



**York** English  
College

# **ELICOS STUDENT HANDBOOK**

**York Business Institute Pty Ltd  
t/a York English College  
Suite 1 Level 1, 338 Pitt St  
SYDNEY NSW 2000  
T: +61 (2) 8316 6600  
E: [info@york.edu.au](mailto:info@york.edu.au)  
W: [www.york.edu.au](http://www.york.edu.au)**

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# 1 Welcome to York English College

Thank you for choosing to study at York English College. We are delighted to have you with us and we are excited to help you on your educational pathway and to inspire you to achieve your study goals. You have an opportunity to make a great deal of progress with your English in your time with us. While, the teachers and staff are here to help, it is also true that we can learn a great deal from one another. We have students from all over the world that bring with them a diverse range of cultures. We encourage our students to be full participants in the free and open exchange of ideas and viewpoints in classes and we commit ourselves to upholding the values we cherish as an English language college, and to fostering an atmosphere that is respectful, supportive, and welcoming to all. The diversity of our backgrounds, talents, and perspectives will continue to enrich us all as we live and learn together. Welcome to York English College!

This student handbook provides you with information that you may find useful while you are studying at York English College. You should keep it so that you can refer to it as the need arises.

## 2 Your study program

Some students find studying in Australia very different from studying in their home country and may take time to adjust. In Australian schools and colleges, you are expected to participate in your lessons, ask questions and do your own research or study outside of class. You can expect to spend less time listening to the teacher and writing down what is said and even more time discussing and writing down what you think.

You may find that you have less homework than you are used to and the things you are asked to do might seem a little unusual.

Your first impression might be that studying in Australia is easier than at home, but studying English successfully requires a lot of hard work. It is your responsibility to study hard at all times and to do all the work required even if it doesn't really seem like school work to you. Remember, to learn English, you must speak English in your classes as much as possible. It is the first step you need to take in order to improve.

### 2a Using English

It is your responsibility to only use English when you are on the college's premises, not only outside class, but especially in the classroom. While it might seem strange or difficult not to

use your own language when talking to classmates from your country, doing so will help you make progress with you English.

## 3 Courses and levels

York English College offers courses in General English at various levels.

Course Name	CRICOS Course Code
General English (Beginners to Upper-intermediate)	109129M

There are 20 hours of face-to-face instruction each week. People can study for different lengths of time. Some people may study for only four weeks while others may study for 40 weeks. The length of your course depends on your current level of English and your target level of English. These are generally choices that you would have made before you came to Australia.

### 3a General English

If you are interested in improving your overall proficiency in English, you will be placed in the General English course. This course is designed for those who wish to improve their all-round English skills: conversational, listening comprehension, writing, grammar and vocabulary. The GE course focuses on the use of the language for life and work needs as well as common expressions. The emphasis of the course is to learn while having fun and using English in a practical way.

The GE course runs at six levels, and each level is 12 weeks in length. The following chart shows entry levels and exit levels for the GE course.

Course	Entry Level	Length of study	Exit Level
GE Beginners	Beginner	12 weeks	Elementary
GE Elementary	Elementary	12 weeks	Pre Intermediate
GE Pre Intermediate	Pre Intermediate	12 weeks	Intermediate
GE Intermediate	Intermediate	12 weeks	Upper Intermediate
GE Upper Intermediate	Upper Intermediate	12 weeks	Advanced

You may progress through the course as you successfully complete each level. However, you should be aware that due to the complexities inherent to learning a new language, very few students pass smoothly through all five levels within a 65-week period including 5 weeks break. It is likely that you may need to repeat one or more levels to gain the degree of proficiency required to move to the next level. Ultimately, rates of progress vary from student to student and the information here provides a general overview of the course only.

### 3b Relationship to and articulation with other courses

The General English programme will be offered at five levels:

- Level 1: Beginners
- Level 2: Elementary
- Level 3: Pre-Intermediate
- Level 4: Intermediate
- Level 5: Upper-Intermediate

Each level of the programme comprises a 12-week block that starts on every Monday. As such, it is expected that students will commence the course in any given week between week 1 and 12. The skills, grammar and vocabulary taught in the previous weeks will be recycled and taught in the later weeks. Although there may be circumstances where students do not enroll to study for 12 weeks, it is deemed beneficial for them to study all 12 weeks (each level) in order to achieve a level that is higher than their current proficiency.

Each week consists of 20 hours of face-to-face classroom interaction. Students who successfully complete the mid-course and final course assessments with a score of at least 60% will progress to the next level of study.

Students may attend vocational or tertiary study courses after they have completed upper-intermediate level of the General English Course and achieved the level of English necessary to enter those programmes,

York English College's course articulation is presented in the table below:

Courses Available (12 weeks at each level)	Entry Level Approximate: IELTS General English score or General English	Post Course Articulation	Pathway to...



GE Beginners	0 – 1.0	0.5 – 1.5	-
GE Elementary	2.0	2.5	-
GE Pre-Intermediate	3.0	3.5	-
GE Intermediate	4.0	4.5 – 5.0	-
GE Upper-Intermediate	5.0	5.5 – 6.0	Berkeley Business Institute (BBI) and York Business Institute (YBI)'s Diploma and Advanced Diploma courses

## 4 Learning materials

Students will be provided with suitable and appropriate learning materials at each level and for each course of study.

## 5 Class hours

The College is open between 8.00 am and 10:00 pm each day, (Administration Office hours are from 9:00am to 6:00pm). There are 20 hours of classroom instruction each week. Classes are held from Monday to Friday and your class times will depend on which shift you have chosen or been placed in. We will do our best to place you in your preferred shift, but sometimes this is not always possible. From time to time, we may need to make changes to the times classes are run.



## 5a Sample timetable

	Time	
Morning Session 1	08:00am – 10.00am	Morning Class
Break	10.00am – 10:10am	
Morning Session 2	10:10am – 12:00pm	
Afternoon Session 1	1:00pm – 3:00pm	Afternoon Class
Break	3:00pm– 3:10pm	
Afternoon Session 2	3:10pm – 5:00pm	
Evening Session 1	6:00pm – 8:00pm	Evening Class
Break	8:00pm – 8:10pm	
Evening Session 2	8:10pm – 10:00pm	

## 5b Public holidays

There are no classes on Saturdays, Sundays or NSW Public Holidays which are outlined in the tables below.

	2022	2023
<b>New Year's Day</b>	Saturday, 1 January	Sunday, 1 January
<b>Additional Day</b>	Monday, 3 January	Monday, 2 January
<b>Australia Day</b>	Wednesday, 26 January	Thursday, 26 January
<b>Good Friday</b>	Friday, 15 April	Friday, 7 April
<b>Easter Saturday – the Saturday following Good Friday</b>	Saturday, 16 April	Saturday, 8 April
<b>Easter Sunday</b>	Sunday, 17 April	Sunday, 9 April



<b>Easter Monday</b>	Monday, 18 April	Monday, 10 April
<b>Anzac Day</b>	Monday, 25 April	Tuesday, 25 April
<b>Queen's Birthday</b>	Monday, 13 June	Monday, 12 June
<b>Labour Day</b>	Monday, 3 October	Monday, 2 October
<b>Christmas Day public holiday</b>	Sunday, 25 December	Monday, 25 December
<b>Additional Day</b>	Tuesday, 27 December	
<b>Boxing Day</b>	Monday, 26 December	Tuesday, 26 December

## 6 Placement testing and orientation

All students are tested on orientation day so that they can be placed in the correct class for their current level of English. You will be required to take reading, grammar, writing, and listening tests and to have a one to one interview with a teacher to see how well you can speak. Once your test results have been calculated you will be allocated to a class to begin your course.

### 6a Change of class requests

In a new environment, everyone needs time to settle down. At first, your class may seem very easy or very hard. You need to give yourself a chance to work with your teacher before you both confirm that this is the right class for you. With this in mind, we request that you do not ask to change your class during the first week of your course.

Remember because you can read and understand all the class material this does not mean your English is necessarily good enough to perform the reading, writing, speaking and listening tasks you will be asked to do.

### 6b Orientation Program

On your first day at York English College you will complete an orientation and induction program to help you understand your responsibilities in relation to studying at York English College and we will show you around the campus. Here is a sample orientation program:

Activity	Personnel
<ul style="list-style-type: none"> <li>Arrival of students</li> <li>ID and enrolment information checking</li> <li>Welcome address preliminary information</li> </ul>	Reception/Administration Staff
<ul style="list-style-type: none"> <li>Student Orientation session</li> </ul>	Academic Manager/Teacher
<ul style="list-style-type: none"> <li>Placement Test</li> </ul>	Academic Manager/Teacher
<ul style="list-style-type: none"> <li>One-to-one interview with a teacher</li> </ul>	Academic Manager/Teacher
<ul style="list-style-type: none"> <li>Allocation of students to classes</li> </ul>	Academic Manager/Teacher
<ul style="list-style-type: none"> <li>Orientation walk of York English College (teaching areas and outside evacuation area)</li> </ul>	Student Support Staff

## 7 College Facilities

York English College provides fully maintained classrooms. Facilities and equipment are set-up, checked and maintained regularly to ensure effective and efficient operation. You have access to necessary instructional and assessment facilities, materials and equipment including computers. Facilities include:

- Modern, well-equipped and air-conditioned classrooms
- Well-equipped resources room for reading and study
- Clean, spacious and comfortable student lounge areas with microwaves and computers with internet access
- Well-equipped kitchenettes with tea/coffee making facilities
- Male and Female toilets

York English College is located close to public transport, libraries, Pitt Street Mall and cinemas.

## 8 Student rights and responsibilities

Upon signing your enrolment form you have agreed to:

- Conduct yourself in a safe and healthy manner.
- Behave in a manner which prevents injury and disease to you, your teacher and fellow students.
- Identify and report to your Teacher any possible hazards from equipment, facilities and the environment
- Comply with and assist in the Academy's emergency procedures
- Refrain from smoking anywhere in the Academy building and to refrain from drinking and/or eating in the classrooms
- Attend class regularly and punctually
- Discuss any complaints or grievances with your teacher or Academic Manager or the Principal.
- Ensure that no discriminatory, harassing or bullying behaviour takes place at any time to other students, staff, or visitors to the Academy
- Report any discriminatory behaviour, harassment or bullying to your teacher and/or Academic Manager
- Refrain from unacceptable behaviour including the use of bad language, alcohol and drugs

In the same way York English College agrees to

- Treat you fairly and with respect
- Provide a supportive and safe learning environment, free of discrimination and harassment
- Supply counselling and support/welfare services to you
- Allow access to your personal records upon request
- Give feedback on your academic progress

What is considered as unacceptable behaviour:

- Littering
- Disrupting class
- Harassing other students or staff
- Damaging York English College or other students' property
- Dishonesty including plagiarising or copying other's work
- Being under the influence of alcohol or drugs
- Ignoring York English College's rules

Now you are an international student in Australia on a student visa, so you have certain responsibilities that you must take very seriously.

## 9 Privacy and use of personal information

Personal information is collected solely for the purposes of operation as a provider. York English College must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including password protection of electronic files, secure storage of paper files and secure back up of data.

All students are able to access their own personal files held by York English College and may also request that updates be made to information that is in correct or out of date. Access may be given to an identified government officer from such agencies as DET or DIBP for the purposes of an audit. We are required to inform DIBP of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.

## 10 Student visa information and responsibilities

### 10a Attendance

You must attend class for the scheduled hours of your course each week. There are 20 hours of scheduled face-to-face classes each week.

Students on student visa need to maintain satisfactory attendance. This means you need to have at least 80% attendance for the total hours of your course. If you are more than 15 minutes late to class you will be marked as absent for the first hour. Your attendance is reviewed regularly. If your attendance is too low, we will send you a notification letter and ask you to come to a meeting to explain why you have missed class. York English College will also contact you if you have been absent for more than five consecutive days without approval.

If your overall attendance is below 80%, the York English College is required to cancel your enrolment and report you to the Department of Immigration for not meeting the

requirements of your student visa. This could result in the cancellation of your Student Visa. You will not be entitled to receive a refund of your student fees.

## 10b Absence

If you are going to be late arriving to class, please contact Reception and advise them which class you are attending.

If you are too sick to come to class, you must telephone York English College to us know. You should see a doctor and if they tell you to stay at home you must ask them for a medical certificate. You must give this to Reception when you return to class so that your absence can be noted.

If you need to take time off for an important reason such as an interview at a vocational academy or university, you must write a letter asking for permission before you take time off in order to have your absence excused. If you do not ask for permission, you will lose your attendance for that day.

If your parents or relatives would like to visit you, they should do so during the public holidays or your scheduled breaks so that you do not miss lessons.

## 10c Deferring or suspending your studies

There is a formal procedure for deferring or suspending your course. A deferment or suspension can only be granted in exceptional circumstances. These circumstances are referred to as "compassionate or compelling circumstances". An example of compassionate or compelling circumstances is when a student has an illness and presents a medical certificate stating that the student cannot attend classes.

If you attend, at **least 70% and making satisfactory progress in your class-work**, and must have time off for compassionate or compelling circumstances, then consideration will be made before reporting your attendance to the Department of Home Affairs.

You need to complete a **Request for Leave Form** and provide relevant documentary evidence. The Request for Leave Form is available from reception.

## 10d Change of Address

It is a condition of your student visa that the York English College must be able to contact you at any time. This means we need your current address. If you move from the address you gave at the beginning of your course, you must go to the office and complete a Change of Address Form within 7 days of changing your address or log into your student account on student ePortal. To access RTO Manager go to [www.york.edu.au](http://www.york.edu.au) and click the student login button. **If you do not do this, your visa could be cancelled unnecessarily as you were unable to be contacted.**

## 10e Course progress

### General English (GE)

All courses are 12 weeks long. In GE, there is a test each week on Monday mornings. The test covers the material that was covered in the previous week. You can prepare for this test by reviewing your notes and the course material.

There is a mid-course test in week 6 of the program and an end of course test in week 12 of the program. If you achieve a satisfactory result in these tests, you can be promoted to the next level. Students may also be promoted, if their teacher makes a recommendation.

To achieve satisfactory course progress in GE, you need to participate in class, do weekly tests, hand in set tasks and complete any homework set by your teacher.

### 10f Overseas Student Health Cover

When studying in Australia, you will need Overseas Student Health Cover (OSHC) for yourself, and any family travelling with you, before you arrive. It is a requirement of your student visa that you maintain OSHC for the duration of your time on a student visa in Australia.

### 10g Working

Students on student visas can work up to 40 hours per two weeks. As you are required to maintain satisfactory attendance, you should arrange any work so that it does not interfere with your study schedule.

### 10h Completion within expected duration of study

International students are expected to complete their courses within the duration specified in their Confirmation of Enrolment (COE). YEC monitors the progress of students to ensure they complete the courses within the duration specified in their COE. YEC can only issue a new COE to students to extend their duration of study in limited circumstances and requires special approval and may incur additional processing fees. Please refer to the Academic Progress policy for further information and ask at our Reception for information regarding additional fees.

International students who wish to extend their stay in Australia for further study, graduation, a holiday, work or migration are advised to contact Department of Immigration and Border Protection (DIBP) directly. Please see link below for further information: <http://www.border.gov.au/Trav/Stud/More/Extending-Your-Stay>

## **10i Transfer between registered providers – changing institutions**

It is possible to transfer from one provider (education institution) to another after 6 months at the original provider. In order to transfer from an existing or original provider to a new provider before completing 6 months of study at the original provider, a student must:

1. Obtain a Letter of Offer from the new provider
2. Obtain a Release Letter from the original provider
3. In the case of a student under the age of 18, obtain approval for the student to transfer from the student's sponsor. The receiving provider (education institution) can only enroll a student if a Release Letter, a Letter of Offer, and a Letter of Approval from the student's sponsor (if under 18 years) is provided. (This is based on the National Code, Standard 7)

Students must pay all outstanding fees and accepted invoices prior to issuing a letter of release.

## **10j Packaged course**

Packaged course- courses offered as a package are considered as one course and the commencement date is counted from the first course. Once you enrolled in a package course, you may not apply for a refund of the second course after the commencement date of the first course.

## **10k Dependants**

Dependants of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

## **10l Cancellation and fees refund policy**

Cancellation and fees refund information is available from reception and printed on the enrolment form, which can be downloaded from [www.york.edu.au](http://www.york.edu.au).

## **10m Fees and payments**

For the most up to date information regarding fees and payments at York English College please go to our website: [www.york.edu.au](http://www.york.edu.au)

## Late payment of fees

If fees have not been paid in full by the due date written on the invoice, students may be disallowed from attending class, sitting tests/examinations, submitting assessments and/or receiving results until the outstanding fees have been paid in full.

Fee payment plans are available to all students. Once enrolment in a course has been confirmed, the fee for the first term plus all other fees (including learning material costs and other relevant fees) must be paid. Each subsequent term's fee must be paid prior to the commencement of the relevant term.

If tuition fees are not paid on time, the following late payment fees will apply:

- Overdue: \$120

Should fees remain overdue for more than one day; the Institute will inform the student of our intention to report the student for non-payment of fees to DHA via PRISMS.

## The Institute refund policy

Situations where a provider default may occur include:

- 1) The course does not start on the agreed starting date which is notified in the Letter of Offer
- 2) The course stops being provided after it starts and before it is completed
- 3) The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course to be provided to the student at the Institute's expenses, then the Institute is relieved of its liability to provide a refund. The student must advise the Institute in writing whether they agree and accept the alternative arrangement.

### International Students

The request for refund must be made in writing to the Principal Executive Officer by using the **Refund Application Form**.

- No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- Where a refund is approved, the Institute will make payment of refunds within 28 days of receipt of the Refund Application Form
- In the case of default by the Institute, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 apply. For further information about the ESOS Act please see <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>



Enrolment Fee and CoE issuing Fee		Non-refundable
<b>Tuition Fees</b>		
Visa refused prior to course commencement (except for fraud, forge or misleading documents)	Offshore applications	Refund less \$500 administration fee.
	Onshore applications	<ul style="list-style-type: none"> <li>Prior to course commencement: Refund full tuition fee; \$500 Administration fee applies.</li> <li>After course commencement: Refund unused tuition fee; \$500 Administration fee applies.</li> </ul>
		No refund will be given if AAT is undertaken.
Withdrawal at least 28 days (prior to agreed start date)		70% refund of tuition fees less \$500 administration fee and CoE issuing fee
Withdrawal less than 28 days (prior to agreed start date)		50% refund of tuition fees less \$500 administration fee and CoE issuing fee
Withdrawal after the agreed start date		No refund
Visa cancelled due to actions of the student including due to fraud, forge or misleading documents		No refund
Does not commence (i.e. Does not arrive, or has not arranged with us for a later start because of health or compassionate reason)		No refund
Visa extension is refused		Return of unused tuition fees less \$500 administration fee and CoE issuing fee
Withdrawal from study - enrolled/current students		Refund of unused tuition fees less \$500 administration fee and CoE issuing fee (of the following term/s)* *Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s *No refund will be given after an approved deferment or suspension.
Compulsory Health Insurance (Student visa holders only)		Refer to OSHC provider's refund policy
Airport Pick-up		Full Refund only if service cancelled 3 business days prior to flight arrival
Visa refused but when RTO is able to deliver the course online and student can continue study online from offshore		Return of unused tuition fees less \$500 administration fee and CoE issuing fee when withdrawal has been requested prior to the agreed start date

### **College Default**

- Under the Tuition Protection Service (TPS) framework, if the Institute is unable to fulfill its obligations to complete a course. The TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).
- The Institute defaults if the course they offer does not start on the agreed starting day.
- The Institute defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If the Institute defaults, it will refund to the student within 14 days after the default day and receipt of your Refund Application Form.
- The Institute will give the student a statement that explains how the refund amount has been worked out. The Institute dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The Standards for RTOs require the Institute to inform students considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a course. For refund options in other circumstances, students must refer to the refund policy.

- The refund policy is subject to review from time to time.
- The Institute recommends that you read the ESOS Framework Information, which provides legislative protection for International students, available at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party.

Requests for refund should be made in writing to the PEO with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 days of receipt of the claim. The enrolment/application fee and CoE issuing fee are not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

The Institute's dispute-resolution processes do not circumscribe a student's right to pursue other legal remedies.

Staff is responsible for referring all enquiries regarding fees, charges and refunds to the PEO.

## 11 ESOS framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act2000*, the *National Code* and *ELICOS Standards*

The full text of the *ESOS Act 2000* is available online at:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) 2018 and ELICOS Standards

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

## 12 Students under 18 policy

1. Before a student under 18 is accepted into a YEC course, the student's parents or legal guardian must complete an application form with full details of the student including:
  - student's full name, address, date of birth and academic history
  - health status and restrictions
  - parents' or legal guardian's contact details both during the day and after hours
  - contact details both during the day and after hours of another nominee in the student's home country
2. The minimum length of the approved accommodation, support and welfare arrangements will be a minimum of the length of the confirmation of enrolment, (CoE) plus seven days while the student is under the age of 18.

3. Before a student is admitted into a YEC course, the designated International Admissions Officer will ensure that the student has a formalised agreement with a YEC approved welfare provider and that the student's parents or legal guardian have signed an agreement accepting the conditions of the welfare arrangements (excluding guardianship). Welfare providers must advise the designated Student Welfare Officer/Administration Manager of any change in circumstances during the time they are hosting the underage student.
4. If a student under the age of 18 enters into a user pays agreement with a YEC accommodation or welfare provider, the student and their parents or legal guardian are responsible for maintaining the agreement for the duration of their enrolment at YEC until the student turns 18 years of age.
5. YEC is committed to ensuring approved welfare and accommodation providers meet the Institute standards and *ESOS Act* requirements. YEC will assess, verify and ensure the suitability of accommodation and welfare services by third party providers prior to approval and at least once every six months.
6. Welfare and accommodation providers must adhere to the following standards of service delivery:
  - provide 24 hour, seven days a week telephone advice and emergency assistance and support as required
  - liaise with the student concerning any grievances of the student in relation to the student's accommodation facility
  - provide location orientation for the student including age and culturally appropriate information on accommodation, emergency situations, contact details and reporting an incident
  - provide YEC data information and access as required
  - ensure support personnel and contractors have all the necessary Working with Children Checks
  - maintain regular contact with the student and YEC and inform the designated officer of any accommodation or welfare related grievances
  - liaise closely with the Administration Manager to monitor the student's progress and inform parents, and
  - immediately report any student critical incidents to the parents and YEC.
7. If YEC takes on responsibility for approving the accommodation, support and general welfare arrangements (excluding guardianship) the student's parents or legal guardian will be informed of the full details of the 'guardian' including:
  - full name, address, date of birth, contact details, occupation, details of any pets and services that they can provide (computer access, swimming pool etc.)
  - any vacations or activities the guardian may have planned for the student
  - expectations that the guardian will have of the student, and

- “Working with Children” suitability card number.
- 8. YEC will be required to advise the Department of Home Affairs through the PRISMS reporting system within 24 hours in the event that the under 18 student has changed his/her living arrangements or the living arrangements for the students are no longer approved by YEC.
- 9. Students under the age of 18 years will be provided with culturally and age appropriate information on who to contact in emergencies including contact numbers of nominated staff, and how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse,
- 10. When a student is under a student visa that covers multiple courses, YEC will be responsible for the student’s welfare while he/she is currently enrolled in a YEC course and under 18 years of age.
- 11. Students under the age of 18 will not be permitted to transfer provider without written parent/guardian permission. If the student is approved to transfer to another registered provider, YEC will liaise with other registered providers to ensure the accommodation, support and welfare of the student is appropriate until:
  - such time as the student is accepted by another registered provider, and that provider is responsible for the student
  - the student leaves Australia
  - other suitable arrangements are made that satisfy the Migration Regulations
  - the registered provider reports under Standard 5.3.6 of the National Code that it can no longer approve the arrangements for the student, or
  - in the case of a student going missing, all care will be taken to ensure that the student is located.

### **Enrolment of international students under 18 years of age**

The Department of Home Affairs (DHA) will not approve a student visa unless one of the following arrangements have been made for the student:

- nominate a parent or a suitable relative over 21 years as your student guardian. This person must have a visa to remain in Australia for the duration of your student visa or until you turn 18
- provide evidence that a parent or suitable relative over 21 years will accompany the student as a student guardian visa holder, or
- organise for the education provider to approve the student’s welfare arrangements.

Under the Australian Migration Regulations 1994 a suitable relative is someone who is approved by the Commonwealth and is:

- a grandparent, brother, sister, aunt, uncle, niece or nephew, or a step-grandparent, step-brother, step-sister, step-aunt, step-uncle, step-niece or step-nephew; AND

- nominated by a parent of the applicant or a person who has custody of the applicant; AND

A suitable nominated relative must:

- be aged at least 21; AND
- have the right to remain in Australia until the student's visa expires or the student turns 18 years of age (whichever happens first); AND
- be able to show that they are of good character, by providing evidence of a police clearance in the country or countries in which they have lived for more than 5 years in the past 10 years after the age of 16.

## 13 Study visits / excursions

Sometimes it helps with your English studies if you spend time outside the classroom learning about places and services in the community. These might be places associated with education such as museums and art galleries or places of entertainment such as cinemas, theatres and amusement parks.

Any study visits included on your timetable are part of your English course and you are expected to attend and to participate in activities and tasks organised for you. You are responsible for any excursion expenses.

You will need to sign the excursion form before you can attend any excursion. Your teacher will provide this before the scheduled excursion date.

## 14 College rules

York English College has few rules, but we request that you observe the following points while on premises.

- Smoking is banned in all public and commercial buildings in Australia by law so you must not smoke inside the York English College or anywhere near an entrance to the building or other nearby buildings. Please put all your cigarette ends in an ashtray. If you drop it on the ground, the Building Manager, and other people using the building, might get very angry. City Rangers can also issue on the spot fines of \$200 for littering.
- Classrooms are intended for lessons so should only be used in the presence of a teacher and there should be no eating and/or drinking in classrooms at any time.

- All equipment belonging to York English College should be treated with respect and you should let the school know if anything is not working properly.
- Your classmates and teachers are from many nationalities and cultures, so please treat them with respect at all times.
- Refrain from using mobile phones to make phone calls or to access social media during your lesson time or when the teacher is speaking or instructing the class.
- All lunch and break times are to be taken according to the times allocated by the teacher.
- Classes start and finish at the times indicated on the course timetables unless otherwise notified.
- Adhere to all WH&S guidelines at all times.
- General housekeeping must be undertaken before leaving the class, this means removing all rubbish you may have with you during your class lesson.
- Consider others and keep the kitchen and toilet amenities clean and hygienic after your use.

### 13b Safety and security

Australia is generally a safe country; however, but there are some things you should do to keep yourself and your possessions safe.

- Do not leave valuable things in the classroom. Items such mobile phones, cameras can be stolen anywhere in Australia including English schools.
- Make sure you know where the fire exits are at York English College.
- Make sure you are aware of the evacuation procedure **(Go to Work, Health & Safety guidelines below.)**
- Be vigilant when off campus and use common sense. It is not sensible to walk alone at night or down dark alleys.
- If you need the police or ambulance immediately you should dial 000 (but only for emergencies)

## 15 Work, Health & Safety (WH&S) guidelines

Whilst you are studying at York English College, you will need to observe WH&S guidelines or rules. If you see anything dangerous, tell Reception straight away.

During your studies you may be asked to take part in an evacuation of the building. This may be a practice or an emergency evacuation and you must take part in it.

Fire Exits – The fire exits are clearly labelled and your teacher will show you where the nearest one to your classroom is located.

### Evacuation Procedure

In case of an emergency or evacuation, you are required to follow the directions of your teacher and safely get to the **Assembly Point**. You should move quickly and calmly to the evacuation with your teacher.

The fire alarm has two sounds. The first (beep, beep ...) means get ready to leave. Do not leave yet, but listen to instructions from the staff. The second sound (whoop, whoop ...) means leave immediately. Do not use the lifts. If you cannot find your teacher, follow the instructions from anyone wearing a fire hat.

Once you are at the **Assembly Point**, your teacher will mark off your name on the class roll. It is important that all students are accounted for; otherwise the emergency staff will have to look for you. You will not be permitted to re-enter the building until you are informed by the College staff that it is safe to go back into the building.

### 15a Reporting damage

If you damage something accidentally please report to your teacher or Reception. If you witness someone else damage the Academy property, report the incident to the staff immediately.

## 16 Harassment, victimisation and bullying

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

York English College has a policy for anti-discrimination toward any group or individuals in any form, inclusive of:

- Gender
- Pregnancy



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

York English College follows all relevant legislation for CRICOS Institutes, in particular:

- The Education Services for Overseas Students (ESOS) Act 2000
- Work Health and Safety Act 2011
- Affirmative Action (Equal Employment Opportunity for Women) Act 1986

York English College will not tolerate harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating any intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation and bullying because of gender, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State Legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms and can be overt or subtle, direct or indirect. Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender or sexual preference
- Picture, posters, graffiti, electronic images, etc. That are offensive, obscene or objectionable

Examples of victimisation may include:

- Persistent and unreasonable unfavourable treatment
- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- Using strength, power or position to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal and/or physical abuse, or similar behaviour
- Frequent and/or repeated 'put-downs'
- Persistent and/or unreasonable criticism of student performance
- Violence (actual or threatened)

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some can be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to York English College management. All complaints will be promptly investigated. The privacy of the student filing a report and the individual under investigation will be respected at all times, in line with the York English College's obligation to conduct a fair and thorough investigation.

York English College expects all students and staff to uphold the spirit of this policy. Breaches of the policy may result in disciplinary action, including expulsion for students or dismissal for staff.

## 17 Student Support Services

The staff members at York English College are available to assist you in times of stress or pressure during your course. You should speak with Student Services Officers in the first instance with any concerns you may have such as:

- |                                 |   |
|---------------------------------|---|
| • Class allocations             | • Assistance with the setting and achieving goals |
| • Assessments                   | • Accommodation                                   |
| • Coping with assessments       | • Relationships                                   |
| • Attendance                    | • Health issues                                   |
| • Overseas student health cover | • Coping with stress                              |
| • Ways of managing one's time   |   |

Student Services can refer you to the appropriate person to assist you whenever necessary. Should you need to see someone on more personal matters such as relationships or health, you can make an appointment to access the Student /Support Welfare Officer at Reception.

### **Student Welfare Officer/Reception Contact details:**

**Phone: 02 8316 6600**

Email: [info@york.edu.au](mailto:info@york.edu.au)

## 17a Dealing with problems

It can be difficult for people when they move to a new country and experience a new culture. Sometimes they can have problems settling in. Sometimes there is a problem because they do not really understand the way things are done in the new country.

The best way to deal with any problem is to talk about it. If you have a problem, the first person to contact is your teacher unless your concern is the teacher. The table below shows who to talk to if you have a problem.

Problem	Talk to
Any problem or worry that you have	Your teacher
You do not get on with you teacher	The Academic Manager
Any other problem with your study that your teacher can't help with	The Academic Manager
Unhappy with your home stay or accommodation	Student Welfare Officer/Reception
Medical problem	Student Welfare Officer/Reception
Visa problem	Student Welfare Officer/Reception
Money problems	Student Welfare Officer/Reception

### Student Welfare Officer/Reception Contact details:

Phone: 02 8316 6600

Email: [info@york.edu.au](mailto:info@york.edu.au)

If we are not able to solve your problem, we will assist you in getting the help you need.

## 17b Choosing a doctor

Your health insurance allows you to consult the doctor of your choice but it may be difficult for you to choose a doctor. If you are a homestay student, your homestay family may advise you to use their local doctor. If you cannot find a doctor, you might wish to see one with a surgery close to York English College.

## 17c Medical centres near York English College

Some medical centres located close to York English College are:

Sydney CBD Medical Centre

309 Pitt Street, Sydney

Phone: 02 8964 8677

World Square Shopping Centre,

Shop 9.09c, 644 George St, Sydney

Phone: 02 9777 0024

World Square CBD Medical Centre

Some Medical Centres are "international student friendly", this means that you are not required to pay a gap on the day you visit and your OSHC provider is billed directly. You should check the website of your OSHC provider to locate an international student friendly doctor near you.

## 17d Personal problems and welfare counselling

The College has Student Welfare/Support Officers to help you with personal problems but if you would like to see a counselor independent of the College, you can contact one of the following services nearby:

Amicus Counselling Services

Level 56, MLC Centre, 19-29 Martin Place,  
Sydney

Ph. 0413233 963

Associated Counsellors & Psychologists

31 Mort St, Surry Hills 2010

Ph. 0416 0416 99

125 St John's Rd, Glebe 2037

Therapeutic Axis

Ph. 9692 9788

## 17e Legal information and Legal Aid

If you want to get legal information, you can contact LawAccess NSW, which is a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW. The phone number is 1300 888 529.

If you require legal services, information in relation to Legal Aid Services for NSW can be found at [www.legalaid.gov.au](http://www.legalaid.gov.au). The head office for legal aid is located at:

### Central Sydney Legal Aid Office (Head Office)

**Address:** 323 Castlereagh Street, Haymarket 2000 **Ph:** 02 92195000

## 18 Access and equity

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Any issues or questions rose regarding access and equity can be directed to the Principal.

## 19 Tuition Protection Service (TPS)

The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

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

## 20 Grievance Procedure/Complaints and Appeals

If you are not happy with any aspect of your time at York English College, tell someone. If there is a problem with your course, your teacher will value your feedback. However, if you do not want to discuss this matter with your teacher you can go to see our Administration Manager or the Academic Manager.

If you would like to make a formal complaint about your experiences with York English College, you should put your complaint in writing. York English College will give you an opportunity to present your complaint within 10 working days of receiving it. You can have someone else help you, such as a friend, to support you at your complaint hearing if you wish.

At this meeting, minutes will be taken to record what was said and any decisions that were made. The decision of York English College is final and you will be notified of the outcome by letter.

If you are still not happy with the decision made about your complaint or the resulting actions you can contact the Overseas Student Ombudsman.

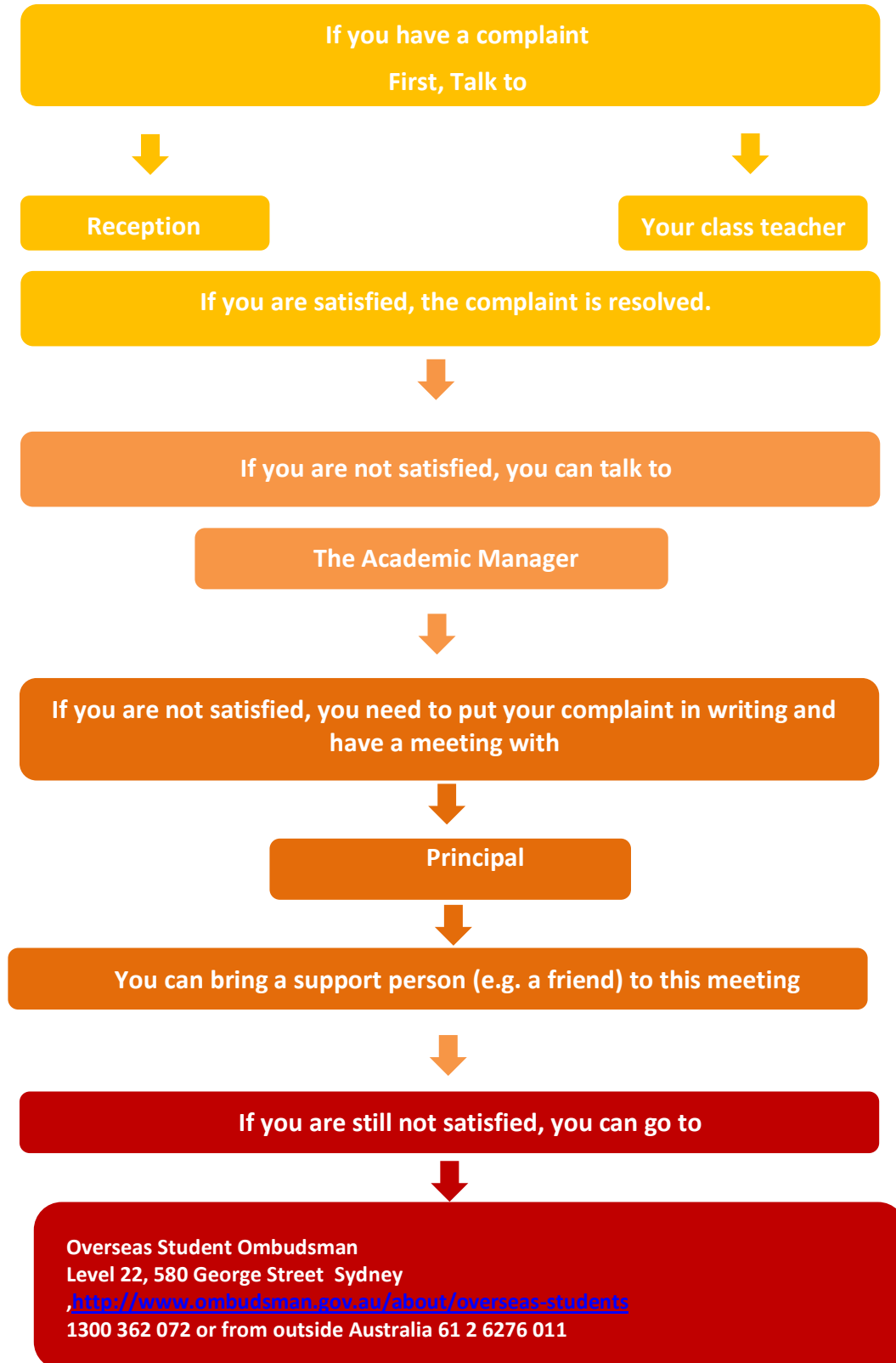
The contact details for the Overseas Student Ombudsman are:

Level 22, 580 George Street Sydney NSW 2000

The phone number is 1300 362 072 (Calls from mobile phones at mobile phone rates) or from outside Australia +61 2 6276 0111. Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) Web: <http://www.ombudsman.gov.au/about/overseas-students>

If you access the Grievance Policy/Complaints and Appeals, you will need to continue coming to class unless York English College specifies otherwise. York English College will maintain your enrolment until an outcome has been determined.

### ***The grievance procedure process***



You have the right to be represented by a nominee at any stage in this process, if you so choose.

## 21 Critical Incident Policy

York English College recognises that it has a duty of care to its students and that planning for the management of a critical incident is essential.

A critical incident is defined by as a traumatic event, or the threat of such (within or outside\* Australia), which causes extreme stress, fear or injury. A Critical incident is not limited, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Non-life threatening events could still qualify as critical incidents

\* This is a reference to a catastrophic event that may have taken place in the home country of an international student.

A critical incident action plan will be prepared to manage various aspects arising from the incident. York English College keeps all records relating to these incidents in student individual files and provides them for inspection at all times to the relevant government authority.

*Responding to a critical incident:*

- Please note that the Receptionist/ Student Welfare Officers are your **official or first** point of contact
- Ph: 02 8316 6600 during business hours 9:00am to 6:00pm
- **Staff, students or visitors involved or witnessing a critical incident after hours should immediately contact the Administration Manager (Kitiya) on 0450 776 888 the Marketing Director (Kellen Chen) on 0402 089 692**

The key Academy staff members responsible for the implementation of the critical incident procedures are:

- Principal
- Administration Manager
- Marketing Director
- Academic Manager



- Receptionists/Student Welfare Officers
- Teachers (various)

Any Academy staff member receiving news or information regarding a critical incident must contact the Administration Manager as soon as practicable. If this is not possible then the most senior person available (Marketing Director, Academic Manager,) must be contacted and informed. **If the incident is life threatening then a staff member must contact (Emergency No. 000) relevant emergency departments (Ambulance, Police, Fire) to seek help at first as an immediate response and then inform Administration Manager about the incident.**

### *Useful Phone Numbers*

Group		Phone Number
NSW Police	Life-threatening or time critical emergency	000
	Non-life threatening incident requiring Police response	131 444
	Local Police Station	02 9265 6595
Ambulance		000
Fire and Emergency Services Authority		000
State Emergency Service		132 500
Hospital (St Vincent's)		02 8382 1111
Poisons Information Centre		131 126

## 21 SOCIAL MEDIA POLICY

### 1. Purpose

(The Institute) embraces the use of technology by staff, students and affiliates/agents to connect with each other on digital platforms such social media. The Institute's objective is to seek opportunities to build communities and to encourage dialogue through the exploration and consideration of diverse thoughts and views.

This Policy sets out guidelines by the Institute for acceptable use of social media.

### 2. Scope

This Social Media Policy applies to:

- Staff members: who are employed by the Institute (i.e. full time, part time and casual employees) and who work at or with the Institute in a voluntary capacity,
- Students: Current students and graduates
- Affiliates: Contractors (including Teachers, Trainers and Assessors), Agents, Consultants or any other persons who participate in social media and who may be identified as having an association with the Institute

This Policy must be complied with at all times. Failure to comply with this Policy may lead to disciplinary action including termination of employment or contract and cancellation of enrolment. Serious cases may result in legal proceedings or referral to appropriate authorities.

Any person concerned that the conduct of a staff member or student or affiliate using social media contravenes this policy may report their concern to the Institute, preferably via email to: [info@york.edu.au](mailto:info@york.edu.au) reports will be reviewed to determine whether the matter requires investigation or action under the appropriate the Institute policy and procedure and/or a response on behalf of the Institute.

### 3. Responsible Officers

The Marketing Director and Marketing Managers are responsible for content posted on official the Institute social media accounts.

Aspects of responsibility include;

- Establishing the account
- Publishing content generated, produced, commissioned or acquired by the Institute
- Moderating user generated content posted on the account, and
- Determining if and when the account is to be modified or closed.

### 4. Principles

4.1. the Institute encourages open conversation and ask you to respect the Institute community members by following a few simple guidelines on the use of the Institute's social media sites:

- a. Please be respectful of other users and their opinions. Do not harass, abuse, threaten or make personal attacks against others.
- b. Any inappropriate, inflammatory, offensive, repetitive, or unlawful comments will be deleted.
- c. Do not disclose any personal or sensitive information about yourself or others on this page. And do not disclose any confidential information, or infringe the intellectual property rights, of others.

- d. Employees, contractors or supplementary labor of the Institute who use this site must ensure they comply with all obligations contained within our relevant policies and obligations.
- e. Do not spam us by posting requests, offers or appeals (or reposting those of others), or by posting anything else that could be considered spam.
- f. Do not link to other Facebook pages, or to any non---government or off--topic pages. We do not have the time to check the content of links, so any such links will be removed at our discretion.
- g. Any comment which we deem not to comply with these guidelines will be subject to deletion. If you repeatedly breach these guidelines you will be banned from this page.
- h. Opinions posted by users of this page do not reflect those of the Institute.

4.2. Although the Institute takes care in providing the content for our social media sites, the information or data we provide on these sites is on an "As is, As Available" basis. We do not guarantee that the information or data is accurate, complete, current, or that it is free from defects, malicious code (such as viruses) or from other contamination.

4.3. Use of our social media sites is at your own risk. The Institute does not accept any liability to you if you incur any loss or damage (however caused) in connection with the use of or reliance upon, any content on our social media sites (or any website that our sites may link to).

4.4. The Institute may not have any control over content contained on other websites. Should the Institute's social media sites link to any other site or follow any other account, this does not mean that we endorse or approve of that site, the account, its operators, or any particular content on that site.

## 5. Use of social media in the course of employment/engagement/contract

5.1. Staff members and affiliates must not use the Institute's computer system to access social media unless the access is for teaching, pastoral care or educational purposes and the staff member or the affiliate has the permission of the PEO in writing.

5.2. Staff members and affiliates who have permission to use social media under 4.1 must be apolitical, impartial and professional and avoid any statements that might be interpreted as advocating government policies or criticising the policies of political parties or groups.

## 6. Personal social media use-staff member and affiliates

6.1. Staff members and affiliates may also be held accountable for any social media use both within and outside the Institute, on the Institute-owned or private equipment, where the Institute may be recognised and its name brought into disrepute.

6.2. Staff members and affiliates are reminded that they should not have any expectation of privacy when it comes to content and information stored or posted in the social media environment. Even if staff members and affiliates intend to keep the information private, it may unintentionally enter the public domain. For example, online content may inadvertently be viewed or accessed by other staff members, affiliates, students or families of students.

6.3. When participating in social media use in a personal capacity, either at work or at home, where the staff member and affiliates can be associated with the Institute in any way, the staff member and affiliates must not:

- (a) Contravene their contract of employment or engagement with the Institute, any the Institute Policy or any legal obligations to the Institute;
- (b) Use social media to represent the Institute or make any comment about the Institute;
- (c) Post anything that is obscene, defamatory, threatening, bullying, discriminatory, hateful, abusive or unlawful;
- (d) Disparage or speak adversely about the Institute, the Institute business matters or activities, its staff or its students;
- (e) Post anything that is contrary to the best interests of the Institute or which may damage the Institute's reputation;
- (f) Use social media to communicate with current students of the Institute unless it is for education or teaching purposes and the staff member has the permission of the Principal in writing. For example, staff members must not add or accept a current student as a "friend" on Facebook. Staff members are advised to use professional discretion before accepting ex-students or parents of current students as "friends" or "followers" on social media;
- (g) post images that include the Institute students on social media;

- (h) Identify or discuss staff members the Institute or post photographs that include the Institute staff members, unless permission is first obtained from the staff member;
- (i) Use or disclose any confidential information the Institute which is not otherwise publically available;
- (j) Use the Institute's logo or create the Institute branded accounts which could be interpreted as representing the Institute;
- (k) Be disrespectful of the Institute, or other employees, contractors, volunteers or students of the Institute; or
- (l) Use social media during work in a manner which detracts from their performance.

## 7. Use of Social Media – Student Responsibilities

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must:

- a) only disclose and discuss information about the Institute or its activities that is not confidential and is publicly available;
- b) take reasonable steps to ensure that content published is accurate and not misleading;
- c) ensure that the use, including content published, complies with all relevant rules of the Institute;
- d) when making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of the Institute (unless they are officially authorised by the Institute);
- e) be respectful and courteous in communications;
- f) adhere to the Terms of Use of the relevant social media provider; and
- g) comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

### 7.1. Specific Prohibitions

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must not:

- a) make any comment or post material that is, or might be construed to be,

- racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate;
- b) make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure;
  - c) make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful;
  - d) imply that they are authorised to speak as a representative of the Institute, or give the impression that the views they express are those of the Institute (unless they are officially authorised by the Institute);
  - e) use the identity or likeness of another student, contractor, staff member or other stakeholder of the Institute;
  - f) use or disclose any the Institute confidential information obtained as a student of the Institute;
  - g) sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites;
  - h) make any comment or post material that might otherwise cause damage to the Institute's reputation or bring it into disrepute; and
  - i) use the Institute's logo or name without permission, in a manner that is likely to be misleading or bring the Institute into disrepute.

## 7.2.Using images and video

In most cases, prior permission (i.e. a release) must be obtained to post, share or distribute images of individuals whose images are identifiable. Students should not post content that might be embarrassing to an individual or that could be construed as placing an individual in a negative or false light.

Students should not post content that might cause someone to believe that his/her name, image, likeness or other identifying aspect of his/her identity is being used, without permission, for commercial purposes.

Special care must always be taken when dealing with images of "special populations", e.g. minors, patients or research subjects. Stringent legal requirements apply. Generally speaking, such images should never be used for social media posting or distribution.

#### 8. Privacy collection notice

The Institute views the privacy of personal information as a very important issue.

Your name, profile name, location, comments, messages and replies are collected by the Institute for the purposes of attending to your enquiries, maintaining records of correspondences and for statistical purposes. We may use this information for coaching and development and quality control. No other personal information is collected by the Institute from social media sites.

Your personal information will generally not be given to any other person or agency by the Institute unless you have given us permission or we are required or authorised to do so by law. In limited circumstances we may disclose personal information in the ordinary course of operating our business. Any such disclosures will be on a confidential basis. However, depending upon your own social media privacy settings, by participating in the Institute social media sites, note that you may be making your personal information accessible to people or to organisations that access social media sites in Australia and overseas.

Please also refer to the appropriate social media site's (eg Facebook) privacy policy for how your personal information is stored, shared and protected. The Institute recommends you regularly review and select appropriate privacy settings.

#### 9. Monitoring

- 9.1. The Institute may, where it considers appropriate, monitor social media use and use and disclose information obtained from social media in such manner as it considers appropriate.

#### 10. Related Policies:

This policy should be read in conjunction with all other the Institute policies: including the Code of Conduct for All Staff and students; Acceptable Use of computers; the Privacy Policy.

## 22 LIVING IN SYDNEY

### 22a About Sydney



Sydney has been voted one of the most beautiful cities in the world and has one of the world's most celebrated harbours. There is a wide variety of things you can see and do in Sydney when not studying.

Australia's beaches are well known around the world, and increasingly we are also becoming known for our great food, wines and a multitude of sporting and cultural activities. Add this to our relaxed lifestyle and great weather and you will quickly understand why Sydney is one of the best cities in the world for students to enjoy!

## 22b About Sydney CBD

Sydney CBD is a friendly, multicultural area of Sydney. The Institute is centrally located, close to Sydney CBD shopping areas and a number of cafés and restaurants.

The Institute is only a 10-minute bus ride from Sydney Opera House, where you can enjoy the famous Australian culture and sunshine! You'll also have quick and easy access to Sydney's Darling Harbour and other popular locations via bus, train and light rail from Central Station.

## 22c Transportation

Public transport is very easy in Sydney and is also fairly cheap. The Institute is a 2-minute walk from Museum Station and a 5-minute walk from Town Hall Station, where you can get trains and buses to all locations in Sydney.

Taxis are easy to get but are fairly expensive, so we recommend that you take public transportation to get to the Institute. We also suggest that you don't drive yourself to the Institute because parking in the area is extremely limited.

Bus Train Ferry Information Line PH: 131 500

<https://transportnsw.info/>

## 22d Cost of Living (A\$)

The Australian government suggests that international students allow funds of approximately \$21,041 AUD per year to support their living expenditure. The information below is a GUIDE ONLY for individual living expenses while in Australia. For details please refer to <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

EXPENSE	COST	NOTES
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Housing	\$150+ per week	This will vary greatly depending on where you live and the type of accommodation you choose.
Food	\$100+ per week	This is for a week's worth of groceries from the supermarket.
Transportation	\$25+ per week	A weekly transport pass could save you money. The cost of transport will vary greatly depending on where you live.
Utilities (gas/electricity / Internet)	\$25+ per week	If you share accommodation, the costs for utilities will decrease per person.
Mobile phone	\$20+ per week	This will vary greatly depending on your plan, international calls etc.
EXPENSE	COST	NOTES
Medical expenses	\$50 per consultation	Your Overseas Student Health Cover (OSHC) will reimburse you for most costs, but you will need to pay up front. Remember there are occasional costs (including consultations) that extend beyond the coverage of your OSHC.
Clothing	Varies	Most students bring clothes from home and purchase only a few items while in Sydney. Remember that weather in Sydney varies, so you should have some warm clothes in case it gets cold.
Entertainment	\$25+ per event	Examples include a film, a dinner, drinks at the pub, etc.

## 22e Accommodation

### *Rental accommodation*

Estimates of average rental accommodation costs per week are:

Type of accommodation	Estimated cost per week (AUD)
1 bedroom	\$180 -
2 bedroom	\$250 -
2-3 bedroom flat or house	\$350 -

Rent in Sydney is usually paid fortnightly. Note that when you move into rental accommodation you will have to pay bond, which is usually four weeks' rent, plus two weeks' rent in advance. The bond will be refunded to you when you move out.

Utilities (gas, electricity, telephone and Internet) are paid separately from your rent. There will also be initial connection fees for these services. 'Green' (more eco-friendly) energy providers are becoming more popular in Australia. You can also save money by investigating different providers, so be sure to shop around!

### *Boarding houses*



Boarding houses range from fairly large commercial properties to average sized houses run by private citizens. Full-board, room with use of facilities, or room-only is available. You can expect to pay about \$150 - \$200 per week for a single or shared room in a boarding house.

Full-board/homestay accommodation consists of a single room in a private house where the householder provides meals for you and you share in the life of the family. The average cost for accommodation and meals is \$250-350 per week. This is a good way for international students to improve their English and get to know Australian culture.

### *Homestay*

If you are living with a home stay family, remember that they expect you to behave as part of their family and not as a hotel guest. Australian families rarely have servants so you may have to do things that you may not be used to doing at home. You will be expected to do small tasks around the house such as clearing plates from the table. You will also have to do your own washing using the facilities provided for you.

You may find the food that you are offered is different from the food you are used to but you should try everything. If you really don't like the food discuss your problem with your homestay family.

Your home stay family expect you to practice your English with them. They will be willing to help you and you can learn a lot from them both about the English language and the Australian lifestyle. Please contact the Student Welfare Officer for details. Students can also be given advice regarding other forms of accommodation.

You can also organise your own homestay by contacting a homestay agency such as Aussie Families Homestay Care Pty Ltd (61 2 9301 0900) or Homestay Network (61 2 9012 0392). Alternatively, a Student Welfare Officer can arrange your homestay for you if you wish.

## **22f Weather**

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. You should bring clothing for hot and cold weather, wind, rain and strong sunshine, regardless of the time of year. Listen to the weather forecasts carefully.

Remember that the sun in Australia is very strong. You are advised to wear sunscreen whenever you will be in the sun for extended periods – even in winter!

## 22g Trading hours

Post Offices are open from 9:00 am to 5:00 p.m. Monday to Friday. In some shopping centre they are also open on Saturday mornings, usually from 9:00 a.m. to 1:00 p.m.

Most banks are open from 9:30 am to 4:00 p.m. Monday to Friday. Some branches are also open on

Saturday mornings. ATM machines operate 24 hours per day.

Shops are usually open from 9:00 a.m. to 6:00 p.m. Monday to Friday, and many larger stores stay open for late-night shopping until 9:00 p.m. on Thursdays. Weekend hours vary, but most are open between 10:00 a.m. and 5:00 p.m. Saturdays and Sunday. Many big supermarkets are open until midnight during the week and until 10:00 p.m. on the weekends.

## 22h Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students.

When you open an account you will normally receive an ATM card that will also function as a debit card (known as an EFTPOS card in Australia). Most shops in Australia do not accept cheques but will take credit cards and EFTPOS cards.

## 22i Medical issues

If you get sick, you may have to go and see a doctor. In most circumstances you go to a local doctor who has a surgery near your house; in Australia, you do not go to a hospital unless you are seriously ill.

If you cannot come to Institute, the doctor will give you a medical certificate that describes what is wrong with you and states how many days you may stay at home. Don't forget to hand in your medical certificate when you return to Institute so that your absences don't affect your attendance.

Your OSHC will cover some or all of the cost of your doctor's appointment, but in most cases you will need to pay the full fee up-front and claim the refund back from your

OSHC provider (so be sure to keep your bills and receipts!). You may have to pay more to see a specialist or if you are staying in a private hospital. Most prescriptions will not be covered by basic OSHC, and if you expect that you will need medication regularly you may want to look at increased health cover.

**If you are hurt in an accident or need urgent medical attention in an emergency, you should call 000 and/or go straight to the Emergency Department of a hospital.**

## 22j Tax File Number

In order to work in Australia you need a Tax File Number. To get your Tax File Number visit the nearest ATO (Australian Taxation Office) or apply online: [www.ato.gov.au](http://www.ato.gov.au)

## 22k Finding a Job

The best way to get a job is through word of mouth, through friends, and fellow students. They can tell you restaurants, supermarkets or shops that need employees. For other jobs, look at the Saturday newspapers. You can also go online to the following websites:

- [www.gumtree.com.au](http://www.gumtree.com.au)
- [www.seek.com.au](http://www.seek.com.au)
- [www.mycareer.com.au](http://www.mycareer.com.au)
- [www.megajobsites.com](http://www.megajobsites.com)
- [www.jobsaustralia.com.au](http://www.jobsaustralia.com.au)
- [www.parttimeonline.com.au](http://www.parttimeonline.com.au)
- [www.studentjobs.com.au](http://www.studentjobs.com.au)

# 23 COMPASSIONATE AND COMPELLING CIRCUMSTANCES

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In order for a student to establish compassionate and compelling circumstances they must provide proof of these circumstances. The evidence will be reviewed and a decision made at the discretion of the Institute

### Definition

Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student's course progress or wellbeing. These could include:

- Serious medical condition or injury
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring their immediate travel
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident or
  - A crime committed against the student or
  - The student has been a witness to a crime and this has impacted on the student.

**Guidelines for Compassionate and Compelling Circumstances**

- Medical certificates provided as evidence must:
  - Be issued by a registered doctor
  - State that the student has a 'medical condition and is unfit for class'
  - State the length of time the student will be unfit for class
  - Include the doctor's contact details
- Death certificates provided as evidence must be certified and translated into English.
- Evidence of a major political upheaval or natural disaster must be within reasonable proximity to the students' family and will be investigated by the Institute.
- Evidence of a traumatic experience must include a police report or psychologists' report/letter or a report/letter issued by a suitably qualified professional.
- The psychologist report/letter must:
  - Be issued by a registered psychologist
  - Include the psychologist's contact details

## 24 Location of York English College

Suite 1 Level 1, 338 Pitt Street,

SYDNEY NSW 2000

PH: 02 8316 6600

Email: [info@york.edu.au](mailto:info@york.edu.au)

Web: [www.york.edu.au](http://www.york.edu.au)

## 25 Emergency Contacts

Students involved in or witnessing a critical incident should immediately contact the Administration Manager (02) 8316 6600 or the Marketing Director (Kellen) 0402 089 692.

## 26 List of External Counselling Services and Assistance

The College has Student Welfare/Support Officers to help you with personal problems but if you would like to see a counsellor independent of the College, you can contact one of the following counselling services nearby or any other services that you may need from the table below:

Counselling service centre	Address	Phone no.
Amicus Counselling Services	Level 56, MLC Centre, 19-29 Martin Place, Sydney	0413 233 963
Associated Counsellors & Psychologists	31 Mort St, Surry Hills 2010	0416 041 699
Therapeutic Axis	125 St John's Rd, Glebe 2037	02 9692 9788

### Other services:

Problem	Website	Phone no.
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	<a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a>	9879 5351
Anxiety	<a href="http://www.serenitynsw.com.au/">www.serenitynsw.com.au/</a>	9740 9539
<b>Asthma</b>	<a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>	1800 645 130
Consumer credit and debt	<a href="http://www.cclcnsw.org.au/">www.cclcnsw.org.au/</a>	1800 808 488
Crimestoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	<a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a>	9951 5522 13 11 14
Depression	<a href="http://www.depressiondoctor.com/">www.depressiondoctor.com/</a>	
Depression (National Initiative)	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Disabilities	<a href="http://www.ideas.org.au/">www.ideas.org.au/</a>	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463

Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drug addiction (Christian help)	<a href="http://www.naranon.com.au/">www.naranon.com.au/</a>	9418 8728
Drugs and mental health	<a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a>	9358 6577
Families & friends with mental illness	<a href="http://www.arafmi.org/">www.arafmi.org/</a>	9805 1883
Eating disorders	<a href="http://www.edf.org.au/">www.edf.org.au/</a>	9412 4499
Eczema	<a href="http://www.eczema.org.au/">www.eczema.org.au/</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	9856 7090
Family planning information	<a href="http://www.fpahealth.org.au/">www.fpahealth.org.au/</a>	1300 658 886
Gambling Counselling (Wesley)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	<a href="http://www.glccs.org.au/">www.glccs.org.au/</a>	8564 9596
Grief support		9489 6644
Grief support	<a href="http://www.solace.org.au/">www.solace.org.au/</a>	9519 2820
Hepatitis C	<a href="http://www.hepatitisc.org.au/">www.hepatitisc.org.au/</a>	9332 1599
HIV/AIDS	<a href="http://www.sesiahs.health.nsw.gov.au/">www.sesiahs.health.nsw.gov.au/</a>	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>	1300 888 529
Mental health advice	<a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a>	9816 5688
Overseas Student Ombudsman	<a href="http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page">http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page</a>	1300362 072
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counseling	<a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a>	1300 737 732
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a>	1800 424 017
Relationship counselling	<a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a>	9745 5544
Schizophrenia	<a href="http://www.sfnsw.org.au/">www.sfnsw.org.au/</a>	9879 2600
Serious illness (sufferers & families)	<a href="http://www.can-survive.org/">www.can-survive.org/</a>	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	<a href="http://www.suicideprevention.com.au/">www.suicideprevention.com.au/</a>	1300 360 980



Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

## DECLARATION

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I have read, understood and agree to comply with all the information outlined in the Student Handbook of York English College.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy notice and I understand that my personal information may be made available to Commonwealth and State Agencies and the Tuition Protection Service.

Student name: .....





**York**  
English College

ABN 50 606 511 353 | CRICOS CODE 03549E | RTO NO 45033

[www.york.edu.au](http://www.york.edu.au) | [info@york.edu.au](mailto:info@york.edu.au)

Student signature: .....

Date: .....

**Please complete this page then detach it and return it to our Administration Manager.**