses for Overseas Students) courses to overseas students.

### **The ESOS Framework** – *Providing quality education and protecting your rights*

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include:

- the *Education Services for Overseas (ESOS) Act 2000* (ESOS Act 2000)
- the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018)
- the *ELICOS Standards 2018*.

### **ESOS Act 2000**

The ESOS Act is the law that protects you as an overseas student when you are studying in Australia on a student visa. This law also helps to make sure that Australia has a good reputation as an education destination for students from other countries.

### **National Code 2018**

The National Code is a set of standards that every education provider must follow to make sure that they are providing quality education courses to their overseas students. SCIC and every other education provider for overseas students must follow these standards. There are 11 Standards that SCIC must follow:

Standard 1 - Marketing information and practices

Standard 2 - Recruitment of an overseas student

Standard 3 - Formalisation of enrolment and written agreements

Standard 4 - Education agents

Standard 5 - Younger overseas students

Standard 6 - Overseas student support services



Standard 7 - Overseas student transfers

Standard 8 - Overseas student visa requirements

Standard 9 - Deferring, suspending or cancelling the overseas student's enrolment

Standard 10 - Complaints and appeals

Standard 11 - Additional registration requirements

You can download the National Code at: <https://www.legislation.gov.au/F2017L01182/latest/text>

## ELICOS Standards 2018

ELICOS means *English Language Intensive Courses for Overseas Students*.

SCIC is an ELICOS College. SCIC is also called an English Language Teaching (ELT) Centre. You are studying an ELICOS course at SCIC. 'Intensive' means full-time study, that is a minimum of 20 course contact hours per week of face-to-face classes of English language instruction.

The ELICOS Standards have 9 Standards that SCIC must follow to make sure that it is providing you with quality English language programs.

Standard C1 – Mandatory requirements for course applications

Standard P1 – Scheduled course contact hours

Standard P2 – Needs of younger ELICOS students

Standard P3 – Teaching ELICOS

Standard P4 – Assessment of ELICOS students

Standard P5 – ELICOS educational resource

Standard P6 – ELICOS specialist staff

Standard P7 – ELICOS premises

Standard P8 – Business management

You can download the ELICOS Standards at <https://legislation.gov.au/Details/F2017L01349>

## ASQA

The Australian Skills Quality Authority (ASQA) is an Australian Government agency. ASQA is the national regulator for ELICOS Colleges. ASQA approves colleges who want to become ELICOS providers. ASQA can visit an ELICOS College to check that it is following all the requirements of the ELICOS Standards 2018 and the National Code 2018.



## My Rights

The ESOS Framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from SCIC and SCIC's agent.
- Your right to sign a written agreement with SCIC before or when you are paying your fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS Framework includes Consumer Protection that will allow you to receive a refund or to be placed in another course if SCIC is unable to teach your course.

## Your Responsibilities

As an overseas student on a student visa, you have responsibilities about:

- Understanding and accepting the enrolment conditions for the course program you undertake
- Maintaining your Overseas Student Health Cover (OSHC) for the period of your study
- Paying all of your course fees and charges
- Taking care of your personal belongings when attending a course
- Maintaining regular and punctual attendance
- Informing SCIC if you change your address
- Maintaining satisfactory course progress
- Respecting property of the College and following its policies and procedures

If you need more information about your rights and responsibilities under the ESOS Act or the National Code 2018, speak to a Student Service Officer.

## Where can I find more information about this?

More information about the ESOS Act is on the following website:

<https://www.education.gov.au/esos-framework>

## Protecting Students – The Tuition Protection Service (TPS)

Australia has an excellent reputation for quality education. However, sometimes an education provider may close down, fail to start a course that students are enrolled in or stop offering it part-way through. Closing, failing to start, or stopping a course part way through is called **a default**.

If an education provider defaults, the **Tuition Protection Service (TPS)** may be able to help you.

Your education provider must help you, even if it is closing. Your provider must:

- arrange for you to finish your study with another provider, or
- give you a refund of unspent tuition fees you paid directly to your provider.
- If you are not satisfied with the replacement courses your provider has identified, you can ask to receive the refund instead.

If you have applied for a refund and you are not satisfied with the outcome, you can begin an internal complaints process with your provider. If you are unhappy with the outcome of the internal complaints process, you can [contact the Overseas Students Ombudsman](#).

If your provider does not find you a suitable course or offer you a refund, the TPS will help you.

For more information about the Tuition Protection Service go to: <https://www.education.gov.au/tps>

You can also provide information on the TPS website at <https://www.education.gov.au/tps>

## **NEAS**

NEAS is an organisation that ELICOS colleges can join to show that they deliver quality English language courses. SCIC meets the **NEAS Quality Assurance Framework**. This means that SCIC's English courses are high quality.



You can find more information about the NEAS Quality Assurance Framework at:

<https://neas.org.au/resources/neas-quality-framework/>



# OUR ELICOS COURSES

## General English (GE)

CRICOS Course Code: 078701D

Start date	Every Monday	
Course duration	Total of 92 weeks Study: 12-72 weeks Holiday breaks: 20 weeks Study pattern: 12+4+12+4+12.....	
Study load	20 hours per week	
Delivery mode	Face-to-face	
Aim	General English is designed to develop listening, speaking, reading and writing skills for basic everyday use through strengthening grammar skills and learning new vocabulary, genre study and conversation practice.	
Shifts	Morning Class Schedule: Monday – Thursday 9:00am – 2:45pm Evening Class Schedule: Monday – Friday 4:45pm – 9:00pm	
Levels	Beginner	12 weeks
	Elementary	12 weeks
	Pre-intermediate	12 weeks
	Intermediate	12 weeks
	Upper-intermediate	12 weeks
	Advanced	12 weeks
Components	THEME: Students study a different theme each week (e.g. Food & Cooking) and improve their reading, writing, listening and speaking skills by learning about and discussing the theme. STRUCTURES: Students study a different grammar structure each week (e.g. relative clauses) and use it to improve their writing and speaking skills. PRONUNCIATION: Students focus on different aspects of English pronunciation and improve their speaking and also listening skills by becoming familiar with different accents.	
Assessment	All classes do a quiz at the end of each unit to check that its content has been learned, and regular progress tests. Students who perform well in two progress tests may be promoted to the next level. Other tasks such as presentations in class may also contribute to assessment. Students receive a progress report with assessment scores and teacher feedback after each progress test.	
Entry requirements	A placement test on Orientation Day so we can find the most suitable class for you.	



### **WEEKLY TIMETABLE FOR GENERAL ENGLISH (GE) AM SHIFT**

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
9.00 am - 11.00 am	LESSON 1	LESSON 1	LESSON 1	LESSON 1
BREAK 11.00 am -11.15 am				
11.15 am to 1.15 pm	LESSON 2	LESSON 2	LESSON 2	LESSON 2
LUNCH 1.15 pm - 1.45 pm				
1.45 pm - 2.45 pm	LESSON 3	LESSON 3	LESSON 3	LESSON 3

### **WEEKLY TIMETABLE FOR GENERAL ENGLISH (GE) PM SHIFT**

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
4.45 - 6.45 pm	LESSON 1	LESSON 1	LESSON 1	LESSON 1
BREAK 6.45 - 7.00 pm				
7.00 pm - 9.00 pm	LESSON 2	LESSON 2	LESSON 2	LESSON 2



## Cambridge English Advanced (C1 Advanced)

CRICOS Course Code: 0101272

Start Date	Every 4 weeks
Course Duration	Total of 12 weeks
Study Load	Study: 12 weeks Holiday breaks: N/A Study pattern: 12 weeks of study
Delivery Mode	Face-to-face
Aim	The C1 Advanced exam, previously known as Cambridge English Advanced or CAE, is widely recognised by universities, employers and governments around the world as proof of advanced level of English proficiency (C1 on the <b>CEFR Common European Framework of Reference for Languages</b> scale), as required in high-level academic and professional settings. The SCIC Cambridge Advanced Preparation Course will both develop your English proficiency and familiarise you with test procedures and requirements. Our qualified and experienced teachers will give you the support you need to achieve the best possible test score and enhance your future prospects.
	Prepare for the five separate exams: Use of English, speaking, listening, writing and reading. Students must be assessed at an Upper Intermediate level of English in order to start the Cambridge Advanced program.
Shifts	Evening shift only: Monday – Friday 4.45pm – 9.00pm
Content	<b>ENGLISH LANGUAGE SKILLS:</b> Students study one topic per week and learn the relevant vocabulary and complex grammar structures that they must master to perform well in the Cambridge English Advanced Exam.
Assessment	<b>EXAM SKILLS:</b> Each week students develop the skills required in each section of the Cambridge English Advanced Tests (Use of English, reading, writing, listening, speaking) Complete Cambridge English Advanced Practice Tests are conducted under realistic test conditions every four weeks. A writing task will be assessed every week. Students receive feedback on progress each week, and an in-depth progress report with assessment scores and teacher feedback every four weeks.
Entry Requirements	IELTS 7.0 or equivalent (e.g. successful completion of SCIC GE Advanced).

### WEEKLY TIMETABLE FOR CAMBRIDGE ENGLISH ADVANCED (CAE)

Timetable for Morning and evening classes see the General English timetable.



## IELTS Target 6 & 7

CRICOS Course Code: 078702C

Start Date	Every Monday	
Course Duration	Total of 28 weeks	
Study Load	Study: 12 - 24 weeks Holiday breaks: 4 weeks Study pattern: 12+4+12	
Delivery Mode	Face-to-face	
Aim	The IELTS Target 6.0 & 7.0 course (IELTS 6/7) is designed to prepare students already at Upper-Intermediate or Advanced levels for the General Training or Academic IELTS exam, to achieve an overall IELTS result of 6.0 to 7.0 respectively.	
Shifts	Evening Class Schedule: Monday – Friday 4.45pm – 9.00pm	
Levels	Target 6	12 weeks
	Target 7	12 weeks
Components	IELTS THROUGH TOPICS: Students study two topics per week (e.g. Psychology and Education) and related vocabulary items and key grammar structures found in the tests.  IELTS EXAM SKILLS: Each week students cover all four skills (reading, writing, listening, speaking) required in the IELTS tests, both General Training and Academic.	
Assessment	IELTS Writing Test: Weekly take-home test given to students on Tuesdays & collected on Fridays during IELTS Exam Skills class. IELTS Practice Test: Students complete a listening, reading & writing test during IELTS Exam Skills class every fifth week.	
Entry Requirements	For entry to IELTS Target 6: IELTS 5.5 or equivalent (e.g. successful completion of SCIC GE Upper-Intermediate). For entry to IELTS Target 7: IELTS 6.0 or equivalent (e.g. successful completion of SCIC GE Advanced).	





**WEEKLY TIMETABLE FOR IELTS TARGET 6.0 & 7.0 (IELTS 6/7)**

TIMES	TOPICS PER DAY				
Evening	Mon	Tues	Wed	Thurs	Fri
4:45pm- 6:45pm	IELTS Through Topics				
	TOPIC 1	TOPIC 1	TOPIC 2	TOPIC 2	CONSOLIDATION
Break 6.45-7.00pm					
7:00pm - 9:00pm	IELTS Exam Skills				
	READING SKILLS	WRITING SKILLS	SPEAKING SKILLS	LISTENING SKILLS	Weeks 5 & 10: ELTS PRACTICE TEST
					Weekly: WRITING TEST



## High School Preparation (HSP)

CRICOS Course Code: 078703B

Start Date	Every Monday	
Course Duration	Total of 60 weeks Study: 12-48 weeks Break: 12 weeks Study pattern: 12+4+12+4+12.....	
Study Load	25 hours per week	
Delivery Mode	Face-to-face	
Aim	The High School Preparation course (HSP) has been designed with the goal of improving the capacity of the adolescent learner to use the English language in both every day and high school specific contexts.	
Shift	Morning Class Schedule: Monday - Friday 9.00am – 2:45pm	
Levels	Elementary	12 weeks
	Pre-intermediate	12 weeks
	Intermediate	12 weeks
	Upper Intermediate	12 weeks
Components	<p>ENGLISH FOR SCHOOL LIFE: Students study a course specifically designed for secondary school learners. They improve all macro skills, grammar and vocabulary while studying interesting &amp; informative topics.</p> <p>KEY LEARNING AREAS: Students study the basic concepts &amp; vocabulary for Australian high school Mathematics, Science, Cultural appreciation and English – Public speaking and Academic Writing.</p>	
Textbooks	Teachers use a variety of texts in the Key Learning Areas (KLA).	
Assessment	<p>TEXTBOOK test: Every Friday HSP students do a 30-minute test based on the week's work.</p> <p>HSP Assignment: Every week all HSP students complete an assignment based on the KLA topics, which usually involves a written task or an oral presentation.</p>	
Entry Requirements	<p>At least a Beginner level of English.</p> <p>*A placement test on Orientation Day so we can find the most suitable class for you.</p>	



## WEEKLY TIMETABLE FOR THE HIGH SCHOOL PREPARATION (HSP) COURSE

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00 - 11.00am	Session 1: General English	Session 1: General English	Session 1: General English	Session 1: General English	Session 1: General English
11:00 - 11.15am	<b>Morning Break</b>				
11:15 - 1.00pm	Session 2: General English	Session 2: General English	Session 2: General English	Session 2: General English	Session 2: General English
1:00 -1.45pm	<b>Lunch Break</b>				
1:45 – 2:45pm	Session 4: High School Subjects	Session 4: High School Subjects	Session 4: High School Subjects	Session 4: High School Subjects	Session 4: High School Subjects



## English For Academic Purposes (EAP)

CRICOS Course Code: 104575G

Start Date	Every 4 weeks	
Course Duration	Total of 76 weeks	
Study Load	Study: 12-60 weeks Holiday breaks: 16 weeks Study pattern: 12+4+12 +4+12....	
Delivery Mode	Face-to-face	
Study Load	20 hours per week	
Aim	The EAP Course aims to meet the Academic English needs of individuals from non-English speaking backgrounds to learn to communicate effectively in academic situations for education and professional purposes. The course is designed for students seeking to gain entry into and succeed in studies in Australian TAFEs and universities in particular, however the knowledge gained is applicable to any higher education setting. There is a strong emphasis on all macro skills through the provision of opportunities for students to engage in a full range of academic situations.	
Shift	Morning Class Schedule: Monday – Thursday 9.00am – 2.45pm	
Levels	EAP 1	12 weeks
	EAP 2	12 weeks
	EAP 3	12 weeks
	EAP 4	12 weeks
	EAP 5	12 weeks
Components	ACADEMIC SKILLS: Each week the following academic skill sets are studied: academic speaking, academic reading, academic writing, referencing protocols, bibliography writing, academic listening, study skills, grammar extension, and vocabulary	
Assessment	Academic Skills Assessment. Assessment tasks such as an essay, debate, oral presentation, and research assignment are conducted over the course.	
Entry Requirements	IELTS 4.5 or equivalent (e.g. successful completion of SCIC Pre-intermediate level)	



**EXAMPLE WEEKLY TIMETABLE FOR: ENGLISH FOR ACADEMIC PURPOSES (EAP)**

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
9:00-11:00am	READING SKILLS	WRITING SKILLS	LISTENING SKILLS	SPEAKING SKILLS
Break 11:00-11:15am				
11:15-1:15pm	GRAMMAR EXTENSION	RESEARCH SKILLS	STUDY SKILLS	CRITICAL THINKING
	ACADEMIC SPEAKING	ACADEMIC READING	ACADEMIC WRITING	ACADEMIC LISTENING
Break 1:15-1:45pm				
1:45-2:45pm	VOCABULARY EXTENSION	FLUENCY PRACTICE	RESENTATION PRACTICE	FLUENCY PRACTICE

Actual timetable may differ.

# STUDENT VISA CONDITIONS

You can find information about all the conditions that might affect your student visa (Subclass 500), including those mentioned below, on the Department of Home Affairs website. Click on the following link: [Student visa \(Subclass 500\) conditions](#)

## Attendance

- SCIC must monitor your attendance to make sure that you complete your course in the number of weeks shown on your Confirmation of Enrolment.
- SCIC have procedures to **identify, notify and assist you** if you are at risk of unsatisfactory attendance.
- We identify if you are at risk of unsatisfactory by recording your attendance.
- We notify (tell) you if we think you are at risk of unsatisfactory attendance by sending you warning letters.
- We assist (help) you if you are at risk of unsatisfactory attendance by offering you an opportunity to speak to the Academic Manager. Together, you can come up with a plan to help you improve your attendance. This is called an **Intervention Strategy**.
- Your teacher records your attendance daily on the class roll,
- SCIC might report you to the Department of Home Affairs (DHA) for unsatisfactory attendance. We will send you an *Intention to Report* email to notify you if we decide to report you.
- If SCIC decides to report you, we will provide you with an opportunity to appeal our decision to report you.
- If you are not happy with the outcome of an appeal submitted by you, you can refer your issue to an external complaints/ appeals body, the Commonwealth Ombudsman.
- SCIC will only report you if:
  - the internal (SCIC) and external complaints (the Ombudsman) processes have been completed and the Ombudsman's decision or recommendation agrees with SCIC
  - You have decided not to access SCIC's complaints and appeals process within the 20 working day period
  - You have decided not to access the external complaints and appeals process (the Ombudsman's services)
  - You withdraw from the internal or external appeals processes by notifying SCIC in writing.

For full details of SCIC's **Attendance Monitoring & Reporting Policy and Procedure**, please go to the Policies and Procedures page on our website at the following link:

[SCIC Policies & Procedures](#)

## Course Progress

- SCIC must monitor your course progress to make sure that you complete your course in the number of weeks shown on your Confirmation of Enrolment.
- SCIC have procedures to **identify, notify and assist you** if you are at risk of not meeting course progress.
- We identify if you are at risk of not meeting course progress by looking at your results in your assessment/ tests.
- We notify (tell) you if we think you are at risk of not meeting course progress by sending you warning letters.
- We assist (help) you if you are at risk of not meeting course progress by offering you an opportunity to speak to the Academic Manager. Together, you can come up with a plan to help you improve your academic progress. This is called an **Intervention Strategy**.
- Your teacher records your course progress on your Student Academic Record.
- SCIC might report you to the Department of Home Affairs (DHA) if you do not meet course progress requirements. We will send you an Intention to Report email to notify you if we decide to report you.
- If SCIC decides to report you, we will provide you with an opportunity to appeal our decision to report you.
- If you are not happy with the outcome of an appeal submitted by you, you can refer your issue to an external complaints/ appeals body, the Commonwealth Ombudsman.
- SCIC will only report you if:
  - the internal (SCIC) and external complaints (The Ombudsman) processes have been completed and the Ombudsman's decision or recommendation agrees with SCIC
  - You have decided not to access SCIC's complaints and appeals process within the 20 working day period
  - You have decided not to access the external complaints and appeals process (the Ombudsman's services)
  - You withdraw from the internal or external appeals processes by notifying SCIC in writing.

For full details of SCIC's **Course Progress Monitoring & Reporting Policy and Procedure**, please go to the Policies and Procedures page on our website at the following link:

[SCIC Policies & Procedures](#)

## Current Contact Details

You must tell SCIC about any change to your contact details during your course, including your:

- residential address
- email address
- telephone number.

This is a requirement of the Australian Government and a condition of your student visa.

If you change your address, email address or phone number, tell Student Services immediately. You must tell SCIC within 7 days of the change to your address or contact details. The Department of Home Affairs must be able to contact you at any time during your stay.



If the Department cannot contact you, it is possible that your student visa may be cancelled.

## Re-Enrolment

You can re-enrol into the same course of study only under limited conditions including:

- You can provide SCIC with evidence of compassionate or compelling circumstances that would allow SCIC to approve your re-enrolment
- SCIC has implemented, or is in the process of implementing, an intervention strategy with you because you are at risk of not meeting satisfactory course progress
- SCIC has approved your deferral or suspension application
- You can demonstrate to SCIC that your learning goals or needs have changed, and you wish to enrol into additional levels of your previous ELICOS course because of these changes.

If you wish to re-enrol into the same ELICOS course after completing your course, then you must complete SCIC's re-enrolment procedures that includes a face-to-face interview to determine if you meet one or more of the above re-enrolment criteria.

For full details of SCIC's **Re-enrolment (course extension) Policy & Procedure**, please go to the Policies and Procedures page on our website at the following link:

[SCIC Policies & Procedures](#)



# ACADEMIC INFORMATION

## Learning Outcomes

- A learning outcome is a clear statement of what you will understand or what you will be able to do by the end of your English language course or at the end unit of your English course.
- SCIC writes learning outcomes as a 'can do' statements which focus on your language performance after you have learned something.
- SCIC provides you with information about the purposes and goals of your chosen English course through learning outcome statements.
- Learning outcomes information is given to you before you start your course.

For full details of SCIC's **Learning Outcomes Policy & Procedure**, please go to the Policies and Procedures page on our website at the following link: [SCIC Policies & Procedures](#)

To check the learning outcomes for your course, go to the SCIC website at the following link: [Learning Outcomes](#)

## Class Promotions

Some of SCIC's ELICOS courses have different levels:

- *General English*: Beginner, Elementary, Pre-Intermediate, Intermediate, Upper Intermediate and Advanced
- *English for Academic Purposes (EAP)*: EAP 1, 2, 3, 4 and 5.
- *IELTS Target 6 & 7*: Target 6 and Target 7
- *High School Preparation*: Elementary, Pre-Intermediate, Intermediate, Upper Intermediate

You can move to the next level if you:

- Complete 12 weeks of your level
- Have satisfactory attendance – at least 80%
- Have satisfactory course progress – passing the required number of assessment/ tests for the course.

## Completion Documentation

When you finish your course, SCIC will give you a completion document.

SCIC issues two kinds of completion documents:

- *Completion Certificate*: Students who meet all course requirements will receive a completion certificate. A completion certificate will contain the following information:

- the ELICOS course you studied
  - SCIC's contact details
  - dates you studied your course at SCIC
  - the duration of your study
  - the name and signature of the Academic Manager
  - the English level you have achieved
- 
- **Completion Statement:** Students who have not met all course requirements will not receive a Completion Statement. For example, you have not completed 12 weeks of a General English level or your attendance is below 80%.
  - A Completion Statement will not say that you have reached an English level, e.g. Pre-Interdicted, or Intermediate level. the Statement will states the number of weeks you were enrolled in each level of your course only.
  - Student Services prepare your completion documents during your last week of study. Thet are ready for collection on your last day of study.
  - Completion documents can be issued to you electronically or in hard copy format.

## Student Rights & Responsibilities

### Rights

SCIC ensure that you will:

- be provided with sufficient information regarding the requirements of the course and assessments to allow you make an informed decision about enrolling in the course
- receive quality English language education and assessment that meet the requirements of the *ELICOS Standards 2028*
- receive the education and support necessary to enable satisfactory academic progress and so that competency is achieved
- issue you with completion documentation on successful completion of your ELICOS course
- receive a refund for services not provided in the event of the ELCIOS course being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- be fully informed of fees and charges to complete their course, including charges for equipment and materials
- be provided with a safe educational environment free from harassment and discrimination
- be free to express feelings and opinions honestly and respectfully
- ask questions and receive honest answers.

## Student Code of Conduct

Under SCIC's Student Code of Conduct, you **must**:

- provide true and accurate information to SCIC
- follow the reasonable directions of College staff
- always behave in an ethical and responsible manner
- behave respectfully and appropriately, avoiding any conduct that is disrespectful or abusive to others
- not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- not use or distribute prohibited drugs and alcohol on College premises or during college hours – to do so will result in your immediate expulsion from the school
- be punctual to class, meet attendance requirements and meet all assessment deadlines
- not use a mobile phone during class time unless instructed to do so by your teacher
- not cause wilful damage to College and/or other students' property
- not engage in misconduct (either general or academic), or pose/present an unacceptable medical, physical, or moral threat to the well-being of others
- not be convicted of any criminal offence whilst a student with the College
- immediately report any Workplace Health & Safety (WHS) concerns or incidents and follow any WHS related instructions
- Inform SCIC immediately of your change of address or contact number
- Comply with Australian laws, including Anti-Discrimination laws and Health & Safety laws
- Not engage in financial misconduct or academic misconduct s defined below
- not breach their visa conditions

## Financial Misconduct

- You must meet **Condition 8202** of your student visa, including remaining enrolled in a registered course.
- Your Offer Letter & Written Agreement with SCIC is also a legal document where you agree to pay certain fees by certain dates.
- If you do not keep up-to-date with the payment schedule for your course, then you will be in breach of the financial obligations of your agreement with SCIC.
- SCIC may cancel your enrolment and notify DHA that you will no longer be enrolled in a registered course.
- SCIC understands that you might have financial difficulties from time to time. It is critical that you speak to us so that we can help you with a payment plan.
- If you decide not to communicate with SCIC about overdue payments, then you will be reported to DHA for non-payment.

## Academic Integrity & Academic Misconduct

SCIC defines Academic Integrity as:

*the expectation that teachers, students, researchers and all members of the academic community act with: honesty, trust, fairness, respect and responsibility.'*

Plagiarism or cheating are examples of academic misconduct.

*Plagiarism* is when you copy some or all of someone else's work and pass it off as your work. It is also called 'cheating'.

You must provide original work. You must not copy the work of others.

Plagiarism or cheating can be:

- **Copying:** using someone else's words from a book, website or other electronic source as your own. This includes the use of Generative Artificial Intelligence tools, for example, ChatGPT.
- **Collusion:** Working with other students to finish an assignment, like getting help from a friend to write an essay and turning it in as your own.
- **Cheating:** Activities such as copying from other students, use a mobile phone or other communication device or the unauthorised use of Generative Artificial Intelligence tools, for example, ChatGPT to find information during an examination or bringing notes into an exam.
- Using any form of Generative AI to create assessment answers.
- Not complying with assessment instructions provided in writing or by a teacher, for example, refusal to turn off IT devices during assessment time.
- **Contract cheating:** This is when you pay someone to write part or all of your assignment and submit it as if it was your own work.

**Providing academic cheating services to students at Australian institutions is against the law. Do not write essays, complete assignments or sit exams for other students. You risk criminal prosecution including 2 years in prison and up to \$110,000 in fines.**

- SCIC does not tolerate academic misconduct under any circumstances and will investigate any instances of suspected academic misconduct for all assessments.

**If you breach this Student Code of Conduct, it may result in expulsion from the College.**

For more information about Academic Integrity, click on the following link:

[What is Academic Integrity?](#)

Remember: If you are having trouble with your assignments, speak to your teacher or the Academic Manager for help.

# STUDENT SUPPORT SERVICES

SCIC provides a range of student support services to international students.

SCIC provides you with ongoing support to help you adjust to life in a new country and to help you develop both academically and socially.

SCIC's student support services include:

- Student Orientation
- Academic Counselling
- Welfare Counselling
- Workshops
- Student Activities

## Student Services Staff

Our Student Services staff are available any time to provide you with information you may need to settle into life in Australia.

## Student Orientation

All new students are provided with an Orientation session on or before their agreed commencement date at SCIC. The Orientation Program includes:

- Registration information
- Introduction to SCIC
- Placement Test: grammar and vocabulary, reading & writing including an interview with the Academic Manager
- Overview of courses, assessment processes, course progress and attendance requirements
- Tour of the campus
- Class placement

At Orientation, you will also receive practical information to help you settle into life in Sydney including:

- Transport options and how to get an Opal Card
- Nearest doctor, dentist, and other medical practitioners
- How to open an Australian bank account
- How to get an Australian SIM card or phone
- Places and attractions to visit
- Information about SCIC student activities
- Information about our student support services.

### Academic Counselling

As part of your study at SCIC, you will have ongoing academic counselling/ feedback sessions with your teacher, usually on the last day of the week when providing feedback about your weekly assessment. In addition to these sessions, you can also meet with a member of our Academic Management Team at any time to discuss any issues relating to your course or future study.

### Welfare Counselling

If you feel unhappy for any reason - be it academic, personal, or social reasons - we can provide confidential one-on-one counselling to help you. If we're unable to solve the challenge you face, SCIC can arrange further professional assistance from experienced external counselling services.

### Workshops

As a student studying in Australia, you can work part-time. SCIC holds workshops that can help you to find work. These workshops will cover skills such as:

- Preparing your resume and cover letter
- Searching for jobs online
- Interview skills

### SCIC Social activities / excursions

SCIC arranges monthly student excursions for all students. Some popular excursion destinations include the Opera House, Cockatoo Island, Central Coast, Taronga Zoo, the Rocks, Botanic Garden, and Easter Show.

### English Only Campus

SCIC is an **English Only** campus. It is important that you speak English as much as possible whilst learning it as this will give you the best results from your course. It is also important that you do not speak your own language in class as this is rude to students from other countries.

SCIC has students from many different countries. You will get much more English practice if you make friends with students from other countries who are also learning English in Australia, so make the most of this opportunity at SCIC.

### Payment Plan Option

SCIC can give you the option of a payment plan to pay for their tuition fees. If you wish to use this option, you must honour all payments agreed between you and SCIC.

To get a CoE for visa purposes, students must pay the first instalment of their tuition fee as outlined in their Letter of Offer in addition to any other fees listed on their invoice. The remaining tuition fee instalments may then be paid using our Payment Plan option. These payments can be made by deducting weekly, fortnightly or monthly payments directly from the student's nominated credit card.

### Activities Indemnity

SCIC and its representatives and staff will not be held liable for any loss, damages, death, illness or injuries to people or property whilst students are on any activity or excursion organised by SCIC.

It is your sole responsibility to take out insurance against all such risks, and we recommend that students travelling to Australia take out comprehensive travel, accident, and medical insurance in their own countries.

### Clothing

Please dress respectfully and do not wear any rude words or pictures on your clothing as other people may get offended.

Students are expected to be dressed in an appropriate manner (no bikini tops or similar apparel or clothing with offensive language written on it). Shoes (footwear) must be worn in the College at all times.

### First Aid

Any personal injury sustained at SCIC must be reported immediately to your teacher and/or Student Services. A basic first aid kit is available at Student Services for emergencies. SCIC cannot supply students with medicines or headache medication. This is the student's responsibility. There is a Coles Supermarket inside World Square within 5 mins walk from the College and they stock basic across the counter medication.

For other medicines, you will need to go to a chemist or pharmacy. The closest pharmacy to the SCIC Campus located within two minutes' walk is Chemist Warehouse, Hyde Park, 299 Elizabeth Street.

### Mobile Phones

**ALL mobile phones should be turned off while you are in class at SCIC.** It is very rude to other students and your teacher to take calls in class. If you need to be contacted urgently while you are attending class, you can inform potential callers, prior to class, to leave a message with Student Services.



### Photography Release

Any photographs or video footage taken at SCIC or by SCIC's staff of its students are the property of SCIC and may be used on the SCIC website or its other online social media pages or in the reproduction of materials for promotional use, without consent.

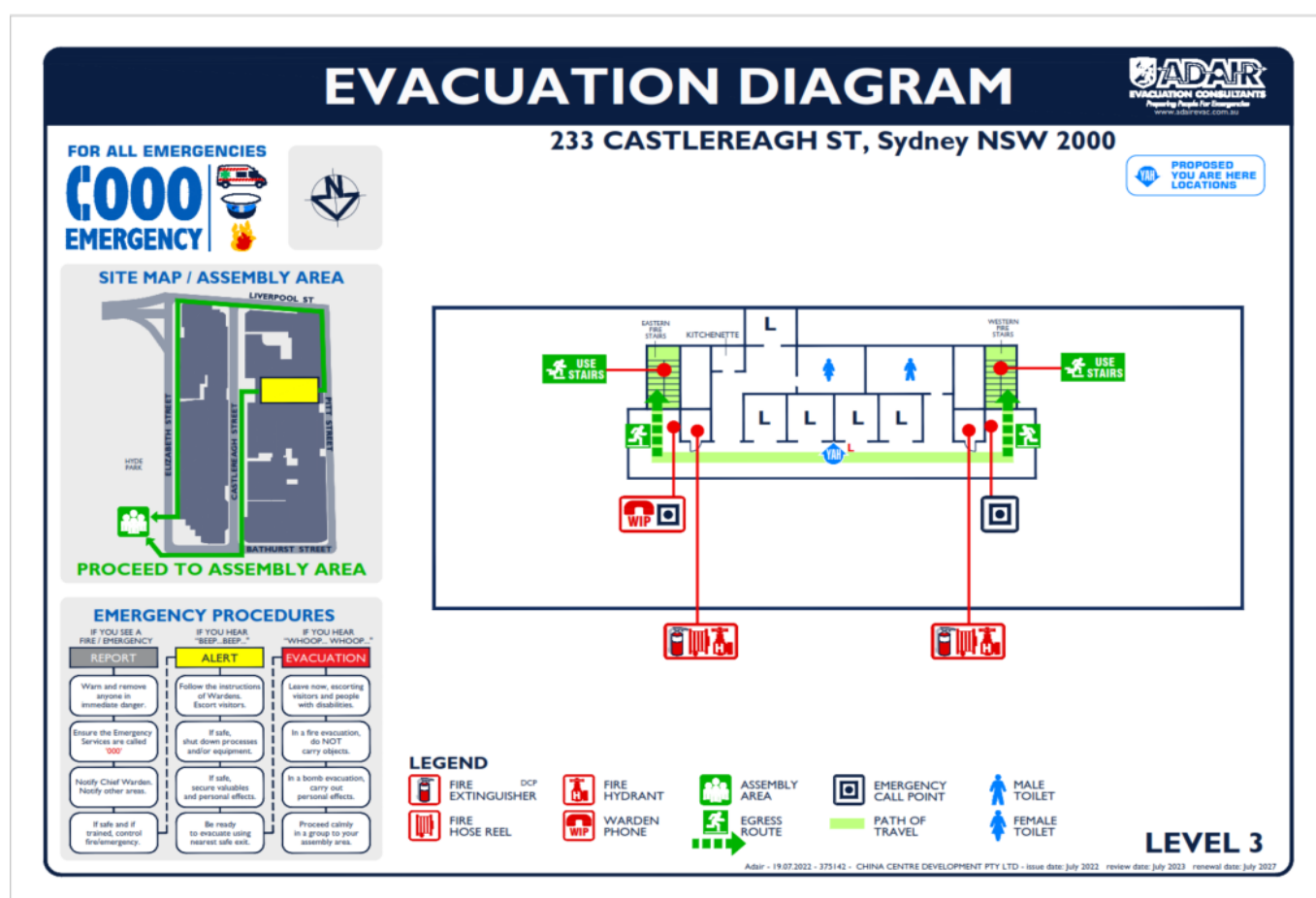
## Health & Safety

SCIC follows all relevant workplace health and safety regulations. SCIC staff will notify SCIC management if they identify any hazards that might cause harm to you or other SCIC staff. You must follow any health and safety instructions provided to you by any SCIC staff member.

You must also take responsibility for your own health and safety as you do outside the College.

## Emergency evacuations

SCIC has allocated and trained fire warden on site at all times. If there is an emergency evacuation, you must follow the procedures below and follow all directions of the wardens. You should familiarise yourself with the evacuation diagrams located throughout the SCIC premises.



If leaving the building in an emergency, please take only your personal belongings.

The lift must not be used in the event of an evacuation.



## Critical Incidents

**A critical incident is a traumatic event, or the threat of such (inside or outside Australia) which causes you to have extreme stress, fear or injury.**

A critical incident can be:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g., earthquake, flood, windstorm
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g., drug use, sexual assault.

**If you are involved in a critical incident, you should report it to your teacher, or to the nearest SCIC staff member immediately.**

A member of SCIC staff will implement the Critical Incident Procedure which can include administering first Aid or calling emergency services.

# IMPORTANT POLICIES & PROCEDURES

## Enrolment Variation

### (Deferral, Suspension & Cancellation)

**Deferment:** You have enrolled in a course but now you wish to postpone your commencement date.

**Suspension:** You have commenced your course, and you wish to suspend your studies for a specified period of time.

**Discontinuation/ cancellation/ Withdrawal:** You are currently studying and wish to withdraw completely, ending your enrolment.

**Transfer:** You wish to end your studies at SCIC or in one course and transfer to another college or course.

**Extension:** You are unable to complete your course by the agreed course end date and you wish to add additional time to complete your course.

- Enrolment variation applications can be:
  - Student initiated: you decide to make an application to defer, suspend or cancel your course.
  - Provider initiated: SCIC makes a decision to defer, suspend or cancel your enrolment.
- You have a right to ask for a deferral, suspension, cancellation or transfer.
- SCIC will only suspend or defer your enrolment if you can demonstrate compassionate or compelling circumstances or if you breach the Student Code of Conduct.
- You may also have your enrolment cancelled and be reported to DHA for:
  - Non-commencement of studies
  - Failure to pay course fees and charges
  - Unsatisfactory academic progress
  - Unsatisfactory attendance
  - Early completion of a course
  - Approved Leave of Absence for which there is no established date for your return to studies
  - Serious breaches of the Student Code of Conduct covering both academic and general behaviour
  - Behaviour deemed to be a serious threat to the health and safety of themselves and/or others (staff, teachers and/or students) while studying at SCIC.
- You can apply for a deferment of commencement of your studies because of compassionate and compelling circumstances that will prevent you from commencing your course on the scheduled start date.
- You can apply for a temporary suspension of your studies because of compassionate and compelling circumstances that will prevent you from attending normal classes for a significant period of time.
- SCIC may temporarily suspend your enrolment for misbehaviour. Serious breaches of the Student Code of Conduct covering both academic and general behaviour may result in cancellation.
- Applications for deferrals, suspensions, or cancellations of enrolment will not be processed or approved if the student has any outstanding fees owed to SCIC.

For full details of SCIC's **Enrolment Variation Policy and Procedure**, please go to the Policies and Procedures page on our website at the following link: [SCIC Policies & Procedures](#)

## Complaints & Appeals

### Definitions:

**Complaint:** a statement from a person (the complainant) that a product or service or action is unsatisfactory or unacceptable. Examples of complaints include, but are not limited to:

- student services support received by students
- teaching and assessment delivered by ELICOS teachers
- assessment outcomes/ results
- services provided by education agents acting on behalf of the college

**Appeal:** A request by a person (the appellant) to reverse a decision made about that person. Examples of when a person could submit an appeal include, but are not limited to:

- a complaint not being substantiated
- a decision to cancel a student's enrolment because of not meeting attendance, course progress or course fees payment requirements
- assessment decisions made by a teacher.

### Complaints procedure

- If you have a complaint, SCIC will try to solve it informally with you.
- If you are still unhappy, you may submit a formal complaint using the Student Complaint Form.
- The Manager will review your complaint and respond to you within 20 days.
- The Manager might ask you to provide more information or documents or to come to a meeting.
- The Manager will write to you with the outcome of your complaint.
- If you are unhappy with the outcome of your complaint, you should submit an appeal to SCIC.

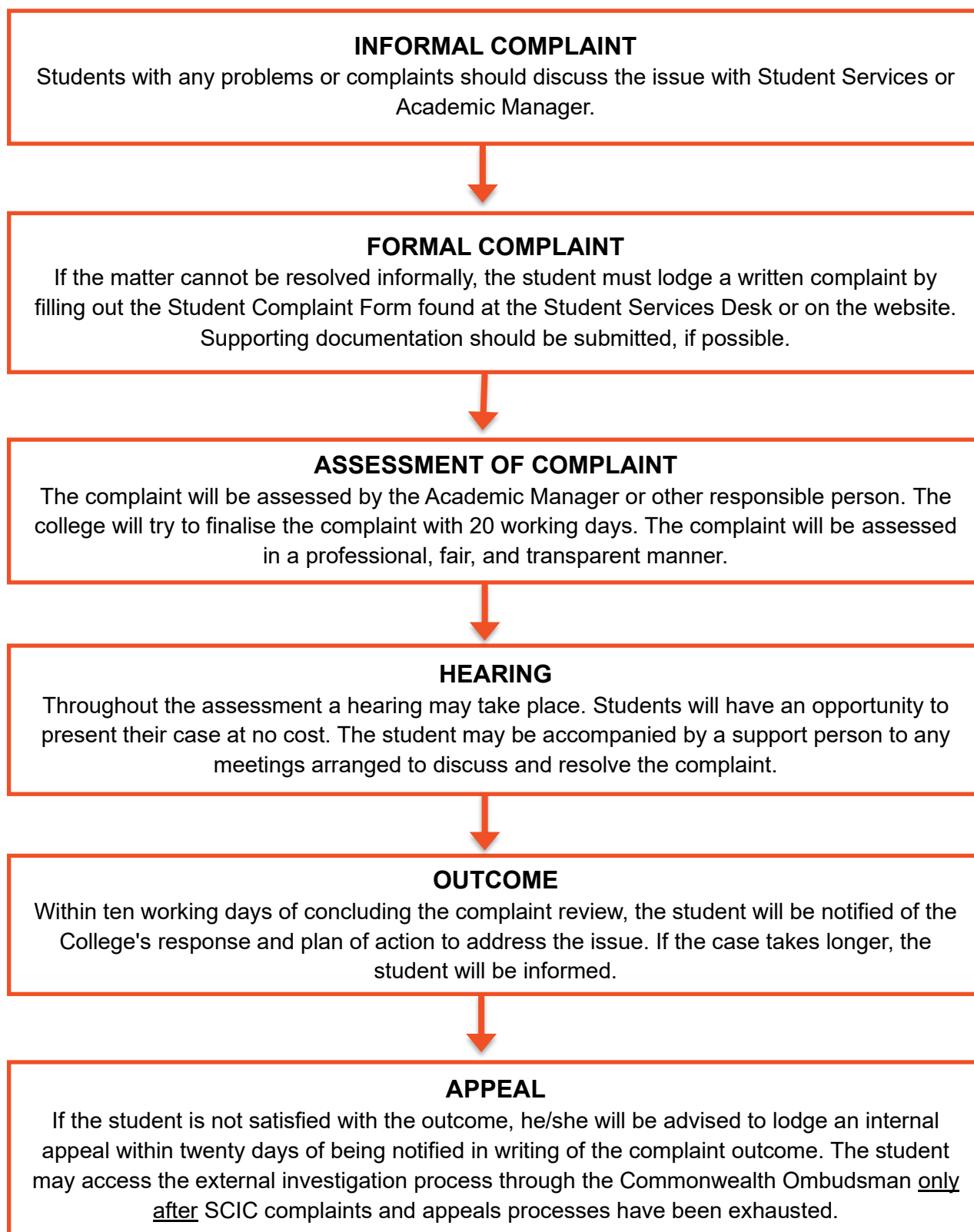
### Appeals procedure

- If you wish to submit an appeal, you should do so using the Student Appeal Form.
- The Manager will review your appeal and respond to you within 20 days.
- The Manager might ask you to provide more information or documents or to come to a meeting.
- The Manager will write to you with the outcome of your appeal.
- If you are unhappy with the outcome of your appeal, you can submit your complaint or appeal to the Commonwealth Ombudsman which is the external appeals handling body.
- Information about submitting an appeal to the Commonwealth Ombudsman may be viewed at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

For full details of SCIC's **Complaints & Appeals Policy and Procedure**, please go to the Policies and Procedures page on our website at the following link:

### SCIC Policies & Procedures

## COMPLAINTS PROCEDURE CHART



## **APPEALS PROCEDURE CHART**

### **FORMAL APPEAL**

The student must submit an appeal form with supporting documentation and evidence.



### **ASSESSMENT OF APPEAL**

The appeal will be assessed by the Academic Manager or other responsible person. The college will try to finalise the appeal with twenty-one working days. The complaint will be assessed in a professional, fair, and transparent manner.



### **HEARING**

Throughout the assessment of the appeal, a hearing may take place. Students will have an opportunity to present their case at no cost. Student may be accompanied by a support person to any meetings arranged to discuss and resolve the appeal.



### **OUTCOME**

Within ten working days of concluding the appeal review, the student will be notified of College's final decision and plan of action to address the issue. If the case takes longer, the student will be informed.



### **APPEAL**

If the student is not satisfied with the outcome of the appeal, he/she will be advised to lodge an external appeal within 20 days of receipt of being notified in writing of the appeal outcome. The student may access the external investigation process through the Commonwealth Ombudsman.

Phone: 1300 362 072

Web: <https://www.ombudsman.gov.au/>

## Transfer Between Providers

- Colleges like SCIC are sometimes called an 'education provider' for overseas students.
- You might be able to move (transfer) from SCIC to another education provider, but there are some rules you must follow:
  - Usually, you cannot transfer to another college until you have completed six months of your course, except in certain circumstances.
  - If you are enrolled in two courses at SCIC, e.g. General English followed by EAP, then your second course is called your 'principal' course. Usually, you cannot transfer to another college until you have completed six months of your principal course, except in certain circumstances.
- When can you transfer to another provider in the first six months of study?
  - SCIC can approve your transfer to another provider if:
    - We stop running the English course in which you are enrolled
    - If you have compassionate or compelling reasons for your transfer request
    - If SCIC thinks your transfer is in your best interest.
- SCIC will not approve your transfer for a number of reasons including:
  - You have not paid fees
  - You have breached your student visa conditions
  - You have breached SCIC's Code of Conduct
- To apply for a transfer, you should complete and submit a Provider Transfer Request Form.
- An application fee of \$200 applies to provider transfer applications.

For full details of SCIC's **Transfer between Providers Policy and Procedure**, please go to the Policies and Procedures page on our website at the following link:

[SCIC Policies & Procedures](#)

## Fees & Refunds

- SCIC provides you with information about fees and refunds in the following ways:
  - The Student Handbook
  - The college website at [www.scic.nsw.edu.au](http://www.scic.nsw.edu.au)
  - Your Letter of Offer and Written Agreement
- SCIC provides you with fees and refund information including:
  - tuition fees
  - non-tuition fees
  - fee payment schedules
  - how to apply for a refund
  - refund conditions, that is when you can get a refund
  - refund amount information
  - how your tuition fees are protected
- SCIC also tells you that its Fees & Refunds Policy and Procedure does not affect your rights to take action under Australian Consumer Law if the Australian Consumer Law applies.
- Refund amounts are provided in the table below:



## STUDENT DEFAULT

\$250 Administration fee applicable to all student-initiated cancellations.

### No refundable amounts (in any circumstances)

- Enrolment fee
- Enrolment variation fee (Deferral, Suspension or Cancellation applications)
- CoE issuance fees
- Credit card transaction fees

### Non-commencement

Non commencement on the agreed start date	No refund
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### Enrolment cancellations

When written notification of cancellation is received	Amount to be refunded
More than 28 days prior to the commencement of the course	70% of tuition fees will be refunded less \$250 administration fee
1 – 28 days prior to the commencement of the course	50% of tuition fees less \$250 administration fee
On or after course commencement date	No refund
After an approved deferral application and issuance of new CoE	<ul style="list-style-type: none"><li>• More than 28 days prior to commencement date of first CoE: 70% of tuition fees less \$250 administration fee</li><li>• 1 to 28 days prior to commencement date of first CoE: 50% of tuition fees less \$250 administration fee</li><li>• On or after commencement date of first CoE: No refund</li></ul>

### Visa refusals

Visa refusal reason:	Amount to be refunded
Visa refusal before course start date	Full refund less \$250 administration fee
Visa refusal after course start date	Refund of the fees paid for the part of course after the date of student withdrawal from course less \$250 administration fee

### Visa application withdrawals

Visa withdrawal timeframes:	Amount to be refunded
Visa application withdrawn before visa decision and no approved deferral application	<ul style="list-style-type: none"><li>• More than 28 days prior to commencement date of first CoE: 70% of tuition fees less \$250 administration fee</li><li>• 1 to 28 days prior to commencement date of first CoE: 50% of tuition fees less \$250 administration</li></ul>



	<p>fee</p> <ul style="list-style-type: none"> <li>• On or after commencement date of first CoE: No refund</li> </ul>
Visa application withdrawn before visa decision and deferral application approved	<ul style="list-style-type: none"> <li>• More than 28 days prior to commencement date of latest re-issued CoE: 70% of tuition fees less \$250 administration fee</li> <li>• 1 to 28 days prior to commencement date of latest re-issued CoE: 50% of tuition fees less \$250 administration fee</li> <li>• On or after commencement date of latest re-issued CoE: No refund</li> </ul>

### Accommodation (including homestay) fees

Refer to the Accommodation Provider's fees and refunds terms and conditions as agreed between you and the Accommodation/ Homestay Provider.

### PROVIDER DEFAULT

Provider Default on or before course commencement date	Full refund
Provider Default after course commencement date	Refund in accordance with <i>Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>

For full details of SCIC's **Fees & Refunds Policy and Procedure**, please go to the Policies and Procedures page on our website at the following link:

[SCIC Policies & Procedures](#)

## Compassionate or Compelling Circumstances

In some cases when you want to change your enrolment, SCIC can use *compassionate or compelling circumstances* to decide if they can approve your request. Enrolment chances include:

- A request to transfer to another provider (National Code 2017, Standard 7)
- SCIC has determined that the students had not demonstrated satisfactory attendance or course progress and intends to report the student for breach of their student visa conditions (National Code 2017, Standard 8)
- A request to defer or suspend studies (National Code 2017, Standard 9).



SCIC follows guidance about compassionate or compelling circumstances from the two government sources below:

- The Commonwealth Ombudsman's fact sheet, *Assessing Compassionate or Compelling Circumstances, June 2023* available at:  
[https://www.ombudsman.gov.au/data/assets/pdf\\_file/0030/298911/OSO-providers\\_Assessing-Compassionate-or-Compelling-Circumstances-A2297580.pdf](https://www.ombudsman.gov.au/data/assets/pdf_file/0030/298911/OSO-providers_Assessing-Compassionate-or-Compelling-Circumstances-A2297580.pdf)
- The Commonwealth Department of Education's factsheets, Standard 7 to 9 available at:  
<https://www.education.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018>

### What is meant by 'compassionate' or 'compelling'?

These are the definitions:

**Compassionate circumstances:** *circumstances that produce a feeling of sympathy for the student's troubles.*

**Compelling circumstances:** *circumstances that are powerfully convincing.*

SCIC also considers compassionate or compelling circumstances are those beyond your control and which have an impact upon your course attendance, course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- A traumatic experience, which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- When determining if compassionate or compelling circumstances exists, SCIC only requires the circumstances to be assessed as either compassionate or compelling.
- SCIC does not require you to demonstrate their circumstances are both compassionate and compelling while also taking into consideration that some circumstances may naturally meet both definitions.

### Supporting documentation

- SCIC always needs to be in a position to substantiate a decision to accept your claim of compassionate or compelling circumstances. This means that SCIC needs to be able to provide evidence to support and justify the decision that it has made.
- SCIC follows the guidance of the Federal Department of Education (National Code Factsheets for Standards 7-9) with regard to the need for you to present documentary evidence to support your claim of compassionate or compelling circumstances which states:
  - When determining whether compassionate or compelling circumstances exist, registered providers should consider documentary evidence provided to support the claim, and
  - should keep copies of these documents in the overseas student's file.

- SCIC will always request supporting documentation from you if you wish to make a claim of compassionate or compelling circumstances.
- Generally, SCIC will not determine that compassionate or compelling circumstances exist based solely on written statements presented by you (usually on the Student Appeal Form when citing compassionate or compelling circumstances as the reason for contesting a decision named by SCIC).

### **The nature of supporting evidence**

- SCIC will always request you to submit a claim of compassionate or compelling circumstances in writing. Generally, this written claim will be part of SCIC's Appeals processes and will use the Student Appeal Form to record in writing details of your claim to compassionate or compelling circumstances.
- SCIC will also accept other mechanisms to submit a claim of compassionate or compelling circumstances, for example, via email.
- SCIC will always request supporting evidence from a student to support their claim of compassionate or compelling circumstances.
- SCIC will not impose overly onerous requirements for the amount or type of evidence you must provide to support your claim, however, the evidence presented must clearly support the written compassionate or compelling claim made by you.

### **Medical certificates**

- Medical certificates are often presented by students who wish to make a compassionate or compelling circumstances claim.
- SCIC does not expect you to present medical evidence from specialists; SCIC is satisfied by medical evidence issued by General Practitioners.
- SCIC will always accept a medical practitioner's professional opinion provided in written medical evidence.
- SCIC reserves the right to verify a medical certificate presented by you: This usually takes the form of making contact with the medical practitioner's practice/ location in writing.
- Medical evidence does not need to specify a specific medical condition; however, it must meet the following requirements:
  - To address unsatisfactory course progress: It must state that the medical condition negatively affects your ability to meet academic progress requirements.
  - To address unsatisfactory attendance: It must specify the time period (for example, from date to date) for which you were unable/ unfit to attend your studies.

# LIVING IN SYDNEY

The NSW Government has a wide range of information available to future and current overseas students. Please go to the following link for more information: [Study NSW](#)

The Australian Federal Government also has an information website if you are thinking of studying in Australia or you are a current international student. Please go to the following link for more information: [Study Australia](#)

## Location

Sydney IS THE capital of the state of New South Wales, Australia. Located on Australia's south-eastern coast, Sydney is the country's largest city and, with its magnificent harbour and strategic position, is one of the most important ports in the South Pacific.

The metropolis surrounds Sydney Harbour and extends about 70 km (43.5 mi) towards the Blue Mountains to the west, Hawkesbury to the north, the Royal National Park to the south and Macarthur to the south-west. Sydney is made up of 658 suburbs, spread across 33 local government areas.

## Why Choose Sydney?

We're consistently ranked in the top 50 universities in the world, and are known internationally as leaders in education, research, student experience and graduate employability.

Many international students want to study in Sydney because of the great weather and the good reputation. You can do countless outdoor activities that include riding a bicycle, exploring the city centre, learning to surf AT Manly or Bondi Beach, hiking in the Blue Mountains and a lot more.

## Population

Sydney is Australia's most populated city with an estimated population of over 6 million people. The metropolitan area has about 650 suburbs that sprawl about 70 km to the west, 40 km to the north, and 60 to the south. People move in and out of Sydney every year, but the number of newcomers usually exceeds that of people who leave.

Sydney is an extremely diverse city, with a huge number of ethnic and cultural groups living here. The top five ancestries for people in Sydney are: Australian, English, Irish, Scottish and Chinese. The top five languages (other than English) spoken in Sydney are: Arabic, Mandarin, Cantonese, Vietnamese and Greek. The top six countries of birth for people in Sydney are: Australia, England, China, New Zealand, India and Vietnam. This means you'll be able to meet and make friends with students not just from Australia, but from all over the world.

## Climate

Sydney is popular for its sunshine and temperate climate, which allow its residents to embrace a year-round outdoor lifestyle. Regional cities near Sydney such as Newcastle and Wollongong share this pleasant climate, as do the countryside areas that surround the city.

Sydney enjoys a sunny climate with mild winters and warm summers, perfect for making the most of the outdoors.

	Summer (Dec to Feb)	Autumn (Mar to May)	Winter (Jun to Aug)	Spring (Sep to Nov)
Average Minimum Temperature (°C)	20.0	15.4	9.0	16.6
Average Maximum Temperature (°C)	27.2	19.0	17.0	25.0

## The Cost of Living

Living costs are one of the most important things you need to think about when planning to study in Australia. You need to think about study/ tuition fees, rent, food and other everyday expenses. Here are estimates of costs you need to think about.

### Education costs

The cost of your course will depend on the kind of course you want to study. The table below shows some average study costs.

Course type	Average annual cost
English (ELICOS) course	\$250 per week
VET (Vocational course)	\$3,000 - \$20,000
Undergraduate Degree	\$10,000 - \$40,000
Postgraduate Masters Degree	\$20,00 - \$50,000
Doctoral Degree	\$20,000 - \$40,000

### Accommodation costs

A wide range of accommodation options are available. Costs will depend on where you want to live.

Accommodation type	Average weekly cost
Apartment	\$600
Shared apartment/ house	\$250
Homestay	\$240 - \$340

### Living expenses

You will also need to think about many other living costs as well as rent and study fees. Some of these costs are listed in the table below.

Expense	Average weekly cost
Gas/ electricity	\$10-\$20
Public transport	\$50
Phone/ Internet	\$10 - \$15
Eating out	\$150 - \$250

## Food

And of course, we all need to eat! The table below give you an idea of the cost of some common foods here in Sydney.

Food item	Average cost
Basic lunch	\$20 - \$25
Fast food meal	\$12 - \$15
1 litre full cream milk	\$3.20
1 dozen eggs	\$6.00 - \$7.00
1 kg white rice	\$1.50 - \$2.50
500g pasta	\$2.00
500g plain cheese	\$9.00 - \$12.00
2 litre water	\$1.80 - \$2.00
2 litre Coca Cola	\$3.90
1 kg potatoes	\$2.50 - \$4.50
1 kg tomatoes	\$8.00 - \$15.00
1 kg bananas	\$4.00
1 loaf white bread	\$3.00 - \$5.00

## Your Work Rights in Australia

As an international student, your student visa allows you to work up to 48 hours per fortnight (two weeks) during term time. You can work full-time during your holidays.

You have the same workplace rights and protections as anyone else working in Australia.

- You must be paid at least the minimum wage. From 01.July 2024, the minimum wage is \$24.10 per hour
- You must pay tax on your income
- You must get a pay slip

You cannot be a full-time worker because you cannot work 38 hours per week. International students are usually casual workers. Casual work means you don't have a fixed number of hours every week.

If you are having workplace problems, there is a government organisation you can contact without fear of your visa being cancelled. This could be for issues such as not getting the right pay or other entitlements, like leave or notice. The organisation is called the **Fair Work Ombudsman**. For more information, go to the following link: [The Fair Work Ombudsman and International Students](#)

## Transport

An efficient network of transport options makes travelling to attractions in Sydney and regional NSW affordable and enjoyable. Opal Card, Sydney's integrated ticketing system, provides students with the flexibility to travel on train, bus, metro and ferry services using just the one card. Opal cards can be

bought at NSW Railway stations and selected ticketing agents and provide fares cheaper than buying paper tickets at transit stations.

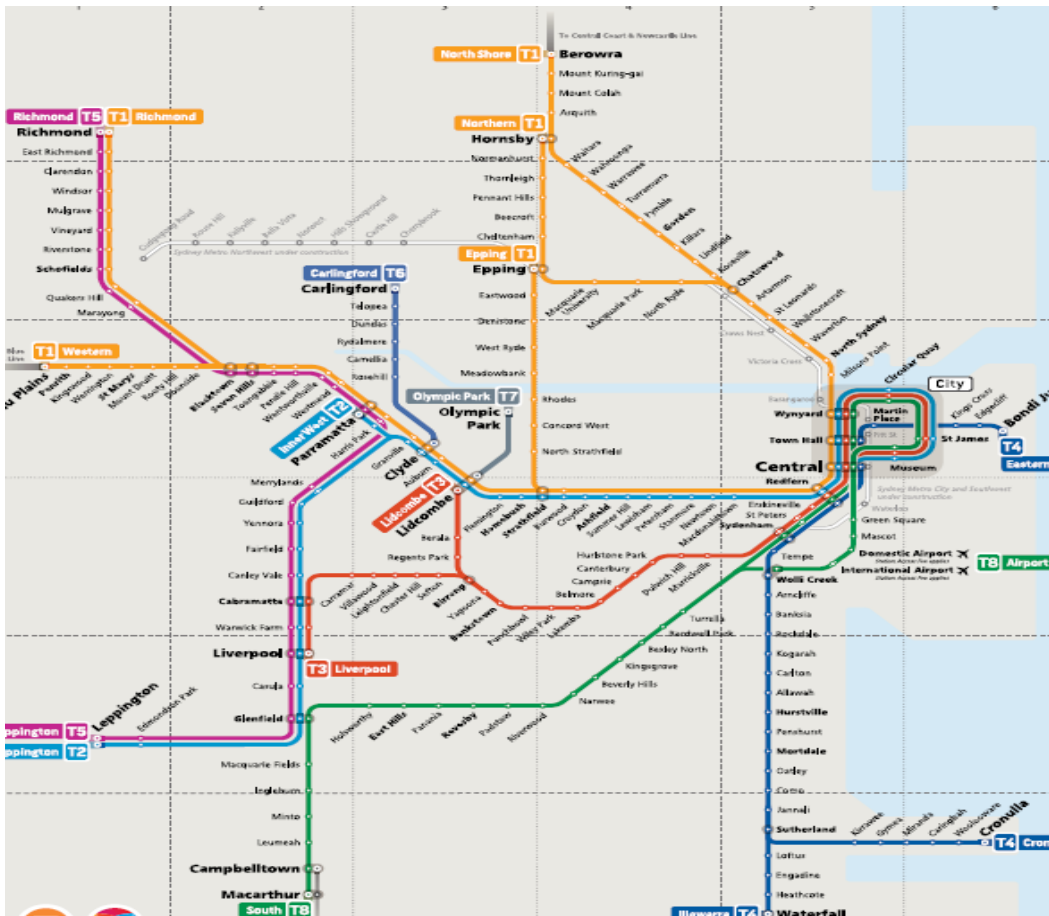
For more information about the Opal card and the various transport networks, visit the Transport NSW website <https://transportnsw.info/>. You can also download the NSW Opal app for up-to-date service information.



## City Train

Sydney's network of trains covers the broadest reaches of Greater Sydney and provides direct access to the city and outer suburbs. There are also special post-midnight services on Friday and Saturday nights for late-night adventurers.

There is also the XPT in NSW, which was introduced to service in 1982, the XPT, short for "express passenger train", has an aerodynamic design and travels between Sydney, Melbourne, Brisbane, Dubbo, Grafton and Casino. You can book a seat on NSW TrainLink Regional services.





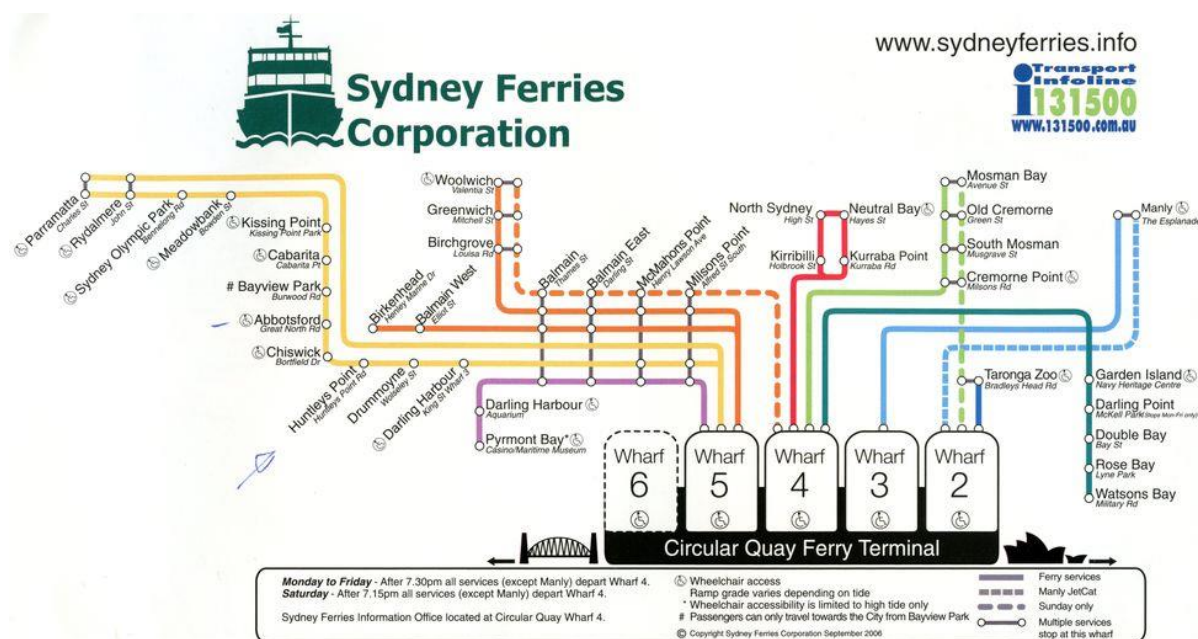
## City Bus

Sydney's bus services run throughout the city connecting the outer and inner suburbs to the CBD, major shopping centres, railway stations and ferry terminals. A number of bus routes operate 24 hours a day, 7 days a week. Night Ride buses replace most train services between midnight and 4.30am, stopping at railway stations or on main roads near railway stations. Some regular bus routes run later services after midnight on weekends only.

You can buy Opal single bus tickets from the driver, except on Opal only or Pre-pay buses. You can buy Opal single trip tickets from top up and single trip ticket machines at selected metro and train stations, wharves and light rail stops.

## Sydney Ferries

Sydney Ferries is the public transport ferry network serving the city of Sydney, New South Wales. Services operate on Sydney Harbour and the connecting Parramatta River. You can pay for your ferry trip in Sydney using your Opal card on Sydney Ferries where you can take advantage of all the Opal benefits.



## Accommodation Options

When studying in Sydney, you can choose from a range of accommodation options to suit your lifestyle and budget. You can stay with a local Australian family (Homestay), live in student accommodation, share an apartment with friends or live alone.

## **Homestay**

Homestay accommodation allows you to live with an Australian host family – giving you an authentic Australian experience. You'll pay a fee that covers accommodation, breakfast, and dinner. Internet access is also often included.

SCIC works with its Homestay provider to set you up with homestay accommodation for your arrival in Australia – including providing airport pick-up and drop-off to your host family.

SCIC's homestay provider is Study Vision.

All requests and applications for Homestay accommodation through SCIC are forwarded directly to [info@studyvision.com.au](mailto:info@studyvision.com.au). Study Vision offers easy and complete homestay packages. Their rate allows you to find a homestay that best suits you and this information can be found on their website, <https://www.studyvision.com.au/>

## **Share & Rental Accommodation**

There are a number of unit complexes or houses specifically for students in Sydney. In most cases, students will rent the entire house or flat, but there are also opportunities to rent a single bedroom, and share lounge room, kitchen, bathroom and laundry facilities with other students who have been selected by the management.

Most rental properties will require you to pay a bond upfront that will be returned at the end of your agreement if no damage has occurred. This will cover any money owing at the end of the tenancy for any damage to the property. The bond is used as security and is usually equivalent to the amount of four weeks' rent. Your landlord can also ask for one month's rent in advance for a fixed term agreement and two weeks for a periodic rental. You need to determine exactly who is responsible for utilities like water, gas, and electricity.

Rental costs vary depending on the accommodation style, type and suburb. You can find average rental costs by searching for "median rents" on the Residential Tenancies Act (RTA) website <https://www.tenants.org.au>. The RTA governs rental contracts in Sydney and can help you with any questions or information about joining or starting a lease.

**There are a few places on-line where you can find independent or share-rooms to rent in Sydney. These are:**

- Flatmates - [flatmatesfinders.com.au](http://flatmatesfinders.com.au)
- Gumtree - [www.gumtree.com.au](http://www.gumtree.com.au)
- Realestate.com.au - [www.realestate.com.au](http://www.realestate.com.au)
- Domain - [www.domain.com.au](http://www.domain.com.au)
- Y Suites - [www.sydney.ysuites.co](http://www.sydney.ysuites.co)

**Before you take a lease out on a property you need to:**

- Ensure you have enough money to cover the Bond
- Arrange a reference or Guarantor
- Inspect the property before you sign a contract and/or pay a deposit.
- Photograph any existing damage or issues.
- Carefully read your rental agreement before signing it (get help if you are not sure what something means).



- Make sure you receive (and keep) a copy of your rental agreement.
- Establish who is responsible for paying the utilities.
- Take careful notice of the details regarding the end of your rental agreement.

## Banking

Opening an Australian bank account will allow you to earn money in Australia. Any payment you receive from employment or a scholarship will need to be paid directly into an Australian account. You can also easily access funds without attracting fees for international transfers. When opening an account, you will be provided with a debit card, allowing you to shop across Australia and online without paying additional fees. As an international student, you need to make sure you have enough money to pay for study, books and living expenses. You also need to make sure your money is secure and that you can access it anytime. You can use a basic day to day account to pay for course fees, rent or daily living costs.



To set up a bank account you just need to go to any bank once in Australia and let them know you're an international student and would like to open an account. To do this, you will need to provide:

- photographic identification (passport)
- proof of your Australian address (a household bill can be used)
- proof of enrolment at your education provider.

You will be provided with access to a day-to-day account and an online savings account. Once you have been identified, you will receive a debit card.

**Note:** Although it is not necessary for you to have a Tax File Number to get a bank account, it is advisable to set one up and take this with you as without one you will get taxed a lot on your account.

## Phone And Internet Services

Australia has several different options available for phone and internet services. Some information about accessing these services are below.

### **Making International Calls**

- To make international telephone calls from Australia, dial:  
0011 + country code + the area code (if required) + telephone number  
For example to call someone in Rio de Janeiro, Brazil dial 0011 55 21 + local telephone number.
- To call Australia from overseas, dial:  
+61 (Country code) + area code (02 for Sydney) + telephone number  
For example to call our Sydney Campus reception from Overseas, dial +61 2 8355 7308.

### **Making Calls within Australia**

To make calls within Australia, dial:

Area code (for State or Territory only) + telephone number.

State & Territory Codes in Australia:

- 02 NSW – New South Wales; ACT – Australian Capital Territory
- 03 Victoria; Tasmania
- 08 Western Australia; South Australia; Northern Territory
- 04 All Mobile Phones in Australia

### **Mobile Phone Services**

It is highly recommended that you purchase an Australian SIM card when you arrive in Australia rather than using your mobile number from your home country as this can end up being very expensive. In Australia, it is possible to have a prepaid mobile phone account or a contract mobile phone service.

#### **Prepaid Mobile Phone**

A prepaid mobile phone service gives you flexibility because you control how much you spend and can stop using the service any time. Pre-paid SIM cards are sold in many shops and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.

#### **Contract Mobile Phone**

If you will be using your mobile a lot and will be in Australia for a longer period (12+ months), a fixed term contract might work out to be the cheaper option for you. There are many mobile phone operators in Australia, and you can choose from a range of phone plans where you can get the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain amount of calls, text messages and data.

If you need any assistance with setting up a phone service, our Student Services officer can help you to get the best option for your personal circumstances.

### **Internet Services**

Many of the phone service providers in Australia also provide fixed or mobile internet services. These are also offered as pre-paid, or contract plans like the mobile phones above and these operate in the same manner. If you choose to get a contract service for your home internet, you will receive a modem, and

just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you and you need assistance in understanding the information they provide you, our Student Support officer will be happy to assist you.

**SCIC provides free Wi-Fi for all students whilst on campus. See Student Services for the login details.**

## What to do in an emergency

On your first day at SCIC, you will be shown where to find the fire stairs. You will walk down the stairs to the street exit on Castlereagh Street and make your way to the SCIC Emergency Meeting Point.

In case of an emergency at school you must:

- Follow your teacher's instructions
- Leave the building via the fire stairs. Do not take the lift.
- Meet with your teacher at the SCIC Emergency Meeting Point
- Make sure your teacher marks your name on the roll
- Wait for further instructions from your teacher



**If you ever have an emergency and need help from FIRE, POLICE or AMBULANCE SERVICES**

**Dial (free) 000**

**from ANY public telephone or mobile telephone.**

**If first aid is required at school, you must report it to your teacher or Student Services.**

Other phone numbers which may be of assistance during an emergency are:

- SES: for help with a damaged roof, rising flood water, trees fallen on buildings, or storm damage call 13 77 88.
- Non-urgent medical help: [Healthdirect](https://www.healthdirect.gov.au) (1800 020 080)
- If you need a Doctor afterhours: [GP Helpline](https://www.gp-helpline.com.au) (1800 022 222)
- Non-emergency police contact: [Policelink](https://www.policelink.com.au) on 13 1444
- Poisons Information Centre: Ring for information 24 hours a day on 13 1126



## Medical Assistance

Sydney has some of the highest-quality health services available in Australia. Australia's health care system includes high-quality hospitals, doctors, pharmacies, dental clinics, physiotherapists, and many other support services.

### Overseas Student Health Cover

The Australian Government requires all international students to purchase medical insurance for the full period of their student visa. This cover must be through an approved Overseas Student Health Cover (OSHC) provider.

Depending on the level of cover, most OSHC insurers will cover basic medical costs and contribute towards the costs of most prescription medicines and an ambulance in cases of emergency.

OSHC does not cover secondary medical services such as dental, optical, physiotherapy, or non-essential prescription medicines. Additional private health insurance will need to be bought if these services are required.

Some OSHC health insurance providers in Sydney include:

- Medibank Private: [www.medibank.com.au](http://www.medibank.com.au)
- Allianz Global Assistance:  
[www.oshcallianzassistance.com.au](http://www.oshcallianzassistance.com.au)
- BUPA OSHC: [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Australian Health Management: [www.ahm.com.au](http://www.ahm.com.au)
- NIB: [www.nib.com.au](http://www.nib.com.au)

### Getting Medical Help

If you need medical help in Sydney, make an appointment to see a doctor, also known as a general practitioner (GP), at your local medical centre. You should go to a doctor's surgery that can send the bill directly to your OSHC insurance provider. This is called "bulk billing" and means you will only have to pay the difference between what is owed to the doctor and what your insurance will cover.

GPs can help with minor illnesses and offer general medical advice. In cases of medical emergency, you should immediately go to the emergency department of your nearest hospital, where medical staff can provide you with urgent attention.

It is important that you contact your OSHC insurer before being admitted to a private hospital. While private hospitals will still provide you with medical attention, be aware that not all their services will be covered by OSHC and you may have to pay extra for these services.

Local medical centres which are close to SCIC Campus include:

Centre name and address	Opening Hours
<b>Hyde Park Medical Centre</b> Ground Floor 1/175 Liverpool St, Sydney NSW 2000 Phone: (02) 9283 1234	Monday to Friday: 8am – 7pm Saturday: 10am – 2pm Sunday: 10am – 2pm
<b>World Square Medical Centre</b> Lower Ground Level, Shop 9.09c 644 George Street World Square Shopping Centre Sydney NSW 2000 Phone: (02) 9777 0024	Monday to Friday: 8.30am – 6pm Saturday: 10am – 4pm Sunday: 9am – 1pm
<b>Key Health Medical Care</b> Ground Floor, 281 Elizabeth Street Sydney NSW 200 Phone: (02) 8262 1000	Monday to Friday: 8.30am – 5pm Saturday: 10am – 2pm Sunday: Closed

### Attending an Australian Hospital

Not all private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others that have come into the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a doctor, or you need to wait to see the doctor, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home or admitting you to hospital in more severe cases.

There are extensive waiting times for elective surgeries at public hospitals, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system. Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals, but you must pay the difference (this is called an excess payment).

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but if the doctor's fee is higher than the 'schedule fee' you will be required to pay the difference.

The closest hospital to SCIC Sydney is **Saint Vincent's Hospital** located at 90 Victoria St, Darlinghurst NSW 2010.

## Mental Health

Some people may find adjusting to a new life in a different country and city stressful. If you find yourself having financial or accommodation problems, give yourself a break and don't let your new life overwhelm you. Making friends will give you a support network, as will finding a part-time job.

Look for special interest groups you can relate to and force yourself to give your mind a break from rigorous study.

If you feel unhappy for any reason - be it academic, personal or social reasons - we can provide confidential one-on-one counselling to help you. If we're unable to solve the challenge you face, SCIC can arrange further professional assistance from experienced counsellors and psychologists to help get you back on track.

### **Emotionally Focused Therapy Sydney CBD**

Level 2, Suite 211/160

Castlereagh St. Sydney 2000

Phone: 02 95189912

Monday to Saturday 8am to 8.30pm

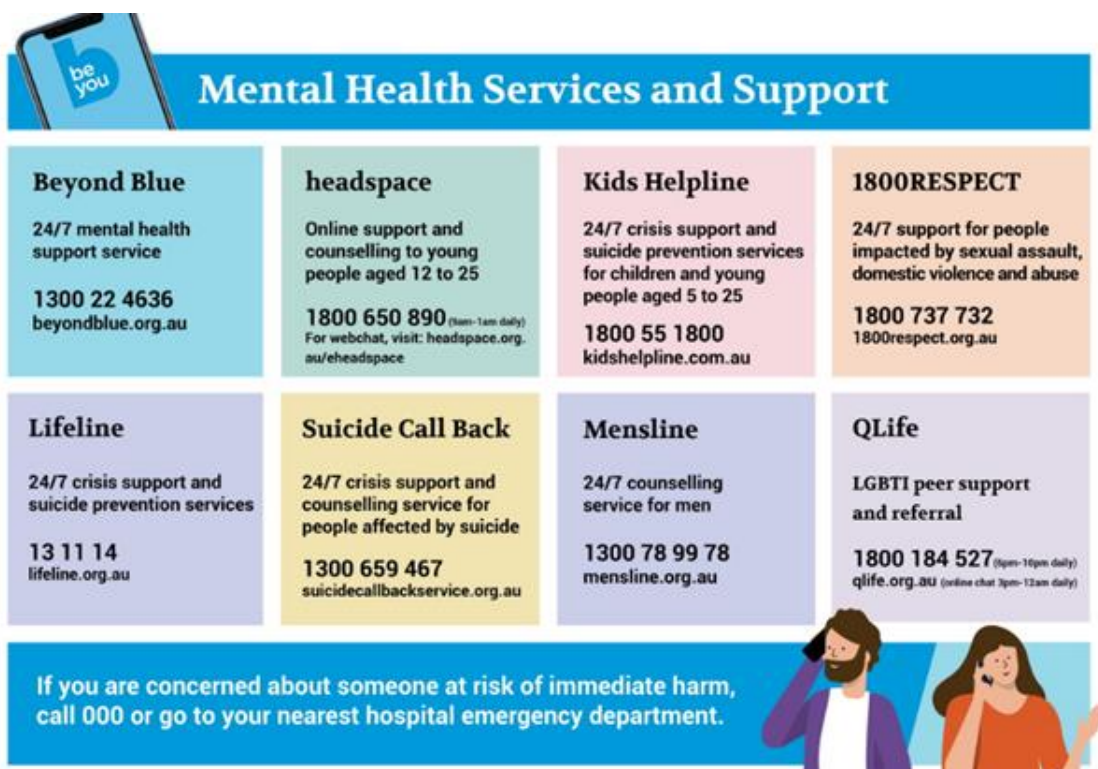
<http://www.eft-counselling-therapy.sydney/>

The table below gives some useful sites and phone numbers to assist you in a crisis.

Lifeline	Mensline	Suicide Call Back Service
13 11 14 (a 24-hour crisis support and suicide prevention hotline) <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	1300 78 99 78 <a href="http://www.mensline.org.au">www.mensline.org.au</a>	1300 659 467 (Free counselling) <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>

Here is some free mental health services contact information.





**Mental Health Services and Support**

<b>Beyond Blue</b> 24/7 mental health support service <b>1300 22 4636</b> <a href="http://beyondblue.org.au">beyondblue.org.au</a>	<b>headspace</b> Online support and counselling to young people aged 12 to 25 <b>1800 650 890</b> (9am-1am daily) For webchat, visit: <a href="http://headspace.org.au/eheadspace">headspace.org.au/eheadspace</a>	<b>Kids Helpline</b> 24/7 crisis support and suicide prevention services for children and young people aged 5 to 25 <b>1800 55 1800</b> <a href="http://kidshelpline.com.au">kidshelpline.com.au</a>	<b>1800RESPECT</b> 24/7 support for people impacted by sexual assault, domestic violence and abuse <b>1800 737 732</b> <a href="http://1800respect.org.au">1800respect.org.au</a>
<b>Lifeline</b> 24/7 crisis support and suicide prevention services <b>13 11 14</b> <a href="http://lifeline.org.au">lifeline.org.au</a>	<b>Suicide Call Back</b> 24/7 crisis support and counselling service for people affected by suicide <b>1300 659 467</b> <a href="http://suicidecallbackservice.org.au">suicidecallbackservice.org.au</a>	<b>Mensline</b> 24/7 counselling service for men <b>1300 78 99 78</b> <a href="http://mensline.org.au">mensline.org.au</a>	<b>QLife</b> LGBTI peer support and referral <b>1800 184 527</b> (9pm-10pm daily) <a href="http://qlife.org.au">qlife.org.au</a> (online chat 3pm-12am daily)

If you are concerned about someone at risk of immediate harm, call 000 or go to your nearest hospital emergency department.

## Emergency Number

The Triple-0 (000) service is the quickest way to get the right emergency service to help you. It should be used to contact **Police**, **Fire** or **Ambulance** services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance. Ambulances provide immediate medical attention and emergency transportation to hospital.

## Translation Services

### **Emergency Call Number: TIS National on 1300 575 847**

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation, and Interpreter Service (TIS) can be used. For more information visit [freeinterpreting@homeaffairs.gov.au](mailto:freeinterpreting@homeaffairs.gov.au) or phone **131 450**.

## Legal Services

Free legal advice can be obtained from the Legal Aid Telephone Service on 1300 888 529 or by visiting <https://www.legalaid.nsw.gov.au>

## Health and Fitness

For those looking to maintain an active lifestyle, there are many gyms you can join in and around the city, and Sydney has a wide range of free or low-cost activities catering to different age groups and interests.

There are also several different sporting facilities including skate parks, tennis courts and bike paths – so there is always something available to keep your exercise routine interesting.

For those that enjoy working out in a gym, SCIC has a number of gyms near our Sydney Campus.

World Gym Castlereagh	Anytime Fitness Sydney Hyde Park	Sydney Personal Training	Total Gym Fitness/ HQH Fitness
199 Castlereagh St, Sydney NSW 2000  (02) 9137 3287  <a href="https://www.worldgym.com.au/gyms/castlereagh?utm_source=organic&amp;utm_medium=gmb&amp;utm_id=google">https://www.worldgym.com.au/gyms/castlereagh?utm_source=organic&amp;utm_medium=gmb&amp;utm_id=google</a>	Level 4/227 Elizabeth St, Sydney NSW 2000  0413 252 695  <a href="https://www.anytimefitness.com.au/gyms/au-1408/sydney-nsw-2000/">https://www.anytimefitness.com.au/gyms/au-1408/sydney-nsw-2000/</a>	199 Castlereagh St, Sydney NSW 2000  0404 903 987  <a href="https://www.sydneypersonaltraining.au/?utm_source=google&amp;utm_medium=wix_google_business_profile&amp;utm_campaign=5842305707234723671">https://www.sydneypersonaltraining.au/?utm_source=google&amp;utm_medium=wix_google_business_profile&amp;utm_campaign=5842305707234723671</a>	267-277 Castlereagh St, Sydney NSW 2000  1800 552 878  <a href="https://www.totalgymshop.com.au/contact">https://www.totalgymshop.com.au/contact</a>

## Smoking

In Australia, smoking is prohibited for people under the age of 18. In NSW, smoking is prohibited within 5 metres of all non-residential building entrances.

All areas of the SCIC Campus are designated as non-smoking buildings - therefore there is no smoking anywhere inside the College or the building. This includes the toilets, stairs or lift, and lobby areas. Under no circumstances are you permitted to smoke on the front stairs or near (within 4 metres) of the entrances to the building.

## General Safety

Australia is considered to be one of the safest countries in the world. However, like in all countries and major cities, risks should not be taken.

As a general principle, you should always avoid dark areas at night time, do not attract unwanted attention to yourself with loud behaviour, dress etc. and take care of your valuables and belongings at all times. If you don't know the area well or if you must travel at night, you should travel with a friend. Do not hitchhike or ride in a car with someone you do not know, even if they seem friendly or helpful. If you do not feel safe at any stage call the Emergency number 000 and ask for Police.



## Sun Safety

Australia has one of the highest rates of skin cancer in the world. Fortunately, being Sun Smart is a simple and effective way to reduce your risk of developing skin cancer.

Cancer Council Australia provides guidance on how much sun you need and how to protect yourself from getting too much sun exposure on their [sun protection](#) website.

For best protection, the cancer council recommends a combination of sun protection measures including:

- Slip on some sun-protective clothing that covers as much skin as possible.
- Slop on broad spectrum, water resistant SPF30+ (or higher) sunscreen. Put it on 20 minutes before you go outdoors and every two hours afterwards. Sunscreen should never be used to extend the time you spend in the sun.
- Slap on a hat – broad brim or legionnaire style to protect your face, head, neck, and ears.
- Seek shade.
- Slide on some sunglasses – make sure they meet Australian Standards.



## Beach Safety

A day at the beach is a fabulous way to enjoy Sydney-NSW. If you're planning a day out by the water, here's your guide to staying safe and having a great day:

- NEVER swim at an unpatrolled beach. Pick somewhere to swim that has trained lifeguards to assist you if you get into trouble.
- ALWAYS swim between the red and yellow flags when you go to the beach. This is the area that has been determined as the safest for swimming. NEVER swim outside the flags. This is the area that is patrolled and watched by trained lifeguards.
- Check for any signs and ALWAYS follow their instructions;
- DO NOT dive into water as you may misjudge the depth; this may cause serious injuries;
- ALWAYS walk into the water slowly and be aware of any submerged objects which can cause injuries;
- NEVER swim alone, or at night, when no-one can see you;
- NEVER swim under the influence of alcohol;
- If you find yourself in trouble in the ocean, raise your hand/arm up to signal for help and stay calm. Float with a current or rip – do not try and swim against it.





The ocean can be a dangerous place and so understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe from danger. More information about Surf safety can be found on the Surf Life Saving Beach Safety website at the following link:

<https://beachsafe.org.au/surf-safety>



# SCIC CONTACT INFORMATION

**Remember in a life-threatening emergency always call '000' first for Fire, Police or Ambulance and be ready to tell the operator your location or address.**

## **SCIC Location:**

Level 3, 233 Castlereagh Street Sydney NSW 2000

## **General & Student Enquiries:**

Contact SCIC Student Services:

Phone: 02 8042 5910

[studentservices@scic.nsw.edu.au](mailto:studentservices@scic.nsw.edu.au)

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**If it is an emergency that requires Police or emergency services, please call 000.**

Closest Police Station:

## **Surry Hills Police Station**

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