



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



STUDENT HANDBOOK

IH Melbourne

CONTACTS YOU MIGHT NEED

IN AN EMERGENCY CALL: 000

YOUR WORKING RIGHTS IN AUSTRALIA

Fair Work Ombudsman

Web: www.fairwork.gov.au

Phone: 13 13 94

IMMIGRATION DEPARTMENT

Web: www.homeaffairs.gov.au/trav/visa-1

Phone: 131 881

TRAINS, BUSES AND TRAMS

Web: <https://www.ptv.vic.gov.au>

FREE LEGAL ADVICE

Victoria Legal Aid

Address: 570 Bourke St, Melbourne VIC 3001

Phone: 1300 792 387

MENTAL HEALTH HELP

Beyond Blue

Chat online: 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

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ABOUT IH MELBOURNE

WELCOME TO INTERNATIONAL HOUSE MELBOURNE!

Congratulations on your acceptance to International House Melbourne.

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 Melbourne a more enjoyable and memorable learning experience.

CENTRE DETAILS

Address: Level 6 350 Queen St, Melbourne

Phone: (02) 9279 0733

Email: info@ihsydney.com.au

Website: www.ihsydney.com.au

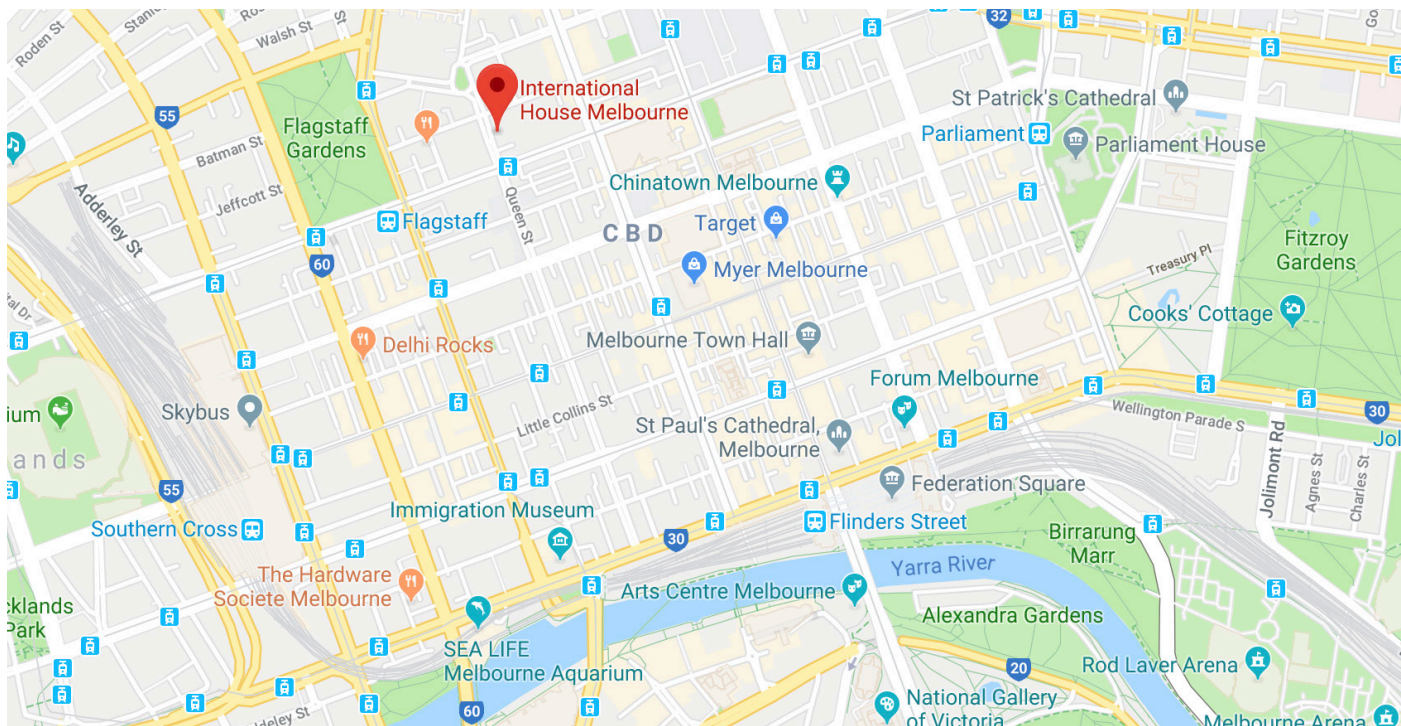
KEY STAFF:

Executive Director: Tim Eckenfels

General Manager: Fernando Passarelli

Director of Studies: Madeleine Hills

Director of Admissions
& Student Services: Kay Wong



LOCATION:

International House Melbourne is located in the heart of the Melbourne Central Business District, on level 6 in a beautifully renovated building.

Public transport stops directly in front of the building. Cafes, restaurants and shops surround the building and area.

COLLEGE HOURS:

School:

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

Reception:

Monday - 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

Evening:

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

SCHOOL FACILITIES

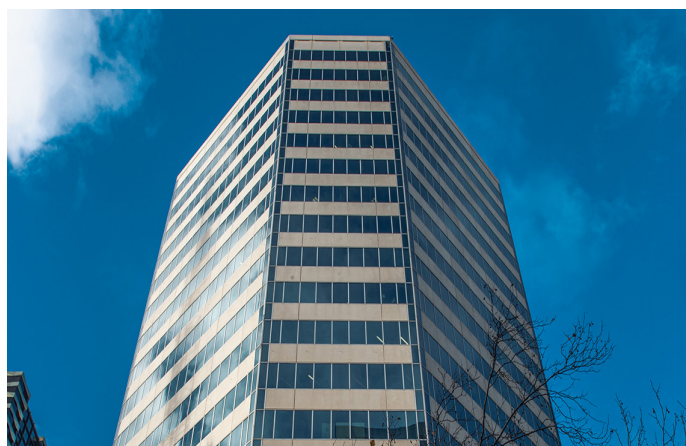
Kitchen and communal lunch room equipped with a microwave, hot and cold water filter (please bring your own water bottle) and fridge.

WIFI NETWORK

Students can use our WiFi network.:

Network: IHAustraliaStudent

Password: LiveTheHDream!!



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 062541B
- English for Academic Purposes (IELTS Preparation) 062542A
- First Certificate in English Preparation (FCE) 065635E
- Certificate in Advanced English Exam Preparation (CAE) 070829G
- Preliminary English Test Preparation (PET) 090309M
- Certificate of Proficiency in English Preparation (CPE) 090310G
- English for Teens (Cambridge for School Preparation) 093789K

Teacher Training

- English for Teaching Younger Learners (ETYL / TECSOL/ JSHINE) 053722E
- English for TESOL (IH TESOL) 097315A
- Certificate IV in TESOL 097553J

Business College at IH/ihBC:

- Certificate IV Business 095664G
- Certificate IV Project Management 095667D
- Certificate IV Marketing and Communication 097963B
- Certificate IV Leadership and Management 097960E
- Diploma of Business 095665F
- Diploma of Project Management 095668C
- Diploma of Marketing and Communication 097964A
- Diploma of Leadership and Management 098718G
- Diploma of Social Media Marketing 0100059
- Advanced Diploma of Business 095666E
- Advanced Diploma of Program Management 098970F
- Advanced Diploma of Marketing and Communication 097965M
- Advanced Diploma of Leadership and Management 097962C

Reference				COURSES					
IELTS	CEFR	PTE Academic	TOEFL	GE	IELTS Prep EAP	CAMBRIDGE	Teacher Training	Younger Learners	ihBC
9		86-90	111-120	Proficient	IELTS Prep 2	CPE	CELTA		ADV DIP
8	C2	83-86 79-83	96-110			CAE	CERT IV in TESOL IH Sydney TESOL		
7	C1	73-79 65-73	79-95	Advanced	IELTS Prep 1	FCE			
6		58-65 50-58	65-78	Upper-Intermediate		PET			
5	B2	43-50 36-43	53-64	Intermediate				J-SHINE ETYL (TECSOL)	CERT IV & DIP
4		30-36 23-30	41-52	Pre-Intermediate					
3	B1	16-23 9-16	30-40	Elementary					
2		A2	0-9	19-29 9-18	Beginner				
1	A1		0-8						

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, Melbourne 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, Melbourne 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, Melbourne 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, Melbourne and ihBC course or subject.
- altering or defacing any document or record belonging to IH Sydney City, Bondi, Darwin, Melbourne and ihBC.
- misusing, stealing, destroying or damaging any property (including computer and communications facilities) belonging to IH Sydney City, Bondi, Darwin, Melbourne and ihBC, a staff member or another student.
- wilfully disobeying or disregarding any order, direction or condition made by IH Sydney City, Bondi, Darwin, Melbourne 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, Melbourne 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, Melbourne and ihBC.
- breaching IH Sydney City, Bondi, Darwin, Melbourne 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, Melbourne 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.

IH Sydney City, Bondi, Darwin and Melbourne (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 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 below 80%.

If you are on a Student Visa, International House may be required to report you to Immigration if your attendance falls below 80%, which may lead to a decision to cancel your visa which may mean you might have to leave Australia.

ATTENDANCE WARNING LETTERS:

1st at 90%

2nd at 85%

3rd 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

All students on a Student Visa are required, as a condition of their visa, to advise IH Sydney of their current residential address in Australia, their mobile number (if any), and email (if any) as well as contact details of who to contact in an emergency on arrival. If any of these details change, the student must notify the college within 7 days of the change. Failure to do so would be a breach of my visa conditions.

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 should go to Doctor and obtain a valid Doctor's Certificate. You should keep the original and present it when you return to classes (this does not mean you will be marked as present, but may be used for Immigration purposes).

STUDENT ID CARDS

International House Melbourne 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.

SOCIAL ACTIVITIES

If you would like to meet more people who share your same interests, join our IH Melbourne 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 and request extra support, your teacher will make study plans with you, e.g. extra homework, to help you do better.

If you are on a student visa, IH Sydney is required to monitor and report on your course progress. If you do not make adequate progress in your course, you will receive several warnings and support to improve your progress. Specifically, if you fail to pass a progress test you will receive a verbal warning and then, if your progress is still not satisfactory by the end of the next period, a written warning.

If you continue to fail to make progress in the third period, or actively participate in the support and learning plans your teacher and the academic managers provide for you, IH Sydney may be required to report your failure to make appropriate course progress to the relevant Australian government departments, including immigration. This may even lead to the cancellation of your student visa.

SPECIAL NEEDS STUDENTS

At IH Sydney City, Bondi, Darwin and Melbourne 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. If you have any questions or concerns about anything that has happened during your stay or study with us, please feel welcome to come to reception to discuss it.

CANCELLATIONS, DEFERRALS, SUSPENSIONS AND REFUNDS

If a student wishes to delay the start date of their course, they must apply, in writing, for the deferral at least two weeks before the previously agreed course start date. Students should check the course calendar and contact IH Sydney admissions team to ensure that the delay is possible.

Where a delayed start date is possible, student visa holders must note that this will require an adjustment to their CoE and that this may impact on their visa. In such cases, the student is responsible for seeking advice from an Australian government immigration official.

If a student visa holder does not commence studies on the agreed commencement date, IH Sydney may need to cancel the student's CoE and report the cancellation to the DHA, and this may result in the cancellation of the student's visa.

The following may affect a student's grade and may be grounds for dismissal from the course:

- failure to co-operate reasonably with other trainees, students, IH Sydney personnel and third parties such as, but not limited to, work experience providers
- non-compliance with the IH Sydney code of conduct. This includes, but is not limited to, activities or behaviours that endanger others, are in any way illegal, negatively impact the wellbeing of others or might reasonably be distressing for others, including various forms of discrimination or bullying.
- failure to meet minimum attendance and/or course progress requirements as per the IH Sydney policies and the conditions of my visa.

Where a student wishes to defer, suspend, or cancel their course prior to commencement and to receive a refund of any or all fees paid, they must apply in writing.

Except in cases of visa application rejection, dealt with further below, the amounts to be refunded are to be, where the student submits written notice of cancellation:

- more than 28 working days before the original course start date*, a refund of tuition fees less any enrolment fees, additional fees, course deposit and accommodation booking fees. A \$300 Admin Fee applies to all refunds.
- 28 working days or less but greater than 14 working days before the course start

date*, a refund of 80% of tuition fees less any enrolment fees, additional fees, course deposit and accommodation booking fees. A \$300 Admin Fee applies to all refunds.

- 14 working days or less before the original course start date*, no refund. There is no refund of tuition or any fees for cancellation fewer than 14 working days before the course start* date.

*Note that where a student defers their course start date and later cancels the enrolment, the course start date will be taken to be the original start date agreed to in the student's signed Letter of Offer & Written Agreement.

No refund will be provided in any circumstances where it is demonstrated that the student has supplied fraudulent, forged or deliberately misleading documents

All refunds will be sent to the account from which the fees were originally paid or to the party nominated in writing by the student at the time of application for the refund. No refunds will be transferred to other current or future students or to bank accounts not adequately identified.

In the unlikely event that IH Sydney is unable to deliver a course in full, the student will be offered a choice of enrolment in an alternative course at no extra cost or a refund of any as-yet-unused, pre-paid fees. If for any reason no alternative course or refund is possible the Tuition Protection Service (TPS), an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study, will provide the student with access to their preferred option of:

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

In the case that a student wishes to transfer from a current enrolment with another provider to a course at IH Sydney, they will need to be released on PRISMS by the original provider except where that provider has ceased to be registered or has been suspended. If a student is enrolled at IH Sydney and wishes to transfer to another provider prior to completing 6 months of their principal course they must provide a valid letter of offer from another provider and be released on PRISMS.

COMPELLING AND COMPASSIONATE CIRCUMSTANCES

Compelling and compassionate circumstances include, but are not necessarily limited to, death of close family such as parents, siblings, children and grandparents, serious illness and life-threatening conditions, involvement into a traumatic event such as experiencing or witnessing a crime. In such cases IH Sydney may, at its sole discretion, choose to vary any of the above conditions to provide more appropriate support for the student.

Should a student need to apply for consideration of compelling and compassionate circumstances, they can do so initially in person, but this must be supported by valid documentation and the relevant application form.

COMPLAINTS AND APPEALS

Where a student is not satisfied with the nature of any service provided by IH Sydney (a complaint), or a decision made by IH Sydney or one of its staff (an appeal), the student should address their concerns with a relevant staff member as soon as it is practical. Should the matter not be resolved to their satisfaction, the student can make a complaint to the Director of Studies or Student Services Manager.

If the matter is still not resolved to the student's satisfaction, the student will be provided with the means to escalate the complaint in writing to the General Manager or Executive Director.

The student is welcome to bring a person of their choice to support them at any meeting or discussion of the complaint or appeal.

Should the matter still not be resolved to the student's satisfaction, he or she may lodge an external appeal or complaint through the Overseas Students Ombudsman. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information. Further details regarding complaints and appeals policies and procedures can be accessed via the related policy and procedure documents located on the IH Sydney website.

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!

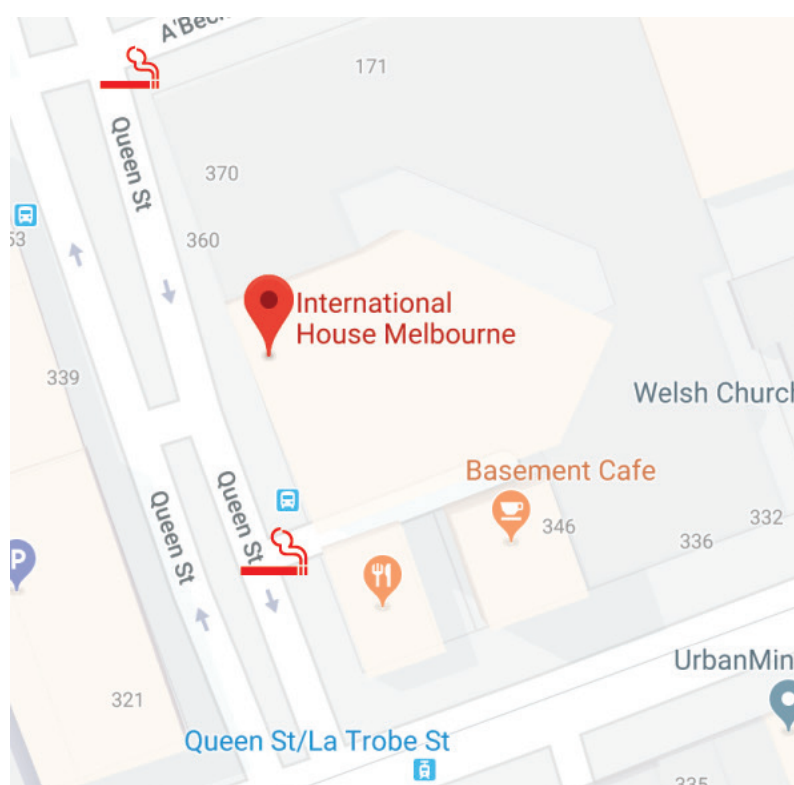
Cameras:

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 MELBOURNE

WHEN YOU ARE NOT AT SCHOOL:

Be Safe:

Melbourne 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 and restaurants that you can buy your lunch from. These include:

- Nandos's on King St
- Food court at Melbourne Central

Chemist:

Priceline at 58 Franklin Street

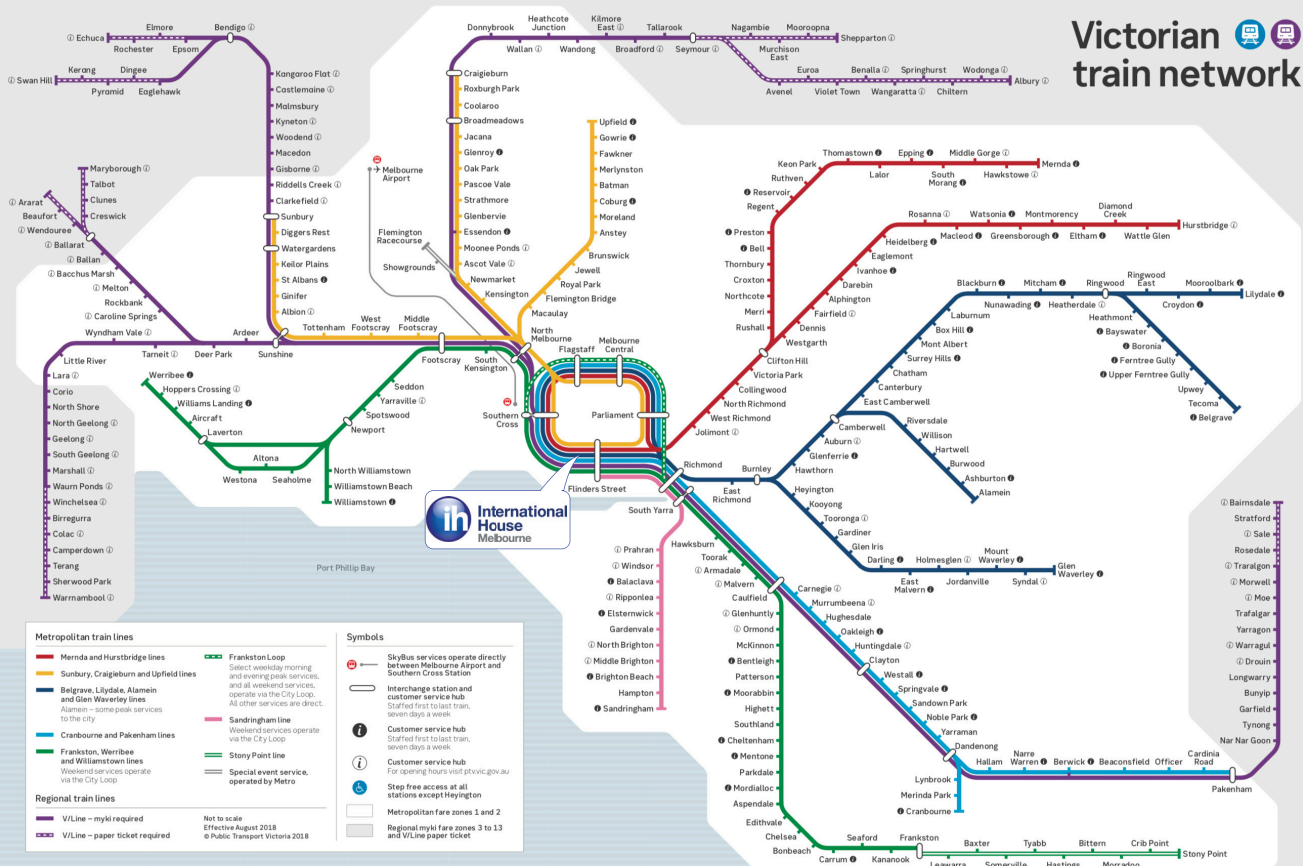
Shopping Centre

Queen Victoria Market, Melbourne Central

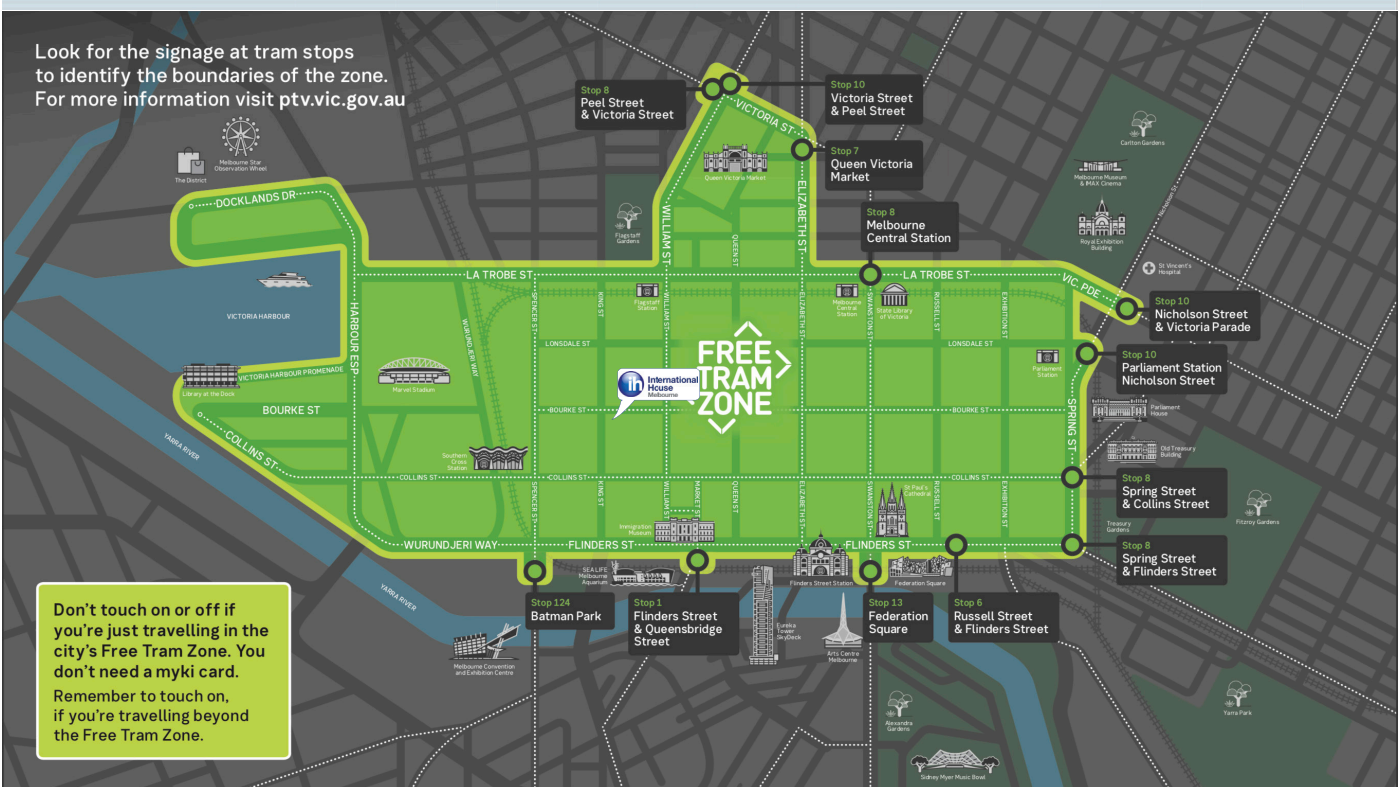
Convenience/ grocery store:

Coles at Melbourne Central

MELBOURNE TRANSPORT



Look for the signage at tram stops to identify the boundaries of the zone. For more information visit ptv.vic.gov.au



TRANSPORT

Trains:

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

You can purchase one single, return trip, or the more convenient Myki card, which will also allow you to travel by bus or Tram (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. You will need to signal the driver if you want the bus to stop.

Night Buses 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.

Trams:

Melbourne's tram network is one of the largest in the world. You can travel for free within Melbourne's CBD in what is called the "Free Tram Zone"

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 Melbourne 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 Melbourne, and if you have any issues, please come to Student Services 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 Legal Aid Victoria

1300 702 387.

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

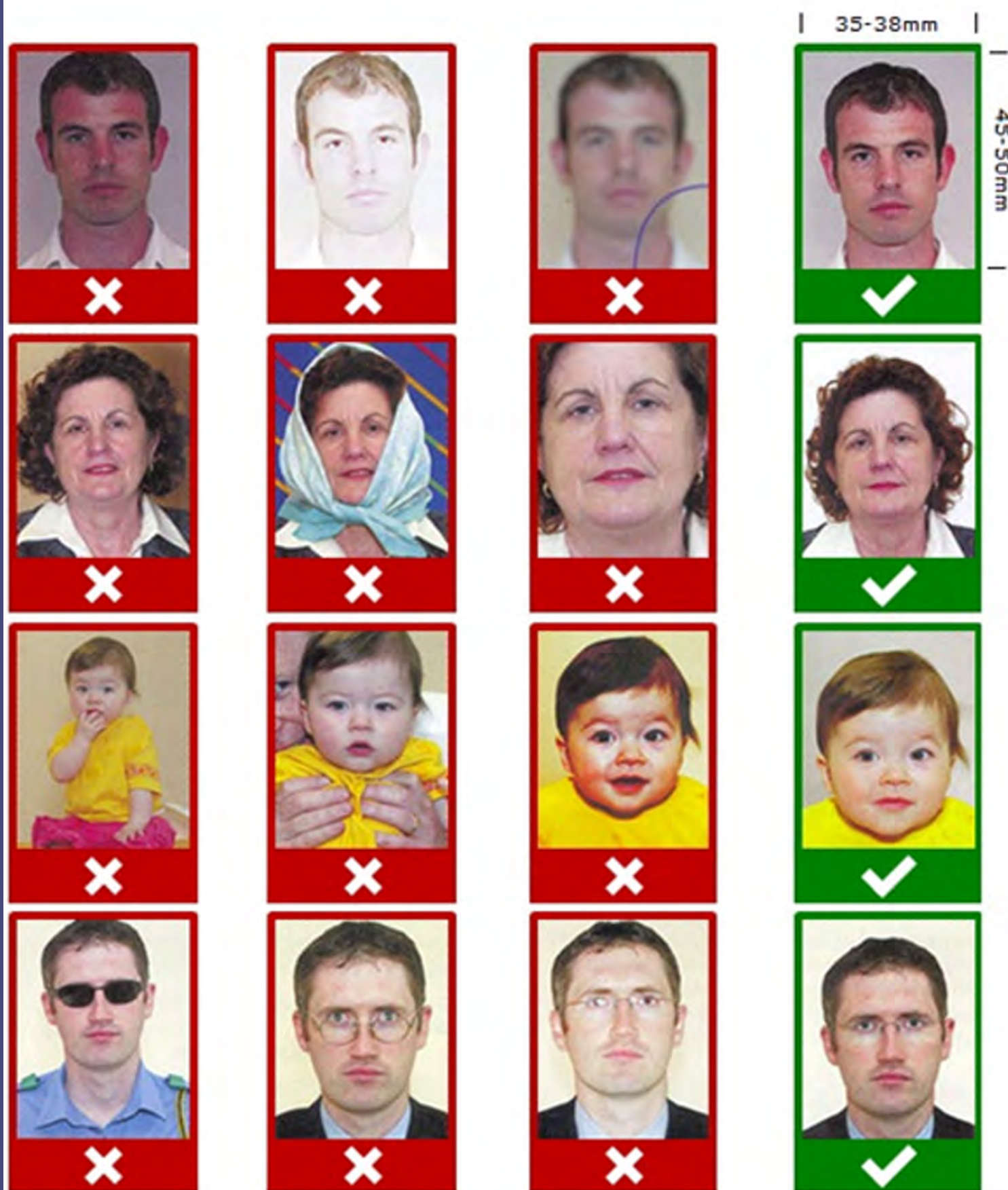
We also work with various Colleges around Australia that offer a huge selection for courses that you can take after finishing your English course with us. They accept our English level outcomes, so you don't have to take another English Test to get accepted by them.

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.

REQUEST YOUR STUDENT PHOTO ID CARD

TAKE A PROPER PHOTO:

-Take a selfie in front of a white background



Send your photo in an email:

To: ssbondi@ihsydney.com.au

From: xx

Subject: **Student Card Request**

Name: *First Last*

Student ID: *12345*

Campus: *Darwin/ Bondi/ Sydney/ Melbourne*



DO NOT:

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

OR

Have your photo taken at reception every

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



International House
Sydney City | Bondi
Darwin | Melbourne

