



WENTWORTH INSTITUTE

ABN 41 111 438 987

CRICOS Provider Code 02684F

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Student Handbook

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EMERGENCY CONTACTS

Principal Administrator (PA)	Cindy Xu +61 2 8252 9999 Level 5, 302-306 Elizabeth St Surry Hills 2010
Head of Operations (HoO)	Kristina Shead +61 2 8252 9999 Level 5, 302-306 Elizabeth St Surry Hills 2010
Student Support Manager	Donna Cassidy +61 2 8252 9999 Level 1, 302-306 Elizabeth St Surry Hills 2010
Interpreter	131 450
POLICE, FIRE, AMBULANCE:	000

1. Welcome to Wentworth Institute

Wentworth Institute was named after the famous Australian, William Charles Wentworth (1790-1872). He achieved a lot in his lifetime: he was an explorer who crossed the Blue Mountains with two other men (Blaxland and Lawson) in May 1813; he led the struggle for responsible government, achieved in 1856; he started up a newspaper called 'The Australian' in 1824 which was the first free press in Australia; he wrote the first book by an Australian and most importantly he pioneered primary and University education in Australia.

It is quite significant then, that we named our educational organization '**Wentworth Institute**' after a man who was an explorer, pioneer, writer, lawyer, innovator and notably an educator.

Student Handbook

This handbook will provide you with information concerning your study with us. If you have any questions you will be able to ask your teacher or the ELICOS coordinator, and we will always endeavour to assist you in any way we can.

At your Orientation we will discuss your obligations as a Student Visa holder and the need to come to your classes for the 20 hours each week, so that you make progress in learning English, to achieve your goals.

The institute is here to help you learn English and help you understand and settle into the Australian way of life. We want your stay with us to be happy and we encourage you to make new friends, to study hard and make your time in Australia worthwhile.



2. Introduction to Staff

Position	Name	Qualifications	TESOL Experience	Additional Languages Spoken
Head of Operations	Kristina Shead	MA (TESOL)with distinction BA Hons (Langs & Lings) Uni Medal 2011 CIV in TESOL Post grad Dip Ed Post grad Dip Ed Studs CIV TAE, Dip T&A Syst	30+	
Student Support Services Manager				
ELICOS teacher / Coordinator	Catherine	BA (Fine arts), Post Grad Dip Linguistics, CELTA Cert IV TESOL,	20	Some Japanese /French
ELICOS teacher (on sick leave until January 2018)	Arnawaz	BA (Hons) CELTA I	30 =	Hindi/Farsi
ELICOS teacher	Elena	PhD Cult Studs MEd (TESOL)	2	Russian, German, French
ELICOS teacher	Micah	MBA Cert IV TESOL	15	Some Indonesian/Korean
Student Attendance	Bree	n/a	n/a	Chinese
Student Admin/Manager	Tracy	n/a	n/a	Chinese
Receptionsist	Carolina	n/a	n/a	Portuguese and Spanish



3. Courses

3.1 General English (5– 72 weeks)

6 Levels of a General English programme

- Beginner (12 weeks)
- Elementary (12 weeks)
- Pre-intermediate (12 weeks)
- Intermediate (12 weeks)
- Upper-intermediate (12 weeks)
- Advanced (10 weeks)

Each Level can operate as a stand-alone course: **Course books:** Cutting Edge and a variety of other resource materials

Please note that these levels are subject to student numbers at that level and may not always be running.

3.2 English for Academic Purposes (EAP) 1 and 2 (5 – 20 weeks)

2 Levels of the English for Academic Purposes programme: EAP Level 1 and 2 (5 week blocks)

- Concentrates on academic skills needed for listening, speaking, reading and writing
- Each level can operate as a stand-alone course
- Progression to higher level occurs only after lower level completed successfully

Course Outcomes: At each level, students will develop Academic English skills. Such as:

- Ability to communicate in higher academic education environments
- Academic note taking and writing essay
- Preparation of both oral and written presentations
- Conduct research and evaluate primary and secondary resources/data/critical thinking



3.3 Timetables

General English classes are Monday to Thursday:

EAP classes are Tuesday to Friday:

Lessons	General English and EAP
Lesson 1	8.30 am - 10.00 am
Lesson 2	10.00 am - 11.00 am
Break	11.00 am - 11.15 am
Lesson 3	11.15 am – 12.45 pm
Lesson 4	12.45 pm – 1.45 pm

When we have sufficient enrolments we have afternoon classes from 2.00 pm to 7.30pm Monday, Tuesday, Wednesday and Thursday.

4. Your student rights and responsibilities

Wentworth Institute aims to provide you with an excellent opportunity to study learn and develop your skills in a safe and supportive educational environment.

As a student at Wentworth Institute, you have access to a range of support services including helping you understand your rights and responsibilities. Firstly you need to be aware of the conditions of your student visa in relation to studying at Wentworth Institute.

4.1 Code of Behaviour

While you remain a student at Wentworth Institute, it is your responsibility to:

- Attend class regularly and punctually
- Conduct yourself in a safe and healthy manner.
- Refrain from smoking anywhere in the institute building
- Ensure no discriminatory, harassing or bullying behaviour to other students, staff or visitors to the institute.
- Refrain from unacceptable behaviour, including the use of bad language, alcohol and drugs
- Refrain from the use of devices which may disrupt class's e.g. mobile phones.

Not upholding the Code of Behaviour will result in the cancellation of your enrolment. Erratic attendance and erratic progress will identify you as a non bona-fide student and are grounds for the cancellation of your enrolment ([Standard 8 National Code](#)).

4.2 Attendance

- a. Your overseas student visa requires that you attend **100%** of your classes over the period of your CoE. If you cannot attend class, please explain the reason to your teacher, if possible, before the next class starts.
- b. If you are 15 minutes late for class e.g. late for lesson 1, you may not be permitted to enter the classroom. In that case you must wait for the next lesson e.g. lesson 2 to begin. You will be counted absent for lesson 1 (i.e. = 1 hour)
- c. If you are absent for three days or more, a Medical Certificate or evidence of other exceptional compassionate circumstances beyond your control should be obtained as evidence of the reason for your absence.

NB Attendance is recorded systematically (including non-attendance due to illness, evidenced by a medical certificate, or other exceptional compassionate circumstances beyond the control of a student. Reference: [Standard 8 the National Code 2018](#).

- d. Attendance is recorded for every session of your course. The Student Attendance Manager maintains the Attendance Records in consultation with your teacher.
- e. The WIN management system automatically monitors attendance records weekly for non-attendance.
- f. If you are absent for *two consecutive days* without providing a reason in writing to the institute (with the relevant Medical Certificate), the institute will contact and counsel you about attendance. This action is recorded on your student file.
- g. If you are absent for *five consecutive days* without formal advice of the reason for your non-attendance (including when relevant, a Medical Certificate), you will be issued an **Intention to Report** to the Department of Immigration and Border Protection. You will be given 20 working days to access our internal complaints and appeals process. If you access our internal complaints and appeals process, the suspension or cancellation of your enrolment can not take effect until the internal process is completed, unless extenuating circumstances relating to your welfare apply. This means you must continue to attend classes until you are either reported or the decision to report you is overturned.
- h. If you attend class irregularly, the Student Support Services Manager will counsel you about the requirements to attend. This is recorded in your student file.
- i. If irregular non-attendance rises to more than 20% at any time during your course, the institute is obliged to notify the DIBP via PRISMS of your failure to meet your visa conditions. This notice is emailed to you and a copy is attached to your student file.

- j. All non-attendance approved by the institute is also recorded in your student file.
- k. If your attendance **falls below 90%** you will receive a **Warning Letter** reminding you of your obligations for your visa and you will be asked to come in and speak with Bree, the Student Support Services Manager, about the situation.

If you fail to attend the session with Bree you will be notified via email that you failed to attend counselling you may be identified as a "non bona-fide student" and be reported to the Department of Immigration and Border Protection (DIBP).

- l. If your **attendance falls below 80%** you will be sent an **Intention to Report** you to the Department of Immigration and Border Protection. You will be given 20 working days to access our internal complaints and appeals process. If you access our internal complaints and appeals process, the suspension or cancellation of your enrolment can not take effect until the internal process is completed, unless extenuating circumstances relating to your welfare apply. This means you must continue to attend classes until you are either reported or the decision to report you is overturned.

Course Attendance Monitoring Table		
	Formal warning letter	Actions
Attendance falls below 90%	1	Warning letter
Attendance Counselling not attended ----Report to DIBP as a non-genuine student		
Attendance falls below 80%	Intention to Report	Intention to report within 6 weeks. Appeal within 20 working days? Report to DIBP via PRISMS.

4.3 Completion within the expected duration of study policy

WIN will uphold [Standard 9 of the National Code 2018](#):

- To monitor the enrolment load of students at all times to ensure they are able to complete the program within the duration specified on their Confirmation of Enrolment (CoE);
- To only extend the duration through the issuing of a new CoE in limited circumstances (compassionate or compelling circumstances following the implementation of an intervention strategy, or where a deferment or suspension of study has been granted).

Note: Deferring for a semester to go home to be married is not normally considered to be a compassionate or compelling circumstance which is beyond the control of a student. It is recommended that students plan weddings during semester breaks. Students should speak to the Head of Operations before making wedding arrangements.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident;
 - witnessing or being the victim of a serious crime when this has impacted on the student.
(these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

1. Student is enrolled as per the Letter of Offer, Student Agreement, CoE and visa. This establishes the planned study load. Enrolment will not exceed length of registration of the program on CRICOS.
2. If a student cannot complete their program within the required duration, they may:
 - Request an extension of their CoE by completing a Request for Extension of CoE (for compassionate or compelling circumstances as listed above) or
 - Be identified at the end of the Study Period (10 weeks) as being at risk of not making satisfactory course progress and placed on a monitoring program for course progression ([Standard 8](#)), or
 - Defer, suspend or cancel their enrolment ([Standard 9](#))
 - Defer, suspend or cancel their enrolment ([Standard 9](#)) if a course/unit is not able to be offered
 - be placed in a monitoring program if they have failed a unit: e.g.
 - attend an academic skills programme;
 - attend a tutorial or study group;
 - receive individual case management;
 - attend a study club;
 - attend counselling;
 - receive assistance with personal issues which are influencing progress;
 - receive mentoring;
 - be placed in a suitable alternative subject within a course or a suitable alternative course; or
 - A combination of the above and a reduction in the course load.
 - Changes in the study load will require an extension to the duration listed on the CoE.

3. Student is advised of impact of extending duration of study due to variation in the student's enrolment load which requires the need to issue a new CoE and the requirement of reporting this to the DIBP. Student is advised to complete the Student Visa Extension application form.
4. Records of notification /form are kept in the Student's file.
5. Report to the DIBP via PRISMS any changes to CoE. Reporting the student (issuing a new CoE) occurs as soon as WIN knows the student cannot reasonably complete his or her program within the expected duration as specified on the student's CoE.

Note: If a student received credit after arrival, upon enrolment a new International Student Offer and Acceptance Agreement will be issued. The new Student Agreement will be signed and the length of the CoE will be reduced via PRISMS.

Where a student finishes a course early, WIN will be required to notify this early completion to the DIBP via PRISMS. The Student will also be notified of this intention to report.

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 - involvement in, or witnessing of a serious accident;
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- where the registered provider was unable to offer a pre-requisite unit; or
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Procedures

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 - receive mentoring;
 - be placed in a suitable alternative subject within a course or a suitable alternative course; or
 - A combination of the above and a reduction in the course load.
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Note: If a student received credit after arrival, upon enrolment a new International Student Offer and Acceptance Agreement will be issued. The new Student Agreement will be signed and the length of the CoE will be reduced via PRISMS.

Where a student finishes a course early, WIN will be required to notify this early completion to the DIBP via PRISMS. The Student will also be notified of this intention to report.

4.5 Contact Details

- a. **It is your responsibility to provide the institute with your accurate and current Australian residential address and mobile telephone number (if any) and an email address (if any).**
- b. If there is any change to your Australian residential address or telephone number, it is your responsibility to notify the institute immediately.

4.6 English Performance

- a. The institute is obliged to keep a record of your English performance for your course requirements.
- b. You can review your English performance record at any time. Please ask the Teacher or Coordinator for access to your English performance record.
- c. Your English performance record may be required by DIBP to verify that you satisfy student visa requirements relating to your studies.

4.7 Independent Study

Students can access learning materials for use at WIN. These materials are stored on Level 3 for EAP and General English students. Students may borrow textbooks, study guides, and literature or work with resources from the internet. A list of suitable website pages can be emailed to a student on request. There is also a Library on Level 1, 302-306 Elizabeth St where the Librarian will be able to assist you. Please see your teacher or the coordinator to access these facilities out of class hours.

4.8 Holidays

You may only take holidays on official holiday breaks and cannot miss classes due to taking holidays different from your course.

4.9 Work

DIBP regulations for student visas permit you to work for up to **20 hours maximum per week** while you are studying. During holiday periods you may work for longer periods.

5.0 Accommodation

Wentworth Institute does not provide accommodation assistance. Accommodation for students can range from:

5.1 Home Stay

Homestay is an excellent accommodation option, especially for students who want to live with local families who are familiar with Australian culture and values. Students have access to local knowledge and can therefore make better use of their time while studying. Host families provide an agreed number of meals a day.

WIN recommends Meridian Homestay Services for Homestay accommodation. www.mweridianhomestay.com.au, or email MHS@meridianhomestay.com.au or phone +61 2 9909 2960.

If you have any questions or any doubts during your stay, speak to your host family first. Do not worry about English, your host family will try to understand you and try to help you as much as they can.

Usually the telephone bill is not included in the Homestay fees. You must have permission from your home stay family when you wish to make a phone call. We recommend that you acquire a mobile handset. There are many plans and options available both pre-paid and post-paid to suit every budget and circumstance. (Tip: The cheapest unlimited pre-paid plan using the better Telstra network is Boost. Also consider Lebara.)

Many students choose to stay with a family for a short period of time and then move to shared accommodation once they have settled in.

5.2 Backpacker

Backpacker-style accommodation will cost you about \$150 Per Week.

The information provided here is intended as a guide only and does not constitute advice nor should it be relied upon as constituting advice by WIN or its representatives.

<http://www.hostelbookers.com/hostels/australia/sydney/>

5.3 Share Accommodation

Students who wish to stay with others in a rented house, apartment, flat or condominium can expect to pay about \$150 to \$250 each week for rent.

On top of this they will have to pay for the use of gas and electricity and some landlords will charge for the use of water. When you rent you pay a bond and sign a tenancy agreement. This agreement will tell you how many people may live at that property. If you exceed that number, you will be made to leave and you may lose your bond money.

As a rule, Sydney City Council will only allow a maximum of 2 people or 2 beds (not including cots) to a bedroom in newly built buildings.

For information about your rights as a tenant, see <http://www.tenants.org.au/publish/factsheets/index.php>

Useful websites

http://www.fairtrading.nsw.gov.au/Tenants_and_home_owners/Renting_a_home/Renting_a_home_links_and_contacts.html

5.4 Deluxe Hotel / Apartment

Some students prefer to be more independent and stay in a hotel for around \$392-\$1,000 for a double room for a week. Check these websites.

[http://www.booking.com/city/au/sydney.en.html?aid=373437;label=city-sydney-](http://www.booking.com/city/au/sydney.en.html?aid=373437;label=city-sydney-oN2he_RIKKSMvq4H7wLTiwS33665883865;pl:ta:p1:p2:ac:ap1t3:neg;ws=&gclid=CJn51ND1gMQCFUaWvQodNosAdw)

[http://www.trivago.com.au/?iSemThemeld=6210&iPathId=44310&sem_keyword=cheap%20hotel%20sydney&sem_creativeid=60348030079&sem_match](http://www.trivago.com.au/?iSemThemeld=6210&iPathId=44310&sem_keyword=cheap%20hotel%20sydney&sem_creativeid=60348030079&sem_matchtype=e&sem_network=g&sem_device=c&sem_placement=&sem_target=&sem_adposition=1s1&sem_param1=&sem_param2=&cip=6112017011)

[type=e&sem_network=g&sem_device=c&sem_placement=&sem_target=&sem_adposition=1s1&sem_param1=&sem_param2=&cip=6112017011](http://www.trivago.com.au/?iSemThemeld=6210&iPathId=44310&sem_keyword=cheap%20hotel%20sydney&sem_creativeid=60348030079&sem_matchtype=e&sem_network=g&sem_device=c&sem_placement=&sem_target=&sem_adposition=1s1&sem_param1=&sem_param2=&cip=6112017011)

All these prices are subject to change and vary from suburb to suburb so go to the websites.

5.5 Useful websites

1. <http://www.gumtree.com.au/s-property-for-rent/sydney/c1836413003435>

2. www.realestate.com.au/share

3. <https://www.furnishedproperty.com.au/>

4. <http://flatshare.com.au/sydney>

5. <http://flatmates.com.au/sydney>

** The information provided here is intended as a guide only and does not constitute advice nor should it be relied upon as constituting advice by WIN or its representatives.*

6.0 Fire Procedures

Study the map on all classroom walls. If there is a fire:

1. An alarm buzzer will ring continuously, gradually getting louder.
2. Leave books and bags.
3. Follow your teacher to the nearest EXIT. Walk quickly down the stairs. DO NOT USE THE ELEVATOR.
4. Walk quickly and calmly out of the building and refrain from excessive talking.



5. The assembly point for all students and teachers is across the road, Corner of Foveaux and Elizabeth Streets. You must assemble there and have your name marked off on the teacher's roll.
6. Keep on the footpath. DO NOT STAND ON THE ROAD!
7. Remain in your class group until your teacher allows you to return to class.

7.0 Institute Rules

Wentworth Institute offers a first class education and introduction to the Australian way of life. In order to make your stay in Sydney and learning at Wentworth Institute a happy experience, there are simple institute rules that apply to all students:

1. Morning classes start at 8.30 a.m. every day. Always try to be on time for your classes. Lateness disturbs the teacher and your fellow students. If you are more than 15 minutes late, you may not be permitted into class.
2. The institute is a SMOKE FREE ZONE. Students are not permitted to smoke in the building. This means that at WIN you cannot smoke anywhere, including the toilets. Smoking directly in front of the building is also strictly forbidden.
3. Courtesy prevails at all times. Please be polite to your teachers and other students.
4. You are responsible for your own belongings whilst at Wentworth Institute. Do not leave valuables unattended. If you wish to deposit valuables in a safety deposit box, please see the Reception.
5. Any accidents, however minor, MUST be reported immediately to the office. Please advise the Head of Operations.

8.0 Student Support Services

Wentworth Institute has staff to support your studies.

This assistance includes:

- Orientation to Wentworth Institute and to Sydney - ELICOS Coordinator
- Advice on your academic progress and attendance - ELICOS Coordinator
- Further studies advice / processing-- Head of Operations
- Grievance resolution--Head of Operations

- Welfare / personal matters – Professional counselling free of charge for the first 10 visits is available for students.

First Light Care Associate

2/627 George St
Sydney NSW 2000
Tel: 02 9211 9988
Contact person: Gerald

You may seek advice about what to do from Reception.

*** To receive external counselling**, please follow these steps:

1. Arrange a visit to see Dr George O'Young at Centennial Plaza, Shop 2, 290-300 Elizabeth St, Surry Hills 2010. Phone 9212 2108. (**If you wish to see a female doctor, please refer to below).
2. Tell Dr George O'Young that you would like a referral for counselling from:

First Light Care Associate
2/627 George St
Sydney NSW 2000
Tel: 02 9211 9988
Contact person: Gerald

3. Pay \$40 for the standard consultation to Dr George O'Young. Students experiencing financial hardship may apply for a \$40 cash advance from Ava on level 1 at the Elizabeth St campus of WIN.
4. Take your receipt to your OSHC provider and receive a refund of \$37.50. (Make sure you mention that you are a student at Wentworth Institute to get this special price!)
5. Bring your receipt to and we will refund you the out of pocket expense of \$2.50.
6. Make an appointment to see First Light Care Associate: Phone 9212 2108.
7. Attend up to 10 appointments at First Light Care Associate. Pay at each visit and then take your receipt to your OSHC provider and receive a refund. If there is any amount that you have not been refunded, please bring your receipts to Ava for a full refund.
8. If you need additional visits to First Light Care Associate please see the Registrar to determine how much WIN is prepared to contribute.

**If you wish to see a female doctor, please refer to Dr Gloria Xu Medical Practice Shop QG 1, Prince Centre, 8 Quay St Haymarket, 02 9212 2839. Please mention that you are a student at Wentworth Institute and ask for the student discount.

9.0 Student Complaints and Appeals

Complaints, Grievances, Disputes and Appeals Policy & Procedures

WIN recognises that differences of opinion or grievances can happen from time to time. Students with a problem, complaint, dispute, grievance with another student, their trainer, the course content, the facilities or any component of the course should use the following procedures.

Definitions:

- A *grievance* is a feeling of resentment over something believed to be wrong or unfair.
- A *complaint* is an expression of discontent, regret, pain, censure, a lament or fault finding.

A complaint may include, but is not limited to:

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Course delivery
- Marketing and promotional activity
- Personal safety
- Customer service and administration
- Issue of results, certificates, statement of attainment
- Learning resources
- Fees and charges
- Equity and access, discrimination, harassment and bullying
- Complaints from third Parties including but not limited to education and migration agents

- *Feedback* is information given and received to help people and organizations grow. Wentworth Institute invites feedback so that we are able to change what needs to be changed and improve our processes so that the education experience for students and staff is a positive one. Wentworth Institute gathers feedback from students, agents & staff constantly and this feedback is generally reported, recorded and acted upon at the monthly staff meetings.

Students are welcome to give feedback at any time. This can be via email or a simple discussion with any member of staff and is usually not formalized unless requested. Wentworth encourages feedback with all interactions but encourages students and staff to try to keep feedback constructive so that positive outcomes can be more readily assured.

Grievances:

Wentworth Institute is committed to providing students, staff and stakeholders the best possible environment in which to study or work. The Institute understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly. Grievances will be heard verbally and can be disclosed to any member of staff who will endeavour to fix any grievance before it becomes a complaint.

Students should be aware that whilst Wentworth Institute tries to ensure everything is satisfactory for our students but because of practices in different cultures, student pressure or Government regulations, some dissatisfactions (grievances) can occur. We ask that the student please talk to a member of staff first and provide us the opportunity to change, be a little patient and give us time to accommodate

student concerns. If we are not able to address your concerns you may wish to escalate your grievance to a formal complaint.

Complaints & Appeals:

If the student wishes to escalate their grievance to a formal complaint, the following procedures will apply.

- In such instances, Wentworth Institute invites feedback from the dissatisfied party so that a resolution can be found and as an opportunity to consolidate the feedback into a review and improvement of Wentworth Institute's policies and procedures.
- Wentworth Institute will address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision.
- This policy and associated procedure supports Wentworth Institute in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Wentworth Institute will be viewed as an opportunity for improvement.
- WIN complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.
- WIN notifies students and staff in the policies and procedures manual/student handbook of its policies and procedures regarding complaints and appeals. This complaints and appeals process also forms an integral part of induction and orientation (student and staff). Please note that the external complaints and appeals entity may be a different body if you're local or international.
- Complaints and appeals need to be in writing (email) and will need to be substantiated (some evidence, statements, specified times dates and names will need to be disclosed)

Receipt of complaint or appeal

Wentworth Institute will acknowledge receipt of all complaints or appeals. This will be with email or letter or sign-off (and photo-copied for the student to keep as a receipt) in the case of written submissions of complaints or appeals.

Appeals

- Assessment process and decision
- Student progress and academic progress decisions

Procedure: Actions and Responsibility

The following procedures provide information on how to have a complaint or appeal resolved and a resolution reached by all parties.

Complaints:	
Action	Responsibility
<p>Wentworth Institute may receive complaints from students, staff or stakeholders and members of the public through a variety of means e.g.: verbally, written documentation, electronically (email).</p> <p>Once a complaint is received, WIN Personnel will seek to identify the issue and seek to resolve the concern immediately so as to avoid any further disruption, or escalate the issue to a formal complaint. The Institute encourages both staff and complainants to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means.</p> <p>Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student's issue. Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.</p>	<p>- WIN Personnel - Complainant</p>
<p>Any student, potential student, or third party may submit a formal complaint to Wentworth Institute with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process. (External appeals may involve minimal costs)</p> <p>When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to complete a Complaints and Appeals Form (letter or email is accepted in the format below), stating their case and providing as much detail as possible, and submit this to the Head of Operations either by email or post.</p> <p>Complaints are to include the following information:</p> <ul style="list-style-type: none"> • Submission date of complaint • Name of complainant • Nature of complaint • Date of the event which lead to the complaint; and • Attachments (if applicable) <p>The Complaints Form is available from administration or can be sent to the complainant on request.</p>	<p>- WIN Personnel - WIN Head of Operations</p>
<p>Once the Complaints Form is received the details are recorded on the Complaints and Appeals Register (on X: Drive) which is reviewed and maintained by the Head of Operations .</p>	<p>- WIN Personnel - WIN Head of Operations</p>

<p>Information recorded in the Complaints and Appeals folder includes;</p> <ul style="list-style-type: none"> • A specific complaint Date/Name or Student Number • Submission date of the complaint • Name of the complainant • Description of the complaint • Determined resolution (outcome) • Date of outcome • Copy of response and finalisation of complaint 	
<p>Complainant's have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by Wentworth Institute.</p>	
<p>The Head of Operations will investigate the complaint/s recorded in the Complaints folder and identify a satisfactory resolution to the issue. The proposed resolution will be communicated to the complainant within 10 working days and agreement to the proposed resolution sought. Upon receipt of the agreement, the Head of Operations will;</p> <ul style="list-style-type: none"> - Provide the complainant with written confirmation of the resolution - Record the action(s) taken to resolve the complaint on in the Complaints file - Where applicable, communicate the outcome of the complaint resolution to the relevant staff member - If applicable, document the need for amendment to Wentworth Institute policy and/or procedure documentation in the Continuous Improvement file and implement the necessary improvement (both the Complaints and Appeals file and the Continuous Improvement report are reviewed regularly by the Institute staff at staff meetings) <p>Within the notification of the outcome of the formal complaint the Complainant shall also be notified that they have the right of appeal. To appeal a decision Wentworth Institute must receive, in writing, grounds of the appeal.</p> <p>Complainants are referred to the Appeals Procedure. The Head of Operations will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the Complainant, Wentworth Institute will act immediately implement any decision and/or corrective and preventative action that is required, and advise the Complainant of the outcome.</p>	<p>- WIN Personnel - WIN Head of Operations</p>
<p>Any documentation including written notes of the progress of a complaint, outcomes, actions and resolution, will be kept by the Institute and filed in the student's/ staff's/ general register, folder. Any complaint received that is not from a member of staff or student, will be stored in the dedicated Complaints</p>	<p>- WIN Personnel</p>

and Appeals folder maintained by Wentworth Institute personnel.	
<p>No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaint and resolution process. A student's progress through a study program will not be disrupted whilst a Complainant complaint is being heard unless the nature of the issue itself means further progress is not possible. Complainants will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process. Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation or support person) if they wish but they must inform the Institute prior to any discussions of the representation</p>	<p>- WIN Personnel - Complainant</p>
<p>External Complaints</p> <p>If not satisfied with the decision in either the formal complaints or appeals procedures the appellant may request that the matter be further reviewed by an external dispute resolution process by a body chosen by the appellant . The details of these external body are as follows:</p> <p>Department of Fair Trading Head office NSW Fair Trading 60 Station Street Parramatta NSW 2150 http://www.fairtrading.nsw.gov.au/ Postal address: NSW Fair Trading PO Box 972 Parramatta 2124 Tel: 9895 0111 Fax: 9895 0222</p> <p>International Student Ombudsman Email: ombudsman@ombudsman.gov.au Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect) Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123. Postal: GPO Box 442 Canberra ACT 2601.</p>	<p>- Complainant</p>
<p>If a complainant/appellant (Candidate or third party) is still dissatisfied with the decision of Wentworth Institute, they may wish to seek legal advice or place a complaint about Wentworth Institute to ASQA directly (please be</p>	<p>- Complainant</p>

<p>aware that ASQA does not act in a mediation capacity ASQA’s role is not to act as a student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers). If, after Wentworth Institute internal complaints and appeals processes have been completed, the complainant still believes Wentworth Institute is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the online complaint form: https://rms.asqa.gov.au/registration/newcomplaint.aspx Except in exceptional circumstances, complaints must attach evidence to the complaint form showing:</p> <ul style="list-style-type: none"> - That they have followed Wentworth Institute formal complaints procedure; - and Wentworth Institutes response. 	
<p>ASQAs processes require the complainant/appellant to identify themselves to ASQA as “the” complainant, although a complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes. Australian Skills Quality Authority Tel: 1300 701 801 www.asqa.gov.au</p>	<p>- Complainant</p>
<p>No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaint and resolution process. A student’s progress through a study program will not be disrupted whilst a Complainant complaint is being heard unless the nature of the issue itself means further progress is not possible. Complainants will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process. Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation or support person) if they wish but they must inform the Institute prior to any discussions of the representation. Wentworth Institute will happily abide by any decision made by the external body</p>	<p>- WIN Personnel - WIN Head of Operations</p>
<p>Where the Wentworth Institute considers more than 60 calendar days are required to process and finalise the complaint, the Institute: will inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter via email.</p>	<p>- WIN Personnel</p>
<p>An annual review of the complaints resolution process will be conducted as part of the Wentworth Institute validation schedule</p>	<p>- WIN Head of Operations</p>
<p>Appeals</p>	

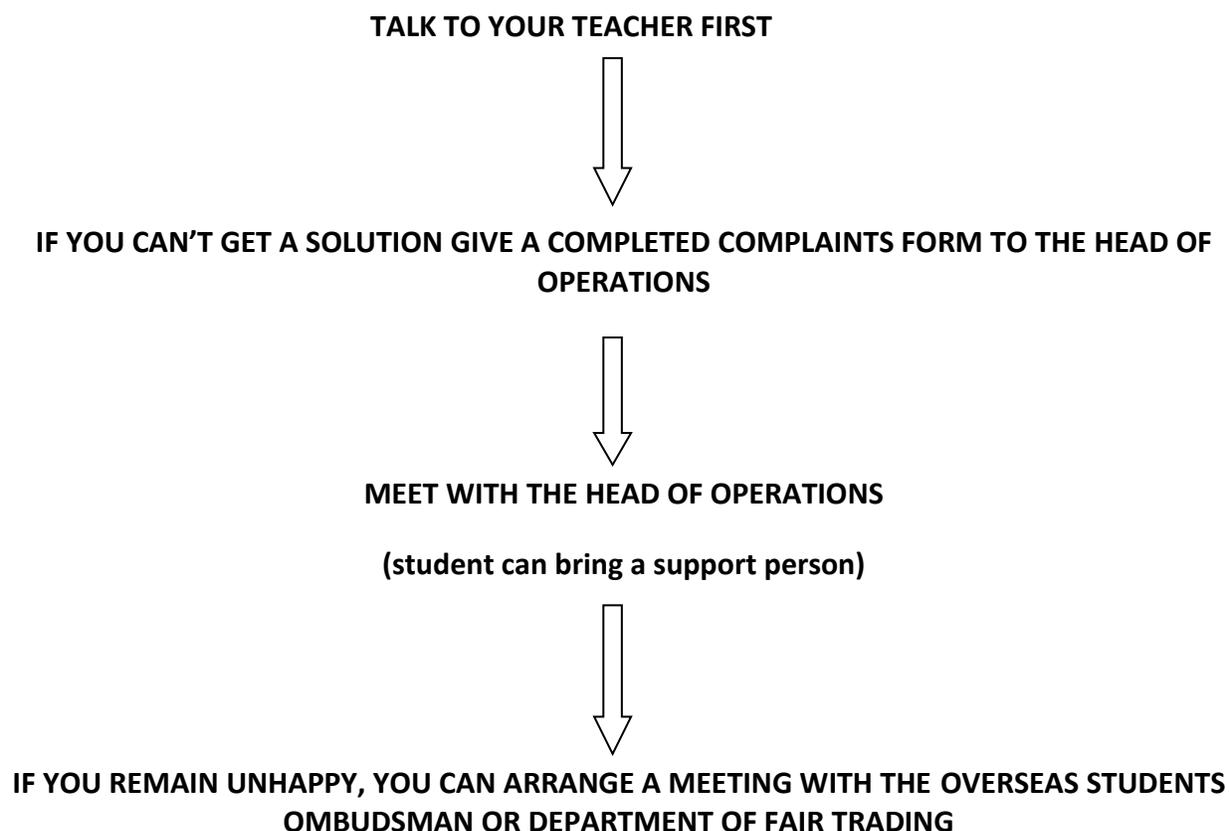
Action	Responsibility
<p>Candidates are entitled to formally appeal the outcome of the assessment decision by completing the Appeals Form or submitting an appeal via email or letter, stating their case and providing as much detail as possible, and submit this to the General Manager of Academics (GMA) or the Head of Operations either by email or post. Candidates are to include the following information:</p> <ul style="list-style-type: none"> - Submission date of appeal - Name of appeal; - Nature of appeal; - Supporting documentation regarding their assessment outcome - Attachments (if applicable) - The Appeals Form is available from administration or the assessor or can be sent to the complainant on request 	<ul style="list-style-type: none"> - WIN Personnel - Wentworth Institute Head of Operations - Appellant
<p>Once the Appeals Form/document is received the details are recorded/fixed/attached to the assessment cover sheet which is reviewed and scanned and filed (electronically/manually) on the SMS and in the student personal file. Information recorded includes;</p> <ul style="list-style-type: none"> - The Student number - Submission date of the appeal - Name of the appeal (e.g. assessment subject) - Description of the appeal - Determined resolution (outcome) - Date of outcome 	<ul style="list-style-type: none"> - WIN Personnel - WIN Head of Operations - Appellant
<p>The Head of Operations shall seek details from the teacher involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another teacher appointed by Wentworth Institute.</p> <p>The appeal will be adjudicated by one, some or all of the below</p> <ul style="list-style-type: none"> - A panel of qualified trainers/assessors - The Head of Operations - A qualified trainer/assessor external to WIN - A representative of an industry body (service skills council etc) 	<ul style="list-style-type: none"> - WIN Personnel - WIN Head of Operations
<p>The appellant shall be notified in writing of the outcome with reasons for the decision, and the file/journal updated. The appellant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Candidate is required to notify the Institute if they wish to proceed with the external appeals process</p>	<ul style="list-style-type: none"> - WIN Personnel - WIN Head of Operations - Appellant
<p>External Appeals</p> <p>If not satisfied with the decision in either the formal complaints or appeals procedures the appellant may request that the matter be further reviewed by an</p>	<ul style="list-style-type: none"> - Appellant

<p>external dispute resolution process by a body chosen by the appellant . The details of these external body are as follows:</p> <p>Department of Fair Trading Head office NSW Fair Trading 60 Station Street Parramatta NSW 2150 http://www.fairtrading.nsw.gov.au/ Postal address: NSW Fair Trading PO Box 972 Parramatta 2124 Tel: 9895 0111 Fax: 9895 0222</p> <p>International Student Ombudsman Email: ombudsman@ombudsman.gov.au Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect) Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123. Postal: GPO Box 442 Canberra ACT 2601.</p>	
<p>If a complainant/appellant (Candidate or third party) is still dissatisfied with the decision of Wentworth Institute, they may wish to seek legal advice or place a complaint about Wentworth Institute to ASQA directly (please be aware that ASQA does not act in a mediation capacity). If, after Wentworth Institute internal complaints and appeals processes have been completed, the complainant still believes Wentworth Institute is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the online complaint form: https://rms.asqa.gov.au/registration/newcomplaint.aspx. Except in exceptional circumstances, complaints must attach evidence to the complaint form showing:</p> <ul style="list-style-type: none"> - That they have followed Wentworth Institute formal complaints procedure; - and Wentworth Institute’s response. 	<p>- Appellant</p>
<p>ASQAs processes require the complainant/appellant to identify themselves to ASQA as “the” complainant, although a complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes. Australian Skills Quality Authority Tel: 1300 701 801 www.asqa.gov.au</p>	<p>- Appellant</p>
<p>No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the appeals and resolution process. A student’s progress through a study program will not be disrupted whilst a appellant’s appeal is being heard unless the nature of the issue itself means further progress is not possible. Appellants will observe strict confidentiality during all stages of</p>	<p>- WIN Personnel - WIN Head of Operations</p>

<p>the appeals resolution process. All communications and proceedings arising from the appeals process will remain confidential at the conclusion of the appeals resolution process. Appellants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation or support person) if they wish but they must inform the Institute prior to any discussions of the representation.</p> <p>Wentworth Institute will abide by any decision made by the external body.</p>	
<p>Where Wentworth Institute considers more than 60 calendar days are required to process and finalise the appeal, the Institute: will inform the appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter via email.</p> <p>All stages will be documented and file notes provided to all parties involved. Students will be given a written statement of the appeal outcome and reasons for the decision (which will be placed in the student 's file).</p>	<p>- Wentworth Institute Personnel</p>
<p>An annual review of the appeals resolution process will be conducted as part of the Wentworth Institute validation schedule.</p> <p>The availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.</p>	<p>- WIN Head of Operations</p>

NOTE: Students enrolled at WIN who choose to access the complaints, appeals and disputes processes will continue to be enrolled while the process is ongoing.

FLOW CHART OF PROCEDURES FOR HANDLING GRIEVANCES FROM INTERNATIONAL STUDENTS



Complaints Handling Substantiation

WIN has a clear policy on handling complaints from students, staff and stakeholders. WIN is committed to ensuring that the organisation's policy is fulfilled. The procedure of this policy is:

- Receive the complaint in writing with date, signature and proper details of the complaint.
- Report the complaint initially to the Head of Operations.
- Head of Operations handles the complaint without any prejudice.
- If required, the Head of Operations informs the Managing Director.

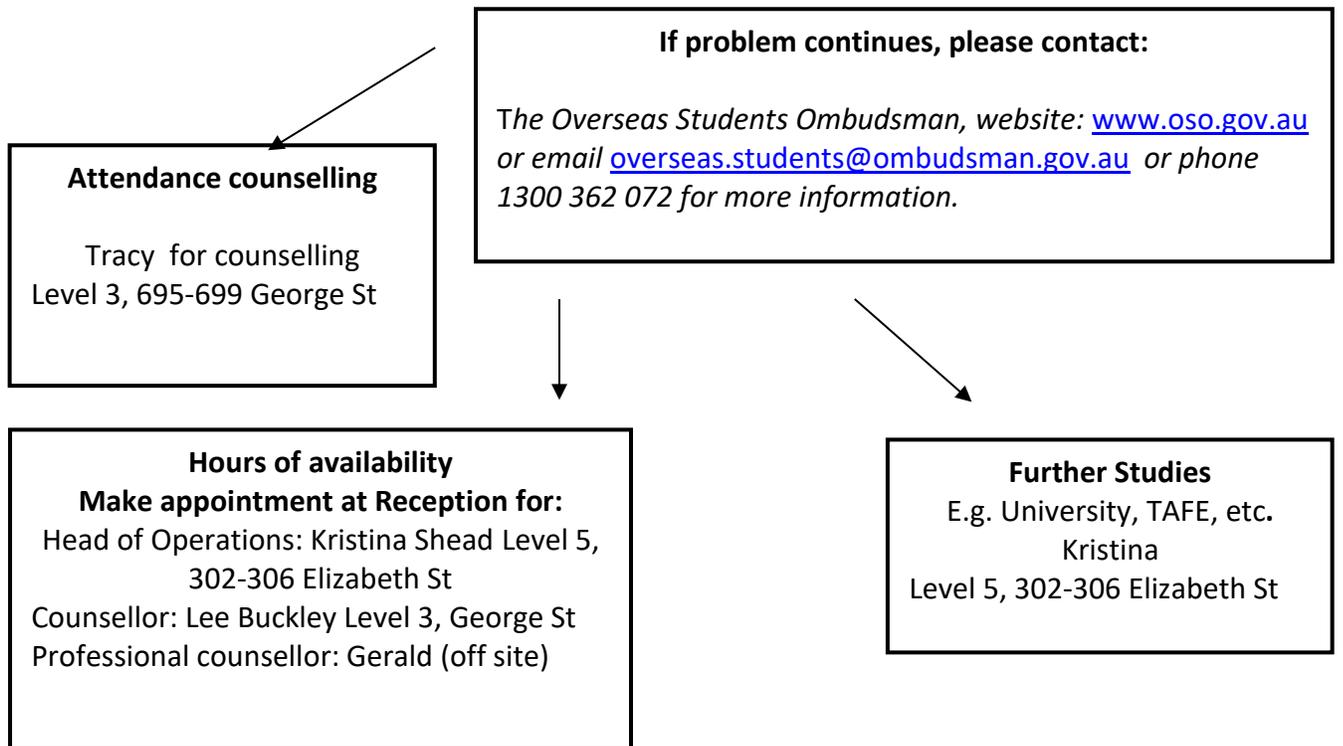
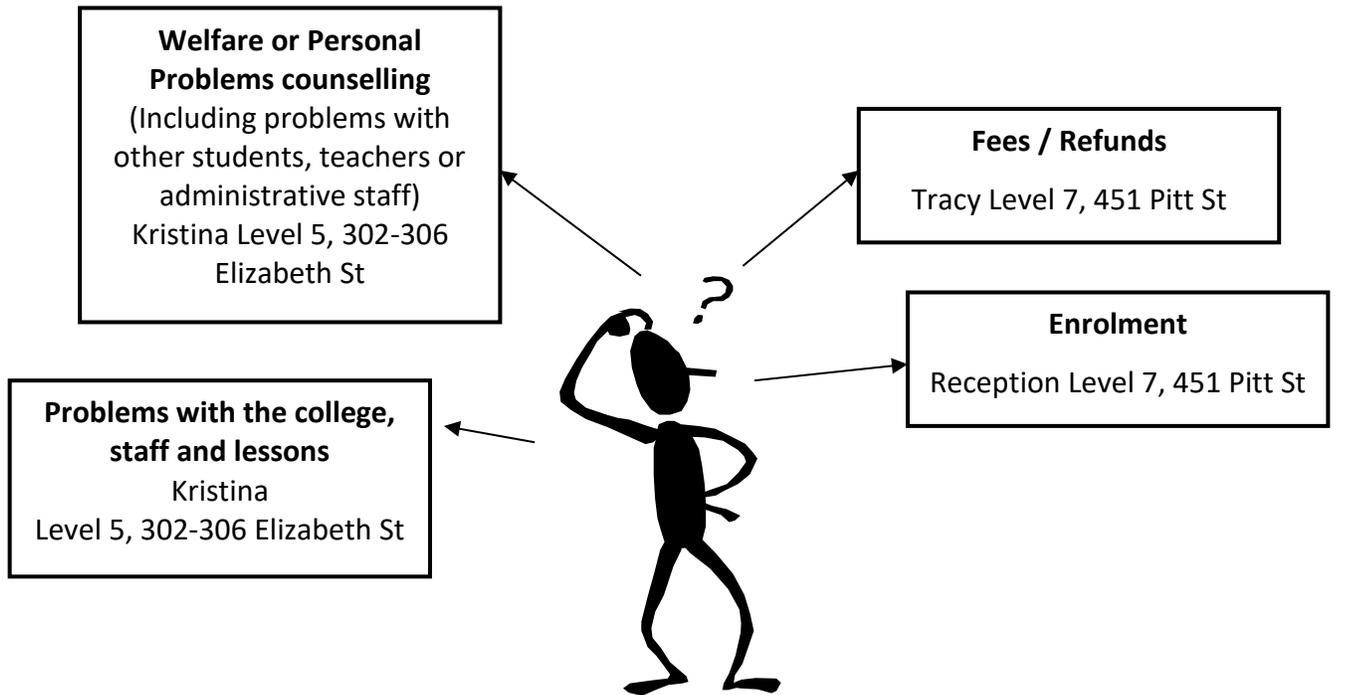
- If further is required, an investigation is carried out.
- Initially a resolution should be attempted on a one to one consultation.
- If not resolved proper investigation should be carried out and documented.
- If WIN has to rectify its own policy and procedures, WIN must act immediately. If the matter is between staff and stakeholders and staff and students, the matter should be dealt with accordingly.
- Utmost attempts should be made to resolve the issue in a manner so that all parties feel a win-win resolution.

Disciplinary Action Procedure

Students are expected to follow all policies and procedures outlined in the Student Handbook so that all may benefit. Student enrolments or CoE's may be either suspended or cancelled for breaches of WIN Policy and Procedures, non-payment of fees or breaches of your Visa requirements.

The Academic Manager (or delegated nominee) may suspend a student or recommend expulsion as a result of unsatisfactory academic progress; plagiarism; facilitating other students to cheat on assessments; and student behaviour that intentionally disrupts or interferes with education, administrative or operational activities.

9.2 What to do if you have a problem or grievance



10. Transport

Public transport is very easy in Sydney and is also fairly cheap. The institute is located a few minutes walking distance to Sydney Central trains and buses. An Opal Card will make travelling on buses and trains convenient and will include any discounts you may be entitled to.

Taxis are a fairly expensive mode of transport and the use of a private car to the institute is not recommended due to the difficulty of parking in Sydney.

11. Banking

Australia's major banks are:

1. Commonwealth Bank of Australia. www.commbank.com.au
2. Westpac Banking Corporation. www.westpac.com.au
3. National Australia Bank. www.nab.com.au/
4. Australia and New Zealand Bank (ANZ). www.anz.com.au

The Head of Operations can assist you to open a bank account if you need help. Your teacher will assist you in locating nearby different banks. Automatic Teller services are available at all major banks.

12. Health, Climate and Insurance

The weather in Australia is very pleasant. However, it can be very hot in summer so wear sunscreen and a hat and it can be cold in winter so there is a need to have a piece of warm clothing.

Good health is important to successful study

The nearest medical and dental clinics are located at:

The nearest Medical Centres (with little or no additional charge)

Dr George O'Young Centennial Plaza, Shop 2, 290-300 Elizabeth St, Surry Hills 2010 (Convenient, across the road from the Elizabeth St campus. Pay \$40 for a standard consultation and then claim back from your OSHC provider who will refund you \$37.50.) Make sure you mention that you are a student at Wentworth Institute to get this special discount! 02 9212 2108

Dr Gloria Xu Medical Practice Shop QG 1, Prince Centre, 8 Quay St Haymarket, 02 9212 2839

Healthpac Medical Centre - Sydney LG, 59 Goulburn Street Sydney, 02 9282 9725

Macquarie Street Medical Centre - Level 4, 195 Macquarie Street Sydney 02 9238 0800

Macquarie Street Medical Practice 195 Macquarie Street Sydney, NSW 2000 02 9221 1933

Also see http://www.oshcworldcare.com.au/member_student/medical_providers.aspx

Dentist: 580 George Street SYDNEY NSW 2000
Telephone: 9267 7569

Overseas Student Health Cover is a compulsory requirement of DIBP-- all student visa holders must have Overseas Student Health Cover.

If you need any help in making an appointment with the doctor, please speak with Reception who will assist you.

13. Cost of living in Sydney

It is recommended you shop locally for food, vegetables etc. However close to the Institute, Paddy's Market (open Wed to Sunday) plus Market City (open 7 days) is a 12 minute walk. There are numerous local shops in Chinatown; also there is a Woolworths next to the Institute and Asian and Thai supermarkets in Goulburn Street.

[Check the Detailed Cost of Living in Sydney here.](#)

[Cost of furnisher and home appliances in Sydney Australia](#)

You can also visit this website for updated information of the costs in Sydney;

<https://www.expatistan.com/cost-of-living/sydney>

Here are some samples of costs in Sydney:

Rent: A\$100-500 Weekly rate (shared accommodation is cheaper). Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least A\$1,500-\$2,500. Check www.realestate.com.au

And www.domain.com.au also check www.gumtree.com.au for shared places.

Gas / Electricity: Check out www.switchwise.com.au for information about gas and electricity prices. Just enter a random Sydney Australian post code like 2111, 2000 or 2138. A\$10-\$15 if you share accommodation.

Phone / Internet: Check out <http://broadbandguide.com.au/> for a comparison of broadband plans. http://www.amaysim.com.au/?cid=gsem_E001 for a mobile phone deal without a contract

Haircut: female- A\$25.00-\$100.00; male- \$6.50-\$30

Movie ticket: A\$13.00-15.00 (student discount may apply)

Restaurant/café meal: A\$10.00-\$25.00

Weekly train ticket: About A\$38 per week <http://www.131500.com.au/tickets/fares/fares>

Taxi: 10 Minutes ride could cost A\$15-25 <http://www.worldtaximeter.com/sydney>

Transport costs can be viewed at <http://www.131500.com.au/ticketandfares/fares>

Uber: 10 Minutes ride could cost A\$10-20 <https://www.uber.com/en-AU/cities/sydney/>

Buy a car: A\$5000-50,000. Check www.carsales.com.au and www.carpaint.com.au

Petrol: Check out www.racv.com.au for daily petrol prices in Sydney. Also:

www.motormouth.com.au for an overview of prices in the capital cities. Petrol prices can vary widely from the morning to evening in Australia.

Clothes: Check out www.myer.com.au or www.target.com.au

Groceries: www.woolworths.com.au, www.coles.com.au. Or <http://www.aldi.com.au>

Banking: Nearly all banks will charge you for having an account with them. ANZ has an account for \$5 / month that has unlimited internet banking and ATM withdrawals. If you make a withdrawal from another banks ATM you will pay up to \$2.50 per transaction. Have a look at www.infochoice.com.au. In addition most companies will charge you an 'admin' fee for paying your bill, generally a couple of dollars.

House or Unit you own in Sydney Australia: There are council and water rates to pay. However, if you are renting the landlord pays the rates and you just pay for the excess water charges. Rubbish collection is included in the council rates.

No TV licence in Sydney though, but you have to put up with ads every 5 mins. Although ABC (no ads) and SBS which show movies, documentaries and news from many countries all over the world.

16. Interpreter Services

The Student Services Support Manager will help you with any interpreter assistance.

You should also be aware of Telstra's twenty-four (24) hour interpreter service. **Telephone 131 450** anytime if you are having difficulty communicating in English.

14. Class Excursions

Wentworth Institute has regular excursions organised. Wentworth Institute will have at least one excursion, related to your studies, every eight weeks. These excursions are part of your class-time studies. There is sometimes a small cost for transport and/or admission.

15. Social Activities

From time to time WIN will organise social activities like beach parties in summer, attending festivals and cruising on Sydney Harbour.

16. Work, health and safety

Australia is considered to be one of the world's safest countries. However, like in all countries and major cities, undue risks should not be taken in Sydney e.g. avoid poorly lit park areas after hours. Please do not provoke undue attention to yourself with loud behaviour, dress, etc and take care of your valuables and belongings at all times.

If you hear the fire bell ringing at the institute, you must act. Together with your teacher you must evacuate the building by quickly moving down the stairs and leaving the building. You are to assemble across the road at central Station until you are told it is safe to return.

If you see anything unsafe or feel unsafe at institute, please tell your teacher. We want you to be safe and feel safe at our institute.

17. Emergency services (24 hours)

Familiarise yourself with the Emergency services numbers: Useful phone numbers are:

ORGANISATION	PHONE
POLICE FIRE AMBULANCE	000
Police: L 3, SPC, 151-241 Goulburn Street Darlinghurst 2010 Fax: 02 9265 4104	9265 4144
Fire Station: 113 George St, Redfern 2016	9698 1161
Hospital: St Vincent's, 390 Victoria St, Darlinghurst	8382 1111
Dentist: Sydney Dental Hospital, 2 Chalmers St, Surry Hills	9293 3333
Poisons Information Centre	13 1126

Problem	Website	Phone no
Accommodation-- Emergency for women	https://www.wagec.org.au/ Mon – Fri 9.00 – 4.30	intake@wagec.org.au 9319 4088
Alcohol Abuse	www.aa.org.au	1300 222 222
Anxiety (including phobias & Obsessive-Compulsive Disorder)	https://wayahead.org.au/ https://www.beyondblue.org.au/get-support/who-can-assist	Mon – Fri 1300 794 992 1300 22 4636
Asthma	www.asthmansw.org.au/ https://www.asthmaaustralia.org.au/nsw/about-asthma/asthma-emergency In an emergency	1800 278 462 9906 3233 000
Community services –	http://www.lwchc.org.au/	9560 3011

(local) women		
Community services - (local) men	https://mensline.org.au/about-us/useful-links-and-support/	1300 78 99 78
Consumer credit and debt	https://www.accc.gov.au/consumers/debt-debt-collection/help-when-youre-in-debt	Mon – Fri 1300 302 502
Consumer credit protection	https://www.accc.gov.au/consumers/consumer-rights-guarantees	Mon – Fri 1300 302 502
Counselling - crisis	Lifeline – Crisis Support	https://www.lifeline.org.au/ 24hr 13 11 14
Counselling – general information	http://www.community.nsw.gov.au/about-us/contact-us/support-and-counselling-numbers Lifeline Relationships Australia	13 11 14 1300 364 277
Crime stoppers (report crime anonymously) - https://www.crimestoppers.com.au/ Police Assistance - https://portal.police.nsw.gov.au/ In an emergency		1800 333 000 13 14 44 000
Counselling --victims of crime support	http://www.victimsservices.justice.nsw.gov.au/Pages/vss/vs_counselling/vs_counselling-how-to-apply.aspx	1800 633 063
Depression	http://www.beyondblue.org.au/ https://www.beyondblue.org.au/the-facts/depression https://mindspot.org.au/ Lifeline https://mensline.org.au/ https://www.suicidecallbackservice.org.au/	1300 22 4636 Mon – Fri 1800 61 44 34 13 11 14 1300 78 99 78 1300 659 467

Disabilities	http://www.dsa.org.au/	1300 372 121
Domestic violence – Men and Women	http://www.domesticviolence.nsw.gov.au/ https://www.whiteribbon.org.au/find-help/domestic-violence-hotlines In an emergency Lifeline	24hr 1800 65 64 63 1800 737 732 000 13 11 14
Drug addiction and abuse counselling and assistance	Narcotics Anonymous https://www.na.org.au/ https://www.lifeline.org.au/get-help/topics/substance-abuse-and-addiction https://www.counsellingonline.org.au/	1300 652 820 13 11 14 9361 8000
Families & friends with mental illness	http://www.mentalhealthcarersnsw.org/ Information and Support	9332 0777 1300 554 660
Eating disorders	https://thebutterflyfoundation.org.au/understand-eating-disorders/	1800 33 4673
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	1300 37 45 37
Family planning information	https://www.fpnsw.org.au/ https://www.healthdirect.gov.au/partners/family-planning-nsw	1300 658 886 24hr 1800 022 222
Gambling – free Counselling / legal advice	http://www.gamblinghelp.nsw.gov.au/get-help/meet-a-counsellor/ https://salvos.org.au/need-help/problem-gambling/ Wesley Mission Legal Service Level 3, 220 Pitt Street SYDNEY NSW 2000. Email: communitylegal@wesleymission.org.au Lifeline	1800 858 858 13 72 58 9263 557 1300 827 638 13 11 14
G-Line (gambling)		1800 633 635
Gay &	http://www.cityofsydney.nsw.gov.au/community/communit	-

Lesbian, Bi, Trans gender information and counselling services	y-support/lgbtiq-communities/community-contacts http://www.twenty10.org.au/ https://qlife.org.au/	8594 9555 1800 184 527
Grief support	https://www.grief.org.au https://www.beyondblue.org.au/the-facts/grief-and-loss https://www.lifeline.org.au/get-help/topics/loss-grief	Free call 1800 642 066 1300 22 4636 24hr 13 11 14
Hepatitis C	https://www.hep.org.au/	9332 1599
HIV/AIDS	https://www.acon.org.au/ Free call	9206 2000 1800 063 060
Telephone Interpreter Service	https://www.tisnational.gov.au/ Client Liaison Immediate phone interpreting service ATIS phone interpreting service	1300 655 820 13 14 50 1800 131 450
Legal information and advice	Redfern Legal Centre	Monday - Thursday 9am - 1pm & 2pm - 6pm Friday 9am - 1pm & 2pm - 5pm 9698 7277 9698 7277 info@rlc.org.au info@rlc.org.au
Local council services guide for international students	City of Sydney Council http://www.cityofsydney.nsw.gov.au/community/community-support/international-students	Visiting, living, studying, public transport, areas of interest and cheap eats.
Mens services	https://mensline.org.au/ http://www.menshealthaustralia.net/ https://www.healthdirect.gov.au/mens-health	24hr 1300 78 99 78 +61 (0)403 813 925 1800 022 222
Mental health	https://wayahead.org.au/	Mon – Fri 1300 794 991

advice and support	http://www.blackdoginstitute.org.au/ Lifeline https://www.suicidecallbackservice.org.au/	Mon – Fri 9382 4530 24hr 13 11 14 1300 659 467
Poison Information Centre	https://www.poisonsinfo.nsw.gov.au/ Emergency	Hotline 13 11 26 000
Police Assistance Line (non-emergency) Hotline		13 14 44
Pregnancy assistance/counselling	https://www.pregnancybirthbaby.org.au/contact-us www.pregnancysupport.com.au/ In an emergency	1800 882 436 1300 792 798 000
Racism	Australian Human Rights Commission https://itstopswithme.humanrights.gov.au/	Mon – Fri 9284 9600
Rape Crisis – men and women	www.nswrapecrisis.com.au/ http://www.rape-dvservices.org.au/ Domestic Violence Sexual Assault Crisis Service---ask for afterhours crisis workers	24hr 1800 424 017 Mon – Fri 1800 222 387 1800 211 028 9515 6111
Relationship counselling	https://www.relationships.org.au/what-we-do/services/counselling www.interrelate.org.au/	Mon – Fri 1300 364 277 1300 473 528
Sexual assault, violence and abuse	https://www.1800respect.org.au/violence-and-abuse/sexual-assault-and-violence/ https://chat.1800respect.org.au	24hr 1800 737 732 Free online chat service
Schizophrenia	http://www.onedoor.org.au/services/individual-support/information-support/information-support Email - info@onedoor.org.au	9879 2600 1800 985 944
Smoking - Quitline	Quitline https://www.cancer.org.au/preventing-cancer/smoking-and-tobacco/smoking.html	13 78 48 13 11 20

Suicide Prevention	www.suicideprevention.com.au/ Lifeline Suicide Callback https://nfp.everydayhero.com/au/australian-suicide-prevention-hold-on-to-life	1300 360 980 24hr 13 11 14 24hr 1300 659 467 24hr 1800 465 366
Tenants' Rights	www.tenants.org.au	1800 251 101

18. Transfer to another ELICOS course

You cannot transfer to another ELICOS course before you have completed six months of your course with WIN, unless:

- WIN has ceased to be registered
- WIN has provided a *Letter of Release* (NB No *Letter of Release* required after Jan 1 2018) or
- WIN has had an sanction imposed upon it by the Government that prevents you completing your course or
- Your government sponsor considers the change to be in your best interest and has provided written support for that change.

To apply for a transfer to another ELICOS course you must follow the following procedure:

- Provide four weeks' notice to WIN of the transfer
- Provide a letter to WIN stating why you would like to transfer
- Transfer can only be taken after an initial 5 weeks of study at WIN
- Tuition fees may differ at other ELICOS courses; you will be informed and must agree to pay the difference
- Before the transfer is approved, you must have received acceptance confirmation from the other institute.
- If you wish to make any changes to your transfer request after the documents have been processed, you are required to pay \$150 administration fee.
- You must check that your attendance rate will still be at least 80% after the original course is shortened.

WIN will not grant your request for a transfer in circumstances where WIN is of the opinion that transfer to another registered provider would be detrimental you. WIN may form that opinion for reasons including the following:

- You have not commenced your principal course at WIN or the request is made less than 4 weeks after you commenced your principal course at WIN.
- WIN believes that transfer may jeopardise your progression through a package of courses.
- WIN believes that you are trying to avoid being reported to the DIBP for failure to meet attendance or academic progress requirements. Teachers will monitor student academic results on a subject and term basis (the end point for monitoring course progress)
- WIN believes that the provider and/or course to which you wish to transfer are not of the same standard as WIN.

WIN will not grant your request for a transfer if you owe any course monies or other amounts to WIN. A request for a transfer must:

- be in writing
- include all relevant information concerning the reasons for your request
- include documentary evidence acceptable to WIN that supports the reasons for your request, and
- must include a valid *Letter of Offer* that identifies the registered provider and course to which you wish to transfer. (Such information must include full particulars of name, address and CRICOS codes for the provider and course).

If WIN decides not to grant a transfer, WIN will, within 15 working days of receipt of the written request for a transfer, provide you (the overseas student) with written reasons for refusing the request. It will inform you of your right to appeal WIN's decision in accordance with WIN's appeals policy.

WIN will keep records of your request for a transfer and the process used to make a decision in relation to requests. Refunds arising from the transfer of an overseas student to another registered provider shall be determined in accordance with the WIN Refund Policy.



Tips For Successful Of English Studies!

Speak English outside the institute as much as you can – in shops, on the bus or train!

Try to mix with students of other nationalities at the weekend and in the evening.

Make opportunities to practise! Ask a question even if you know the answer.



Try to find some activities or interest, which will give you a chance to practise e.g. learn a sport, go to an art class, or join a

club. Try [meetup.com](https://www.meetup.com).

Read a newspaper as often as you can. Your teacher can help you join the local library.

Listen to the radio, watch TV, read advertisements and posters and signs. English is all around you!

Don't worry about feeling shy or making mistakes. Mistakes are not nearly as important as you think and a smile can help you a lot. Remember everyone feels shy at first. You are not alone!

We want you to enjoy your time at Wentworth Institute.