



**International  
House**  
Sydney City | Bondi  
Darwin | Melbourne



# ***STUDENT HANDBOOK***

**IH Sydney City**



# **CONTACTS YOU MIGHT NEED**

**IN AN EMERGENCY CALL: 000**

## ***YOUR WORKING RIGHTS IN AUSTRALIA***

Fair Work Ombudsman

Web: [www.fairwork.gov.au](http://www.fairwork.gov.au)

Phone: 13 13 94

## ***IMMIGRATION DEPARTMENT***

Web: [www.homeaffairs.gov.au/trav/visa-1](http://www.homeaffairs.gov.au/trav/visa-1)

Phone: 131 881

## ***TRAINS, BUSES AND FERRIES***

Web: <https://transportnsw.info>

App: TripView Lite

## ***FREE LEGAL ADVICE***

Redfern Legal Centre

Address: 73 Pitt Street, Redfern NSW 2016

Phone: 102 9698 7277

## ***MENTAL HEALTH HELP***

Beyond Blue

Chat online: [www.beyondblue.org.au](http://www.beyondblue.org.au)

Phone: 1300 22 4636

## ***TO SEE A DOCTOR***

Please check with your OSHC provider for a list of recommended doctors and other medical services

**CONTENTS****PART 1: ABOUT IH SYDNEY CITY**

- 4 CENTRE DETAILS**
- 4 KEY STAFF**
- 5 LOCATION**
  - COLLEGE HOURS**
  - TIMETABLE OF LESSONS**
  - SAMPLE TIMETABLE**
- 6 MAP OF THE COLLEGE**
- 7 COURSES OFFERED**
  - SCHOOL FACILITIES**
  - ACADEMIC COUNSELLORS**
  - COMPUTERS**
  - WIFI NETWORK**

**PART 2: YOUR RIGHTS AND RESPONSIBILITIES**

- 8 STUDENT CODE OF CONDUCT**
- 9 ATTENDANCE**
- 10 LATENESS**
  - STUDENT CONTACT DETAILS**
  - CAN'T COME TO SCHOOL?**
  - STUDENT ID CARDS**
  - SOCIAL ACTIVITIES**
  - YOUR PROGRESS**
  - SPECIAL NEEDS STUDENTS**
- 11 WHEN YOU ARE AT SCHOOL**
  - SMOKING**

**PART 3: LIVING IN SYDNEY**

- 12 WHEN YOU ARE NOT AT SCHOOL**
  - WHERE DO I FIND?**
- 13 SYDNEY TRAIN NETWORK MAP**
- 14 TRANSPORT**
  - QUEUING**
  - ACCOMMODATION**
  - NOISE**
  - LEGAL SERVICES**
- 15 AUSTRALIAN LAWS**

# ***ABOUT IH SYDNEY CITY***

## **WELCOME TO INTERNATIONAL HOUSE SYDNEY CITY!**

Congratulations on your acceptance to International House Sydney.

We hope your time here is enjoyable and a great learning experience. We welcome you, and look forward to helping you to achieve your goals in improving your English.

This handbook has been created in accordance with the ESOS Legislative Framework, to make your time at International House Sydney a more enjoyable and memorable learning experience.

### **CENTRE DETAILS**

Address: Level 1 203 Clarence St, Sydney

Phone: (02) 9279 0733

Email: [info@ihsydney.com.au](mailto:info@ihsydney.com.au)

Website: [www.ihsydney.com.au](http://www.ihsydney.com.au)

### **KEY STAFF:**

Managing Director: Tim Eckenfels

Business Manager: Fernando Passarelli

Director of Studies: Aaron Clark

Director of Admissions  
& Student Services: Kay Wong



## LOCATION:

International House Sydney City is located in the middle of the Sydney CBD, with plenty of transport and sightseeing options available (for more information see Reception).

The closest train station is Town Hall, which is through the Queen Victoria Building, also known as the QVB.

Bus stops can be found all along Clarence Street. Our location, building and excellent facilities make the college an ideal place to study.

## COLLEGE HOURS:

School:

Monday to Friday  
8:00am to 9:15pm

Reception:

Monday to Thursday  
8:00am to 7:30pm  
Friday  
8:00am to 6:00pm.

## TIMETABLE OF LESSONS

We offer different timetables during the day, you will be assigned to one of the current timetables depending on your course, English level and choice of Morning or Evening lessons..

## SAMPLE TIMETABLE

Morning:

8:00am to 10:00am  
Break  
10:15am to 12:15pm

OR

12:30am to 2:30pm  
Break  
2:45pm to 4:30pm

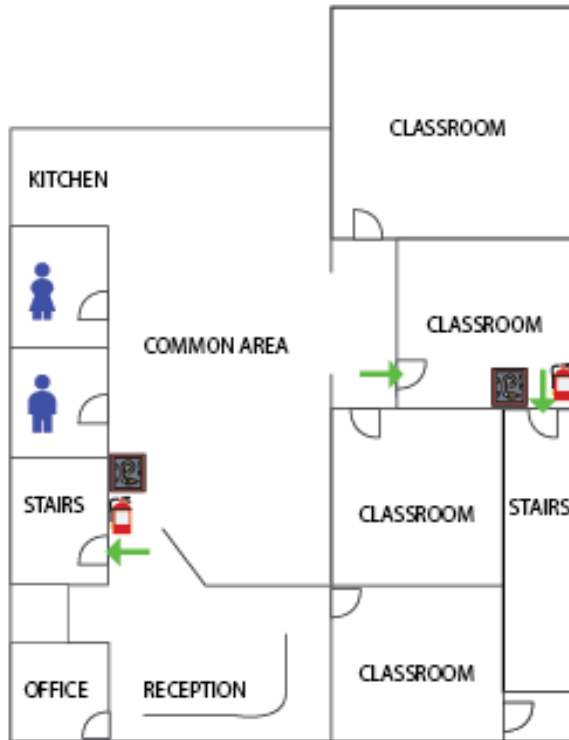
Evening:

5:00pm to 7:00pm  
Break  
7:15pm to 9:15pm

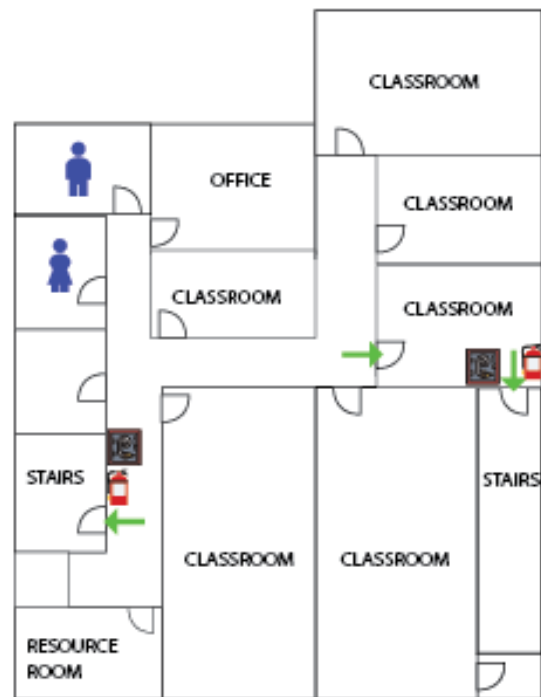


# MAP OF THE COLLEGE

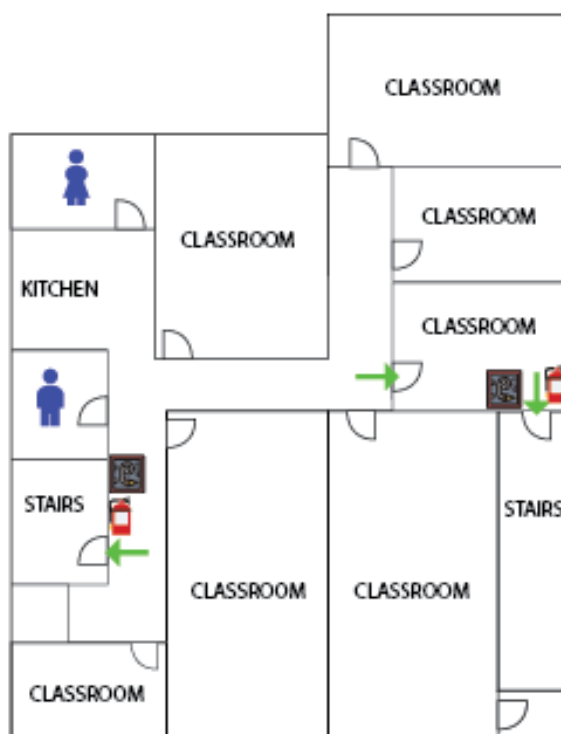
## FLOOR 1



## FLOOR 2



## FLOOR 3



## COURSES OFFERED

Most students who study at International House Sydney City, Bondi, Darwin and Melbourne, study General English. The program is staffed by some of the most talented teachers in Australia and involves development of communication skills in all areas; speaking, reading, listening and writing. It is suitable for students of all levels.

As well as English courses, we offer a variety of other programmes. If you would like to join a free English class (teaching practice for our teacher training students), please speak to Reception!

### ELICOS

- General English
- IELTS Preparation & EAP
- English Academic Preparation
- Cambridge PET, FCE, CAE, CPE
- IH Sydney TESOL
- ENGLISH + Business | Demi Pair | Travel

### Teacher Training:

- Certificate IV in TESOL
- ETYL /TECSOL
- Cambridge CELTA & DELTA
- J-SHINE

### ih Business College/ihBC:

- Certificate III, IV, Diploma and Adv Diploma in Business
- International Trade
- Leadership & Management
- Marketing & Communication
- Project Management
- Social Media Marketing

## SCHOOL FACILITIES

A kitchen and lunch room with chairs and tables is provided on Levels 1 and 3 for your meal and break times.

Cups, glasses, hot water, microwaves and fridges can also be used for your convenience.

Please keep these clean as all students and staff share these.

Level 1 – dirty dishes into the dishwasher, not the sink

Level 3 – dirty dishes need to be washed, dried, and returned to cabinets provided.

There are snacks machines on Levels 1 and 3 and a coin operated coffee machine in the kitchen of level 1.

## ACADEMIC COUNSELLORS

There are counsellors available for our students to speak to during the day between 9:00am and 5:00pm each day.

Ask at Reception if you would like to make an appointment to see one of them.

## COMPUTERS

Students can use the computers on Level 1 and Level 3.

**Username:** student

**Password:** sydney

## WIFI NETWORK

Students can use our WiFi network.:

**Network:** IHAustraliastudent

**Password:** LiveTheHDream!!

Reference				COURSES					
IELTS	CEFR	PTE Academic	TOEFL	GE	IELTS Prep Exp	CAMBRIDGE	Teacher Training	Younger Learners	ihBC
9	C2	86-90	111-120	Proficient	IELTS Prep 2	CPE	CELTA		ADV DIP
8		83-86							
7		79-83							
6	C1	73-79	79-95	Advanced	IELTS Prep 1	CAE	CERT IV in TESOL IH Sydney TESOL		CERT IV & DIP
5		65-73							
4		58-65							
3	B2	50-58	53-64	Upper-Intermediate	FCE			J-SHINE ETYL (TECSOL)	
2		43-50							
1		36-43							
4	B1	30-36	30-40	Intermediate	PET				
3		23-30							
2		16-23							
1	A2	9-16	9-18	Pre-Intermediate					
0		0-9							
0		0-9							



# YOUR RIGHTS AND RESPONSIBILITIES

## STUDENT CODE OF CONDUCT

### ***Non-academic misconduct***

Non-academic misconduct is any action or conduct by a student relating to people or property, which is contrary to the generally accepted standards expected by IH Sydney City, Bondi, Darwin and ihBC. Non-academic misconduct may include a student:

- behaving inappropriately in a lecture, workshop, seminar, exam, discussion forum or activity under the administration or supervision of IH Sydney City, Bondi, Darwin and ihBC. Examples may include repeated disruption in a learning environment, the use of inappropriate or offensive language or being physically aggressive towards an IH Sydney City, Bondi, Darwin and ihBC facilitator or fellow student.
- obstructing any IH Sydney City, Bondi, Darwin and ihBC staff member in the performance of their duties.
- acting dishonestly, or knowingly making any false or misleading representation in relation

to admission to a IH Sydney City, Bondi, Darwin and ihBC course or subject.

- altering or defacing any document or record belonging to IH Sydney City, Bondi, Darwin and ihBC.
- misusing, stealing, destroying or damaging any property (including computer and communications facilities) belonging to IH Sydney City, Bondi, Darwin and ihBC, a staff member or another student.
- wilfully disobeying or disregarding any order, direction or condition made by IH Sydney City, Bondi, Darwin and ihBC.
- failing to comply with any condition or penalty imposed for student misconduct under this policy.
- interfering with the freedom of others to pursue their studies or carry out their work-related functions at IH Sydney City, Bondi, Darwin and ihBC.
- harassing or intimidating another student or staff member because of race, ethnic or

national origin, sex, marital status, sexual preference, disability, age, religious beliefs or political conviction or for any other reason.

- unreasonably prejudicing the good name, academic standing or good order and governance of IH Sydney City, Bondi, Darwin and ihBC.
- breaching IH Sydney City, Bondi, Darwin and ihBC copyright or intellectual property.

### Academic misconduct

Academic misconduct refers to any behaviour involving the misrepresentation of academic achievement.

Examples of academic misconduct include, but are not limited to:

- the use of another's work as one's own.
- cheating during an exam, copying exam questions or writing down exam questions to take outside of the exam sitting.
- acts of plagiarism in the completion of assignment, projects or similar work.
- acquiring or attempting to acquire, or possessing or distributing in any form, assessment related material such as examination questions and template answers to assignments.
- being involved with another person in an act of academic fraud.
- posting of exam questions and answers on forums.
- taking unauthorised reference material into an exam.
- allowing another student to copy work completed by themselves or others.
- participation in any other action that IH Sydney City, Bondi, Darwin and ihBC believes was intended to give themselves or another student an unfair advantage in an assessment.

## ATTENDANCE

It is very important for you to come to every lesson. Too many absences mean you miss out on too many lessons and you may fail your course and/ or be reported to Immigration for breaching your Visa conditions.

International House Sydney City, Bondi and Darwin (IH) **requires 100% attendance** of its students. Exceptions may be allowed if you are sick or have an emergency situation.

Holiday requests need to be made two weeks before you want to take your holiday. Please see our Student Services team, who will send you an email with your request details, if approved. You will then need to reply to confirm your dates, before we can process this.

For any illness related absences a medical certificate is required upon your return to school.

Your attendance is marked every half hour, so if you are late or leave early, this will be counted in your overall attendance at the end of the course. If attendance falls to 90%, you will receive a warning letter. You can speak to the Director of Studies or Student Services at any time, to discuss the attendance requirements of the school and your visa, or to explain the reason for your absence. You will receive a 2nd warning letter if your attendance falls to 85%, and you will need to see the Director of Studies. A final Intention to Report letter is issued if your attendance falls to 80%.

If attendance falls below 80%, you will not receive a certificate when you finish your course. And if you are on a Student Visa, you will be reported to Immigration, which means that you might have to leave Australia.

## ATTENDANCE WARNING LETTERS:

**1<sup>st</sup> at 90%**

**2<sup>nd</sup> at 85%**

**3<sup>rd</sup> at 80%**  
INTENTION TO REPORT

## LATENESS

Students are expected to be at school before classes start. If you are late, you interrupt the learning of all the other students in class, and will be made to wait outside until break or when your teacher asks you to enter.

## STUDENT CONTACT DETAILS

It is your obligation as an international student to notify International House of your current residential address (especially if you are on a Student Visa) and contact details. To change your details please see Reception and they can help you with this.

## CAN'T COME TO SCHOOL?

If you are unable to attend class for any reason you must send an email to Student Services and let them know that you will not be coming into school. If you are sick and don't think that you can come to school you must present a valid Doctor's Certificate on your first day back (this does not mean you will be marked as present, but may be used for Immigration purposes).

## STUDENT ID CARDS

International House Sydney provides Student ID cards to students who are enrolled for a minimum of 4 weeks. We can take your photo on your first day of class during orientation or you can send your photo + your full name + your student number + your campus + your course start date to [ssbondi@ihsydney.com.au](mailto:ssbondi@ihsydney.com.au). ..

## SOCIAL ACTIVITIES

If you would like to meet more people who share your same interests, join our IH Sydney City Students Group in Facebook.

Join our Social Activities to meet more students. Check the Social Activities Calendar to know what's on each day.

We also promote the social activities in the classroom every Monday, so take note and see student services to sign-up!

## YOUR PROGRESS:

How your English improves in class is very important. We check your progress in the following ways:

- Every day in class (how well you participate, do the work, etc.)
- End of File/Chapter tests
- Progress Tests or Mock Tests

Your teacher will talk to you about your performance in class. After the Progress/Mock Test, you will receive academic counselling from your teacher. Your performance will be recorded on the school's system.

If you are not doing well in class, your teacher will make study plans with you, e.g. extra homework, so you can do better.

If you still score less than 50% in the Progress/Mock tests after following the study plans:

- 1) You will receive a verbal warning from your teacher that the school might have to report this to Immigration.
- 2) If you still do not show improvement, you will receive a letter stating the school will report this matter to Immigration.

## SPECIAL NEEDS STUDENTS

At IH Sydney City, Bondi and Darwin, special needs students are educated in a way that addresses their individual differences and needs. This process involves the individually planned and systematically monitored arrangement of teaching procedures, adapted equipment and materials, and accessible settings. These interventions are designed to help learners with special needs achieve a higher level of personal self-sufficiency and success in school, than may be available if the student were only given access to a typical classroom education.

## WHEN YOU ARE AT SCHOOL:

### Sick:

If you are feeling unwell or you are injured while you are at school then go to Reception for contact details for the nearest medical centre

### Lost Property:

There is a lost property box at Reception, so if you have lost anything at school go and see Reception who can check for you. Remember that you are responsible for your own belongings, so don't leave anything valuable lying around!

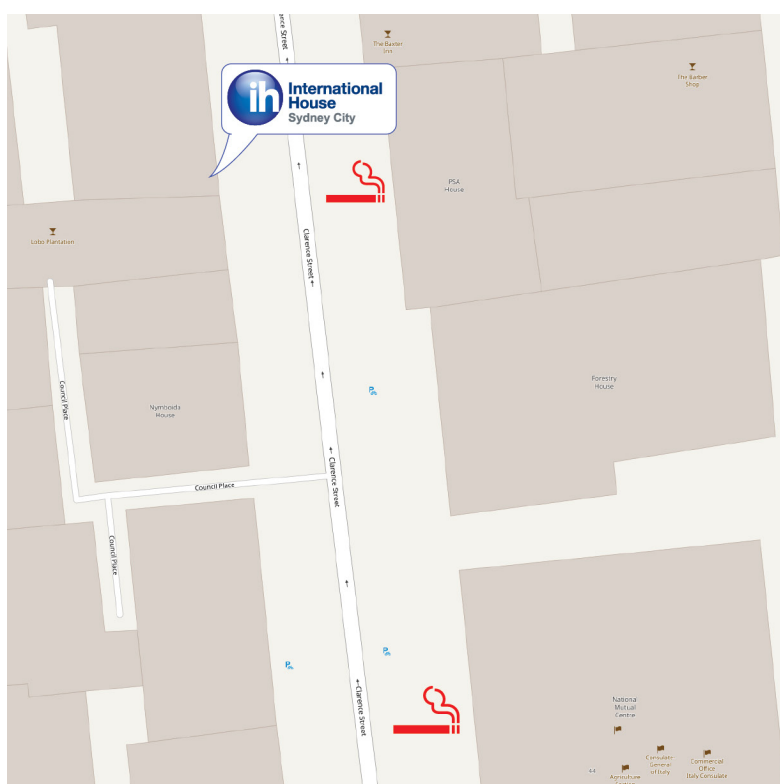
### Cameras:

The school is monitored by CCTV cameras 24 hours a day, 7 days a week.



## SMOKING

By Australian law, you are not allowed to smoke inside or around the front of the school. This includes the stairwells, bathrooms and front lobby. Fines apply!



**SMOKING IS  
ONLY  
PERMITTED  
IN THE MARKED  
AREAS** 

# LIVING IN SYDNEY

## WHEN YOU ARE NOT AT SCHOOL:

### **Be Safe:**

Sydney is a safe city, but you need to be sensible in the school and outside.

- Keep your money, bag, camera, etc. with you at all times.
- Carry enough money for the day- not large amounts.
- When using public transport at night time, travel in the carriage that is marked with a blue light- this is next to the guard so is much safer.
- If you need help, find a police officer.

## WHERE DO I FIND...?

### **Food & Drinks:**

There are many shops that you can buy your lunch from. These include:

- Pure Grind on Clarence Street
- Food Court in Pitt Street Mall
- McDonalds in George Street

### **Shopping Centres:**

- Queen Victoria Building (QVB)
- Pitt Street Mall

### **Chemist:**

There is a chemist on the corner of York Street and King Street).

### **Convenience/ grocery store:**

- Woolworths, near Town Hall (George Street)

# Sydney Trains Network



**Sydney train lines**

**T1** North Shore, Northern & Western Line  
North Shore  
Northern  
Epping  
Richmond  
Western

**T3** Bankstown Line  
Liverpool  
Lidcombe  
City

**T5** Cumberland Line  
Leppington  
Richmond

**T7** Olympic Park Line  
Olympic Park  
Lidcombe

**T2** Inner West & Leppington Line  
Inner West  
Leppington  
City

**T4** Eastern Suburbs & Illawarra Line  
Eastern Suburbs  
Illawarra  
Cronulla

**T6** Carlingford Line  
Carlingford  
Clyde

**T8** Airport & South Line  
Airport  
South  
City



Check timetables and trip planners for train services and connections

Visit [transportnsw.info](http://transportnsw.info)

## TRANSPORT

### **Trains:**

The easiest way to travel around the city is by train.

You can purchase one single, return trip, or the more convenient Opal card, which will also allow you to travel by bus or ferry (depending on what you need). These are sold at most news agencies and convenience stores. For a train timetable you need to ask at the train station.

### **Buses:**

Bus stops are located throughout the city and are usually the most convenient way to travel to the beaches (Manly, Bondi, Mona Vale etc). You will need to signal the driver if you want the bus to stop.

Buses (night riders) can also be caught during the times when the trains have stopped running; most go along the same routes and will stop at the major stations. You will need to check the signs and also with the driver to be sure.

### **Taxis/Uber:**

Taxis and Ubers are more expensive than most public transport, but can be safer if you don't wish to travel alone at night. You can phone for a taxi or download the app for Uber, to be picked up from your location, and taxis can also be waved down on the street. Look for one that has the orange light on the roof turned on.

## QUEUING

In Sydney it is normal for people to queue at bus stops, shops, the bank and the cinema. It is very rude to push in at the front or the middle of the queue.

## ACCOMMODATION

If your homestay or residential accommodation was booked by IH Sydney, and if you have any issues, please come to Student Services, located on level 1, immediately.

You will not receive a refund if you leave your accommodation before talking to us to resolve the situation. Our friendly Student Services team is always here to help you.

## NOISE

Many people go to bed early as they have to go to work early the next day, so please don't make too much noise late at night.

When coughing, sneezing or yawning, people will put their hand over their mouth, and spitting is not acceptable. Listen to how often people say "please", "thank you", "excuse me" or "I'm sorry". Try to use these words in a similar way. Remember we drive and walk on the left so look right when you cross the road, and we stand on the left on any escalators to allow others to pass on the right.

## LEGAL SERVICES

Free legal advice on any matter is available from the Inner City Legal Centre (Darlinghurst) (02) 9332 1966.

Please also see this website

[www.clcns.org.au/](http://www.clcns.org.au/) for more information on free legal services available in Sydney.

## AUSTRALIAN LAWS

### **Litter**

You must not drop litter in the street, on trains or any other public places. Please take it home or place in rubbish bins. There are heavy fines for littering in Australia.

### **Alcohol & Tobacco**

You cannot buy cigarettes, beer, wine or spirits if you are under the age of 18. You will be asked to produce identification at the pub, bar or shop. You also cannot buy alcohol or tobacco for anyone under the age of 18, the police are very strict about this law. It is also illegal to buy alcohol and drink in a public place, for example on the footpath or in a park.

### **Dangerous Objects**

You must not carry any kind of weapon (for example a long knife or a gas/liquid spray) in a public place.

### **Drugs**

It is illegal to have any kind of drug in Australia, this includes “soft” drugs like cannabis. If someone approaches you on the street or in a club, remember to say NO! Possession of any drug can result in a prison sentence. Smoking cigarettes indoors and on public transport is not allowed.

### **Remember**

Shoplifting, using public transport without paying for a ticket and most things that are illegal in your country are probably also illegal here. Most will end in fines and possible jail time so be careful!





# WHAT TO DO AFTER YOUR ENGLISH COURSE



ihBC is a division of International House Sydney City, Bondi Darwin & Melbourne that specializes on Business VET courses.

We offer the following qualifications:

## **BUSINESS**

- ◇ Certificate III
- ◇ Certificate IV
- ◇ Diploma
- ◇ Advanced Diploma

## **PROJECT MANAGEMENT**

- ◇ Certificate IV
- ◇ Diploma
- ◇ Advanced Diploma

## **LEADERSHIP & MANAGEMENT**

- ◇ Certificate IV
- ◇ Diploma
- ◇ Advanced Diploma

## **MARKETING & COMMUNICATION**

- ◇ Certificate IV
- ◇ Diploma
- ◇ Advanced Diploma

## **SOCIAL MEDIA MARKETING**

- ◇ Diploma

## **INTERNATIONAL BUSINESS**

- ◇ Certificate IV
- ◇ Diploma

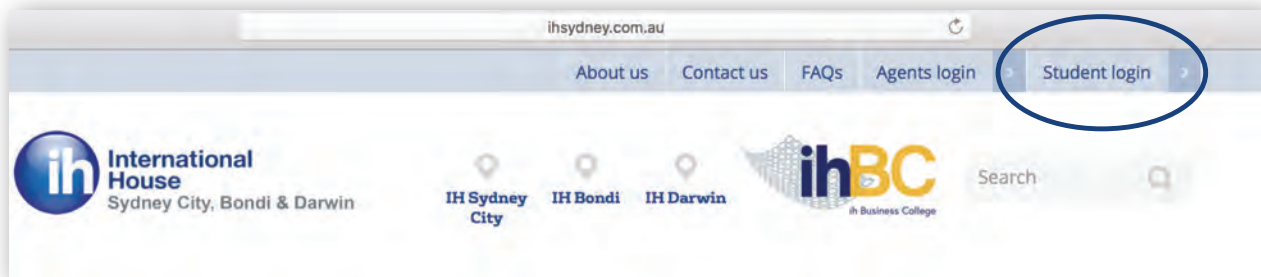
## **PATHWAYS PARTNERS**

We also work with various Colleges around Australia that offer a huge selection for courses that you can take after finishing your English course with us. They accept our English level outcomes, so you don't have to take another English Test to get accepted by them.

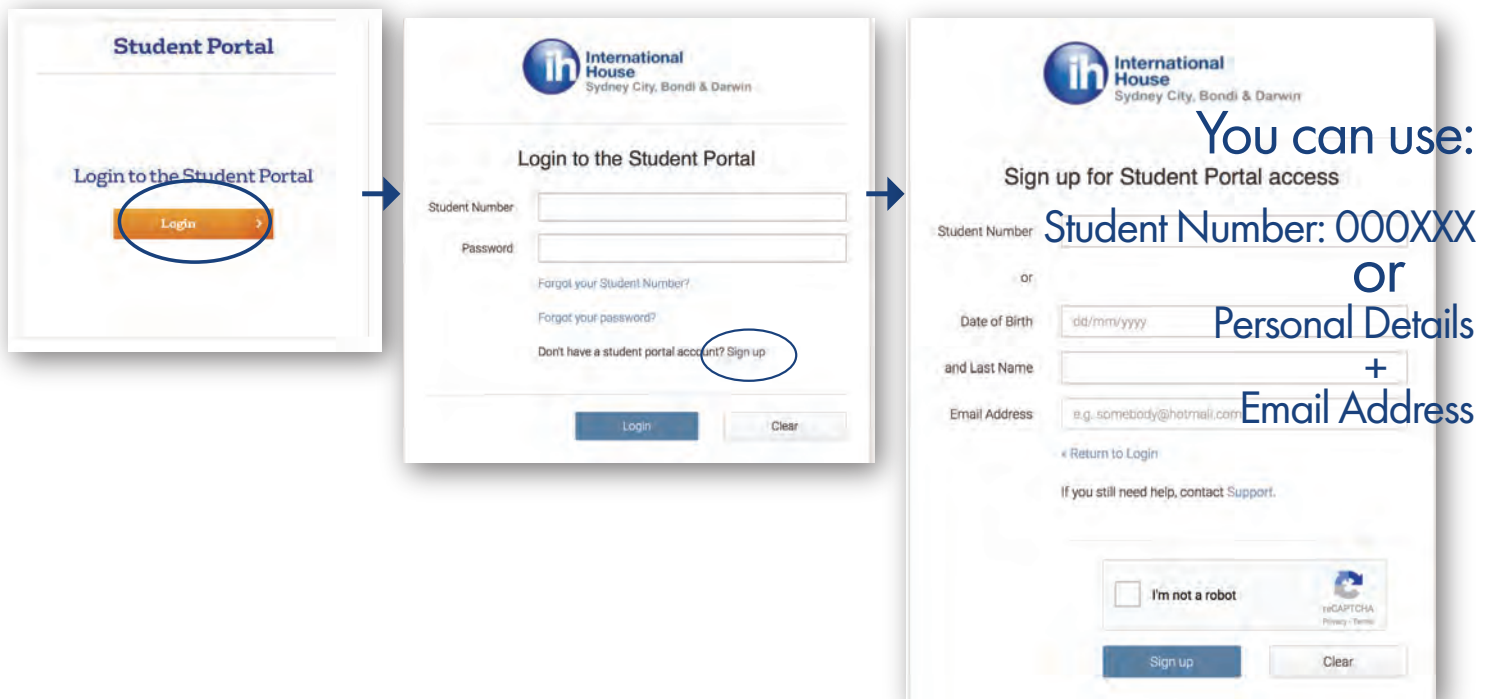
Please go to Student Services desk to request the list of Pathway Partners where you will find all the qualifications offered and their admission requirements.

# STUDENT PORTAL

1 - Go to [www.ih-sydney.com.au](http://www.ih-sydney.com.au) and click Student login



2 - Click Login under Student Portal and then Sign-up



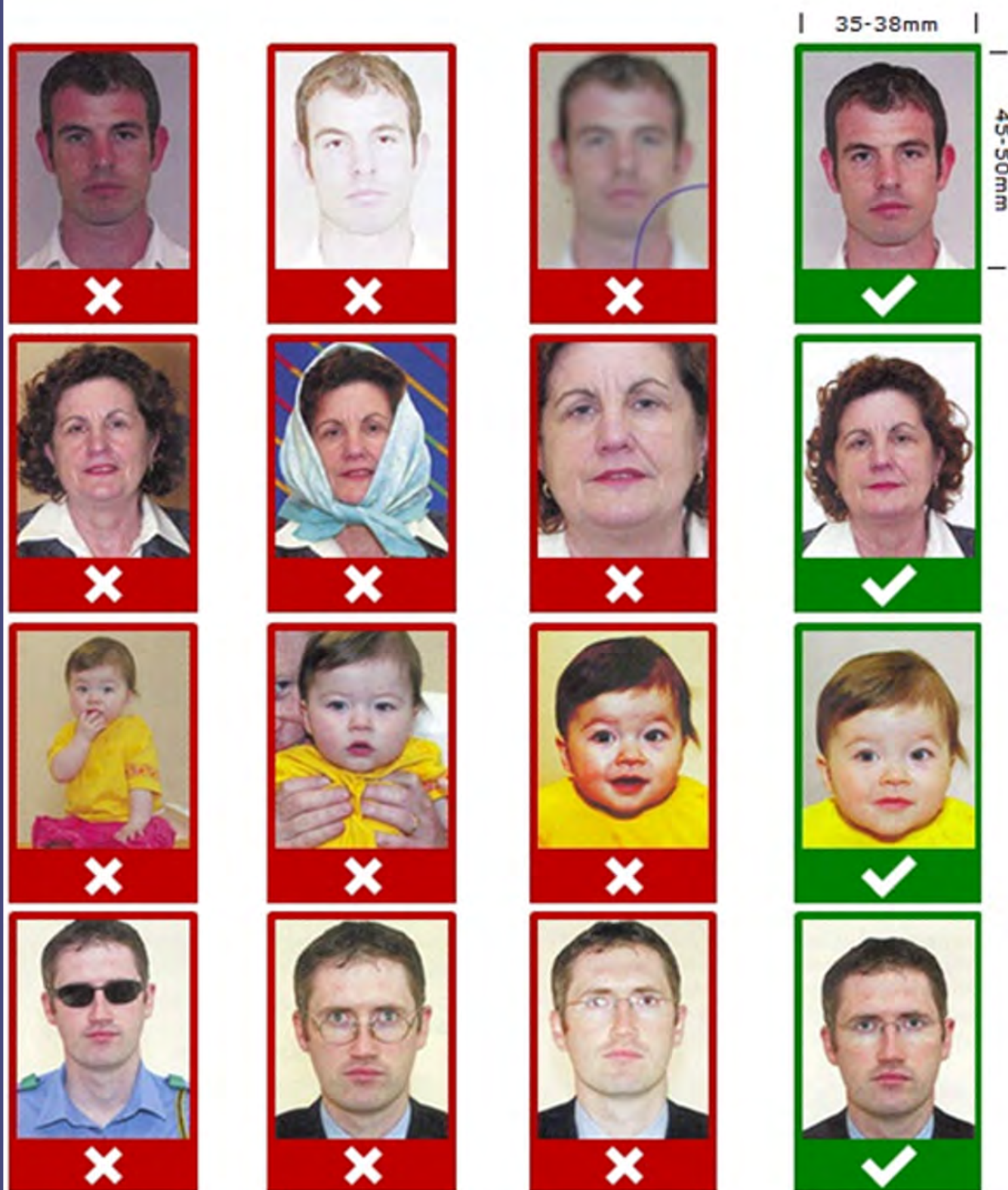
## Use the Student Portal to:

- Access books and study materials
- Check your attendance
- Check your courses and classroom

# REQUEST YOUR STUDENT PHOTO ID CARD

## TAKE A PROPER PHOTO:

-Take a selfie in front of a white background



## DO NOT:

- Send a copy of your passport
- Send a group photo
- Send a low quality picture
- Send a scan of an ID photo

Send your photo in an email:

To: [ssbondi@ihsydney.com.au](mailto:ssbondi@ihsydney.com.au)

From: xx

Subject: **Student Card Request**

Name: *First Last*

Student ID: *12345*

Campus: *Darwin/ Bondi/ Sydney/ Melbourne*



OR

Have your photo taken at reception every

Tuesday 10am to 10.15am  
& 4.45pm to 5pm



**International House**  
Sydney City | Bondi  
Darwin | Melbourne





**International House**  
Sydney City | Bondi  
Darwin | Melbourne



# FREE ENGLISH LESSONS

Delivered by IH Sydney CELTA and TESOL trainees: focus on speaking, listening, reading, writing, grammar, vocabulary and pronunciation, taught with a practical, communicative approach in a real life environment. If you would prefer professional classes with qualified and experienced teachers, please contact us for our special pricing.

*Lessons are offered at the following three levels:*

**Pre-Intermediate**

**Intermediate**

**Upper-Intermediate**

## HOW TO REGISTER

**1**

### **SPEAKING TEST**

Come to a speaking test every Tuesday at 4:00pm and Wednesday at 2:30pm  
No bookings required

**2**

### **CHOOSE A CLASS TIME**

Full time: 1:00pm to 3:00pm - Monday to Friday for 4 weeks  
Part time: 6:00pm to 8:00pm - Tuesday and Thursday for 9 weeks  
Please note that not all levels might be available on both times

**3**

### **JOIN THE CLASS**

Pay a non refundable \$50 administration fee  
Agree to the college rules and get a card to join your class  
You may need to join a waiting list if your level is not available  
Minimum age: 18 years old





# International House

Sydney City | Bondi  
Darwin | Melbourne

RTO 91109 CRICOS Provider Code: 02623G

Level 1, 203 Clarence Street, Sydney NSW 2000, Australia

Floor 1 237 Oxford Street, Bondi Junction NSW 2022, Australia

3 Searcy Street, Darwin NT 0800, Australia

Level 6, 601 Bourke Street, Melbourne VIC 3000, Australia

Tel: (+61) 1300 989 819

[www.ihsydney.com.au](http://www.ihsydney.com.au)

IH Sydney is owned and operated by IH Sydney Training Services Pty Ltd  
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