



Educating for Excellence

Student Handbook (ELICOS)

Australian Ideal College

Registered as Australian Ideal College Pty. Ltd.

RTO No.: 91679 | CRICOS Provider Code: 03053G

Sydney Campus: Level 7 & 8, 75 King St, Sydney NSW 2000 Australia

Adelaide Campus: Level 3, 21-23 Rundle Mall, Adelaide SA 5000 Australia

Hobart Campus: GRD, 116 Murray St Hobart TAS 7000 Australia

T: +61-2-92622968 (Sydney) | +61-8-8123 5780 (Adelaide) | +61-3-6231 2141 (Hobart)

E: info@aic.edu.au | W: www.aic.edu.au

Table of Content

Introduction.....	1
Courses	1
Entry Requirements.....	1
Course Commencement	1
Student Orientation.....	1
Teaching Hours	1
Course Delivery	1
Course Assessment	1
Student ID Cards	1
End of Course Document to be Issued	1
Change of Contact Details	2
Personally Identifiable Information	2
Transfer to Another Provider	3
Special Leave Request	3
Deferment, Suspension and Cancellation	3
Discontinuation of Enrolment..	3
Complaints and Appeals..	3
Student Visa Requirements.....	3
Attendance Requirement.....	3
Academic Requirement	3
Working in Australia.....	4
Overseas Student Health Cover.....	4
Student Support Services.....	4
Pathways & Articulations	4
College Facilities	4
Accommodation.....	5
Social & Recreational Activities.....	5
Expulsion for Discipline and Behaviour	5
Student Code of Behavior	5
Attendance Policy and Procedure	6
Refund Policy and Procedure.....	6
Complaints and Appeals Policy and Procedures	7
Procedures in Making a Complaint	7
What to Do if You have a Problem or Grievance	8
Living in Australia	9
Helpful Contacts	12
AIC Emergency Contacts	13

Introduction

Australian Ideal College (the College) is an ELICOS (English Language Intensive Courses for Overseas Students) centre fully accredited by the National ELT Accreditation Scheme (NEAS).

Courses

Australian Ideal College offers the following ELICOS programs to overseas students:

- English for Academic Purpose (1 & 2) (CRICOS Course Code: 066513G) - up to 24 weeks
- General English (Beginner to Advance) (CRICOS Course Code: 069362D) - up to 72 weeks

Entry requirements

English for Academic Purposes 1: Australian Ideal College (ELICOS Division) Intermediate level or equivalent

English for Academic Purposes 2: Australian Ideal College (ELICOS Division) Upper Intermediate level or equivalent

General English (Beginner to Advanced): There is no specific entry or minimum English language requirement for our GE program.

Course Commencement

All students are expected to start on the course commencement date shown on their electronic Confirmation of Enrolment (eCoE). If you do not commence your course or make arrangements for an alternative start date within two weeks of your eCoE start date, the College will cancel your eCoE for non-commencement of studies and you must postpone your course to the next available intake and pay \$100 for reissuing each new eCoE.

Student Orientation

Orientation is conducted on Friday one week before the course commencement. All new students are required to register at reception on Level 8 between 9:00am to 10:00am. Its aim is to fully inform new students of many areas as a student in AIC and to provide information on academic performance and attendance requirement, Sydney's costs of living, transportation, banking, accommodation, facilities, nearby banks and post office, culture differences and age sensitivity. In addition, the AIC staff will be introduced, a tour of the College and the local area will be shown around and an opportunity to ask questions will be given.

Teaching Hours

20 hours per week face to face teaching for English Courses; The courses may be offered during the day or evening, Monday to Sunday. Please note that the College closes on public holidays and there is no refund of course fees in respect of those days.

Course Delivery

At Australian Ideal College, we aim to make learning English enjoyable, ensuring that students understand that they are here to learn. Language teaching is in English only, with emphasis on the four skill areas of speaking, listening, reading and writing. Teachers concentrate on the practical use of all aspects of the language in everyday situations. We use materials especially designed for the individual needs of our students.

Students are tested on arrival, and placed in classes according to their level. Whenever possible, we try to organize International classes to encourage students to feel natural using English to communicate.

Course Assessment

Over the duration of the course, teachers monitor and assess evidence of student's progress observed in homework, class activities and tasks designed to achieve the target learning content. Teachers make continual observations of learners' individual performances with reference to the course's aims and to the agreed objective definitions of the assessable performance criteria relevant to the course's specified Learning outcome.

Student ID Cards

Each student will be issued with an ID card. The card records student information such as name, student number, student photo, course and validity period of the ID card.

End of Course Certificate to be Issued

All students will receive an End of Course Certificate which includes the following information:

- the start and finish date of the program of study
- the duration in study weeks
- the level of the course
- the grades achieved
- a key to grades
- descriptors specific to level(s) and course(s)

This is an important document and must be kept safe because **you will need it to extend your visa or use it as evidence of your English proficiency to waive the English test for some vocational or higher educational courses.** If you lose it, a replacement copy must be ordered and a fee will be charged.

Change of Contact Details

You must, while in Australia and studying with the College, advise the College and Department of Home Affairs (DHA) of your residential address, telephone number and email address as well as the emergency contact person's details within 7 days. It is your responsibility and in your own best interests that you always update your contact details and the emergency contact person's details to ensure you can receive important information about your course, timetable, fees and possible breaches of your student visa conditions.

If you are under 18 years old, you may not change your address unless you have talked with the college first.

All in all, you must comply with the conditions of your visa, including those related to work limitations, health insurance, attendance/course progress and notifying the college and DHA of changes to your address within 7 days

Personally Identifiable Information (PII)

Pursuant to the National Code 2018, your personal information may be made available by AIC to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. The authority to collect this information is also contained in the ESOS Act 2000.

Transfer to Another Provider

A release request will not be approved for transfer or withdrawal before six months in the principal course (being the highest qualification level in a packaged courses), except after consideration of limited circumstances. You must pay all outstanding fees prior to granting a release.

Special Leave Request

Special leave request will be approved under compassionate and compelling circumstances only. Leave requests must be made in writing with supporting documents. Fees continue to be payable while on leave. You will need to extend your course at additional expense to cover all classes missed.

Deferment, Suspension and Cancellation

The College will only grant a deferment of commencement of studies or suspension of studies under compassionate and compelling circumstances. Where you have deferred commencement in a Course and you then cancel the Course, the original Course Start Date before requesting for deferment will be used as the Course Start Date to determine whether a refund is to be made. An eCoE revision fee \$100 will be charged for each course. The College may suspend or terminate your enrolment due to unpaid fees, general or academic misconduct, or unsatisfactory attendance and academic progress in accordance with the policies.

Discontinuation of Enrolment

If you wish to discontinue your course or study, you will need to contact Student Services immediately and formally request your enrolment to be cancelled by completing the Course Variation Request Form which is available at the reception or on our website. An administration fee \$500 will be charged for any discontinuation of enrolment or termination of studies. Application for termination of studies must be made in writing two (2) weeks before the commencement of the next term or next course if multi courses. Application will only be processed if student has paid the administration fee \$500 and the current semester fee. If application is received after the deadline, student is obliged to pay the next term fee or next course fee. No refund will be given to all fees paid. If a student has not maintained satisfactory attendance and / or course progress up to the time of transfer or cancellation, the process of reporting the student to the DHA will continue, even though the student is no longer officially enrolled with AIC (as per Standard 7 of the National Code).

Complaints and Appeals

You are encouraged to attempt informal resolution of any complaint or appeal you may have by directly engaging the staff member or student to whom the complaint or appeal relates. If it is not possible to resolve complaints informally, you are encouraged to make a formal complaint in writing using the AIC Internal Appeal Form available at the reception or on the College website: www.aic.edu.au. If you are not satisfied with the result or conduct of the College's internal complaints and appeals, you may access an external and independent body to hear the complaint and appeal.

Student Visa Requirements

- visa application outside Australia

Most international students require a valid student visa in order to study in Australia. Student visa applications are assessed according to Assessment Levels. Your Assessment Level is determined by your student visa subclass and country of passport. Your visa application will be assessed for the subclass that corresponds with your principal course of study.

To apply for the student visa, you need to have an offer letter or an electronic Confirmation of Enrolment (eCoE) from AIC. Depending on which country you are from and where you are when you lodge your application, you can apply online via immigration's website.

For checklist and details, please refer to Immigration's website at <https://www.homeaffairs.gov.au/>. As it may not be easy for you to apply for the student visa yourself, it is better that you use a registered migration agent for help by referring to the link <https://www.mara.gov.au/> or the education agents in your country.

- Student visa renewal in Australia

Before your student visa expires, you need to renew it in order for you to continue your further study in Australia. Students from all Assessment Levels who are holding a student visa that is not subject to a 'No Further Stay' condition can renew their student visa in Australia. Before lodging a visa application, you will need to get the eCoE from the College. Please allow sufficient time for it before your visa expires.

Detailed information on student visa issues is available on the Department of Home Affairs (DHA) website <https://www.homeaffairs.gov.au/> and the Study in Australia website

http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student_visa_sub-classes

- Compliance with your student visa

As it is not so easy to get a student visa for some international students, it is very important that you look after your student visa by meeting the visa conditions such as attendance and academic requirement. The College has the responsibility to let the immigration know if you don't meet certain visa requirements which can cause your visa being cancelled by Immigration.

Attendance requirement

This is one of the conditions of your student visa requirement. Immigration law requires International students to study at a full time study load. A full-time study load is normally a minimum of 20 hours per week. At AIC, all overseas students on a student visa must attend classes for 20 hours per week and maintain at least 80% of the attendance rate. However, we expect all students to maintain an attendance level of 100%.

Please be aware that if your attendance drops below 80% over any two-week-period, the College is required to review your involvement, counsel you, implement an intervention strategy and, if poor attendance persists, report you to DHA. The reporting procedure to DHA may eventually lead to the cancellation of your student visa.

AIC calculates attendance on the basis of students' actual time studying in the class. It is your responsibility to come to class every day and maintain your attendance. If a student is away from class for any reason, including medical reasons, then the time away will be deducted from the student's attendance.

If you are sick, you must provide doctor certificates with the College from the registered medical providers. The College will make a copy for record in your file and you must retain the original for further check by DHA when you are requested for clarifying your attendance for the related period.

Students on other visas – working holiday or tourist or dependant – you must also attend a minimum of 80% of your class and study 4 weeks or more if you want to receive an End-of-Course document from your teacher at the end of your course. Please remember if you are on a student visa and you want to renew your student visa and continue your studies at AIC, or at another college or university, or change your student visa to another visa - you must have an attendance of 80% or more. It is your responsibility to come to class every day and to maintain your attendance

Academic requirement

This is another important condition of your student visa requirement. AIC expects that all students maintain a minimum level of academic performance at all times. The minimum level of academic performance AIC expects is that students pass at least 50% of the weekly review tests. All homework must be completed. All students will be assessed and monitored each week.

If your teacher considers that you are not making satisfactory course progress, he/she will meet with you to talk about it, or refer you to the Academic Manager. You may be given the opportunity to move to an easier class or to do extra activities to help you. Some of these may be:

- Developing a learning contract with your teacher or the Academic Manager
- Having some individual sessions with a teacher (there may be an extra cost for this)
- Having extra tasks set by your class teacher to work on a particular area of weakness, e.g. computer assisted language learning, reading tasks, grammar exercises, trial tests etc.

You will be given a letter outlining the consequences if you fail to achieve satisfactory progress.

The college will do everything it can to help you with your studies. However, if you still fail to achieve satisfactory progress after being assisted by the college, you will be sent a notice of intention to report which includes information on accessing the appeal process.

Working in Australia

When you are granted a student visa, your work permission is automatically granted. But you and your family members can only work when you have commenced your course of study. Immigration laws allow students to work for a limited number of hours, currently 40 hours per fortnight during the College study time and full-time during holidays. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study

You also need to get a Tax File Number (TFN). If you don't, you will pay too much tax. To know more about TFN and to apply, please go to the Australian Taxation Office (ATO) website www.ato.gov.au, click on 'for individuals', go to the link that says 'apply for a tax file number' and follow the instructions. International students who are enrolled in a course that is longer than 6 months are considered residents for tax purposes. Organisations such as banks, financial institutions and employers are entitled to ask for your TFN.

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is an insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. If you are an international student studying in Australia, you must buy OSHC to cover your whole duration of your stay in Australia. For Details: <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>

The College arranges visa-length OSHC with Nib OSHC, AHM and Medibank Private. You can pay the health cover premium when accepting your offer of place. The College will inform DHA that OSHC is in place for you and your family members and will indicate this on your eCOE.

You can also buy OSHC insurance from an approved Australian health insurance provider yourself. When you accept your unconditional offer of place, you must indicate that you have purchased OSHC for the duration of your course.

Student Support Services

The Student Services Officer, teaching staff and Academic Manager are available to provide general advice and assistance with matters such as student visa requirement, accommodation, health, welfare, safety, homework, English language problems and counselling. Students requiring special or intensive assistance must contact the Academic Manager who may refer them to external support services if required. Students requiring individual training needs must contact the Academic Manager (ELICOS) for further assistance.

Academic Manager's details are:

Name: Susan Wang

Phone: 02 92622968

Mob: 0421484130

Email: susan.wang@aic.edu.au

Pathways & Articulations

Graduates from the EAP program may gain direct entry into particular Australian Higher Education Institutes, TAFE or Vocational Colleges without having to sit for IELTS or TOEFL test. Please contact the College for the full list of direct entry pathways for each particular Australian institution or University.

College Facilities

The College is located in the Central Business District of Sydney, Adelaide and Hobart with easy access to trains, buses and other major places. Currently Sydney and Adelaide campuses are offering English courses. Both campuses provide students with hot water, filtered water, microwave and refrigerator etc. and have general-purpose classrooms, computer lab with free internet access for students to use during the class and after the class. The updated software on the computer is facilitated for the acquisition of language skills through individual learning.

As both campuses are within the walking distance to the state library, Sydney students can also go to the State Library of NSW, located at Macquarie Street, Sydney while Adelaide students can go to State Library of South Australia, located at North Terrace &, Kintore Ave, Adelaide.

For details, please visit <http://www.sl.nsw.gov.au/> or <https://www.slsa.sa.gov.au/home>

Accommodation

The following types of accommodation are available for International students:

- Homestay: A\$300-400 per week. It is where an international student lives and eats together with an Australian family. Students who are under 18 years must live either with an approved homestay or a member of their immediate family.
- Shared Accommodation: \$250.00 - AU\$350 per week including gas and electricity. It is where an international student lives with an Australian family by renting one room but does not eat together with the Australian family.
- Leasing a Flat: AU\$450.00 - A\$650.00 per week. It is where an international student lease the whole flat and live on your own and normally unfurnished.

Homestay can be booked prior to arrival. A minimum of 4 weeks advance notice is required before you depart for Australia. Once you are familiar with the study and life in Australia, you can rent a room and live with a family without meals or lease a flat and live by yourself and share with other students. Further details can be obtained from the Student Services Officer.

AIC employs professional homestay companies to organise homestay for our students. Currently, we have the contract with Australian Homestay Network (AHN) for the service. Our student services officers in each campus are responsible for monitoring the services provided. They also ensure that any information such as timetable, excursion authorization form and rules etc from the College for under18 students will be either e-mailed or sent by post to the homestay family or the guardian directly for approval.

Social & Recreational Activities

- Mixed nationality classes and end of block parties, enabling students to broaden their horizons and learn about other cities in other countries they may only have dreamed of.
- Students in Sydney can find upcoming events via the link: <http://www.sydney.com/events>, and in Adelaide via <https://www.eventbrite.com.au/d/australia--adelaide/events/> providing students with the chance to see all of what Sydney and Adelaide have to offer.
- The College also put the flyers provided by some travel agents on the noticeboard so students may join the tour for skiing on the snow mountain or one day tour to different sightseeing spots on weekend etc.
- The Excursions organized by the teachers or students themselves, providing a great time to practise social English and a fun way for students to get to know Sydney from the world-famous Opera House and Harbor Bridge to the sensational Taronga Zoo, Art Gallery and Darling Harbor attractions and Adelaide from Adelaide Central Market (CBD), Victoria Square Tarntanyangga (CBD), Glenelg Beach and Hahndorf etc.

Expulsion for Discipline and Behaviour

AIC reserves the right to suspend or expel students for serious breaches of discipline and behaviour. Smoking, possession and or use of drugs, alcohol or any illegal substance by the student on College premises will lead to immediate expulsion. Vandalism and graffiti on College premises will incur minimum \$200 fine and may get expulsion depending on the damage. No refund of tuition fee will be made in such cases.

Student Code of Behavior

The Student Code of Behaviour requires the following rights to be respected and adhered to at all times by students.

1. The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or social-economic status
2. The right to be free from all forms of intimidation (threat)
3. The right to work in a safe, clean, orderly and cooperative environment
4. The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)
5. The right to work and learn in a supportive environment without interference from others
6. The right to express and share ideas and to ask questions
7. The right to be treated with politeness and courteously at all times

For non-compliance with the Student Code of Behaviour, the following procedure for discipline will be followed:

1. The Academic Manager will contact students in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
2. If the issue or behaviour continues, students will be invited for a personal interview with the CEO to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
3. If the issue or behaviour continues, students will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
4. After the three steps in the discipline procedure have been followed, if the issue or behaviour still continues, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.
5. Any suspension or cancellation will be undertaken in accordance with suspension of studies, cancellation of enrolment procedure and may affect the status of a student's visa.
6. At any stage of this procedure, students are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.

Attendance Policy and Procedure

The College monitors attendance strictly as per The National Code Standard 11 Monitoring Attendance requirements. Students must attend class for 20 hours per week and maintain an attendance rate of at least 80%. The College is only able to calculate attendance based on a student's actual time studying in class. If you are late for 15 minutes after the class starts, you will be marked "L15" for lateness. If you are late for 20 minutes or more, you will be marked absent for the time and each hour that you are late. This will affect your overall attendance. If you are frequently late for the class, you will be counselled by the academic manager.

1. AIC Student Services will send 3 warning letters to students
 - If the student is at risk of falling below 80% attendance to the end of the study period, the first warning letter will be sent immediately and a counselling session will be arranged with the Academic Manager.
 - If the student's attendance falls below 80% to the end of the study period, the second warning letter will be sent.
 - If student does not respond to the 2nd warning letter within the scheduled time or the explanation is not satisfactory, the final warning letter with intention to report will be sent to the student.
2. Students will then need to make an Internal Appeal as per the Standard 8 Complaints and Appeal Policy by filling out the Appeal form
3. Student services will then check if this appeal meets the Grounds for Appeal as per the policy
4. If the grounds are not met, you will be reported
5. If the grounds are met, you will not be reported
6. If you fail Internal Appeal, you may make an External appeal as per the Complaints and Appeals Policy

Refund Policy and Procedure

1. All tuition fees and charges must be paid in full prior to course commencement if your course is less than 24 weeks, unless a payment plan is arranged with the College. 50% of the tuition fees and all charges must be paid prior to course commencement if your course duration is more than 24 weeks. Your tuition fees are safeguarded by the Tuition Protection Service (TPS).
2. You must complete a refund application form and submit it to the College with any supporting documents. Refunds will be processed within 28 days of receipt and will include a Refund Calculation Form explaining how the refund is calculated.

2.1 Grounds for Refund of Tuition Fee:

2.1.1 Enrolment/application fee, Material fee, Administration fee, Accommodation Placement fee, Guardian Placement fee, Airport Transfer fee, RPL fee, Textbook fee, Stationary fee	Non-Refundable
2.1.2 Withdrawal for visa refusal in writing and received by AIC before course commencement date if the refusal is not due to your failure to provide the documents required by DHA.	100% refund of tuition fee
2.1.3 Withdrawal for visa refusal in writing and received by AIC before course commencement date if the refusal is due to your failure to provide the documents required by DHA.	No refund of \$500 tuition fee paid

2.1.4 Withdrawal for visa refusal in writing and received by AIC after course commencement date if the refusal is not due to your failure to provide the documents required by DHA	100% refund of the unused tuition fee
2.1.5 Withdrawal for visa refusal in writing and received by AIC on or after original course commencement if the refusal is due to your failure to provide the documents required by DHA	NO refund of tuition fee
2.1.6 Withdrawal for visa refusal in writing and received by AIC more than 14 days after you received the visa refusal letter no matter whether your original course has commenced or not	No refund of tuition fee paid
2.1.7 Withdrawal notified in writing and received by AIC 28 days or more prior to course commencement date	50% refund of the tuition fee
2.1.8 Withdrawal notified in writing and received by AIC less than 28 days prior to course commencement date	30% refund of the tuition fee
2.1.9 Withdrawal notified in writing and received by AIC on or after the original course commencement date	No refund of tuition fee
2.1.10 Termination of enrolment for failure to comply with AIC's policies and procedures and DHA's visa requirements	No refund of any fee
2.1.11 All refunds will attract \$200 administration fee	

3. In the unlikely event that AIC is unable to deliver a course, AIC will either offer you an alternative place which is acceptable to you, or if you are not satisfied with the replacement, you will receive a refund of the unexpended tuition fees which you have paid to AIC. To be specific, it means that the refund is only eligible for the unused pre-paid tuition fee. You cannot get refund for any fee you have used, or you have not paid. The refund will be paid to you within 14 days of the day on which the course ceased being provided. The Director of the Tuition Protection Service (TPS) will facilitate access to alternative course placement. The TPS normally uses an online placement service to give you all the information you need so you can understand your options and choose an alternative course that best suits you.
4. Fees not listed on 2.1 will not be refunded. Prior to enrolling, fees may be altered without notice. It is your responsibility to obtain the most up-to-date fees. Once you have completed enrolment, fees will not be subject to change for the normal duration of the course. If you extend a course length, then any fee increases will be required to be paid for the extended component of the course. If a course length is extended due to the updates of training package required by the government, then you are required to pay any fee increases for the extended component of the course.
5. If you are over 18 years old, the refund will be paid directly to you or in accordance with your written directions.
6. If you are under 18 years old, the refund may be paid to you but only with the authority or consent of your parent or legal guardian.
7. You agree that the College may change the Cancellation and Refund Policy at any time and the policy to be used to determine whether you receive a refund will be the policy on the website www.aic.edu.au.
8. You understand and agree that the College reserves the right to vary its intakes, fees and timetables without further notice.
9. This agreement and the availability of complaints and appeals processes, do not remove your right to take action under Australia's consumer protection laws.

Complaints and Appeals Policy and Procedures

The College responds to all complaints and appeals against the decisions made by the college in a timely, useful and helpful manner. The College ensures that:

- Each student has an opportunity to formally present his/her case
- Each complaint or appeal is recorded in writing
- Each appeal is heard by an independent person or panel
- Each student who makes the complaint or appeal is given a written statement of its outcome including the reasons for the decision.

Procedures in Making a Complaint

- Reception is the main point of contact for all student-related matters such as complaints about the refunds, academic progress, attendance or facilities etc.
- If you have any complaints, please speak with your class teacher first
- If your problem is not solved with your teacher, you can ask to speak with the Academic Manager and make a formal written complaint

- Complaint forms are available at the Reception and need to be completed and lodged at the reception

Case 1

If you have a problem or a complaint with the other student, you can follow the below procedure.

Step 1:

- Identify and discuss the problem with the other student
- Find the best solution to solve the problem

Step 2 If the problem is not solved, talk to your teacher who will try to help you.

Step 3 If after talking to the teacher, the complaint remains unresolved, you can go and ask the Academic Manager for help

Case 2

If you have a problem, complaint with the teacher, the course content, the facilities or any component of the course, you can use the following procedure:

Step 1 Please talk to your teacher first

Step 2 If you feel it is not comfortable to talk to your teacher, you can talk to the Academic Manager or put the complaint in writing to the Academic Manager.

Step 3 The Academic Manager will respond to the written complaint as soon as possible. You will be provided with a written statement of decision made by the academic manager. And the decision letter will be kept in your file.

Case 3

AIC will not tolerate inappropriate behavior of any kind.

If you are being bullied or harassed by anyone while you are at the college, you should use the following procedure:

Step 1 Tell the person you don't like being bullied or harassed and ask them to stop.

Step 2 If the inappropriate behavior continues, talk to the teacher who will try to solve the problem.

Step 3 If after talking to the teacher, the inappropriate behavior continues, you should approach the Academic Manager who will help to resolve the problem.

Procedures in Making an Appeal

If you are not satisfied with any decision made by the Academic Manager, you may wish to appeal the Academic Manager's decision about any part of your studies such as attendance, academic progress, or disputes with other students to the Principal of the college internally. If you are not satisfied with the response from the principal, you can seek help from an external independent arbiter.

1. To make an internal appeal, please ask the Receptionist for the Internal Appeal Form
2. You must attach your evidence with the internal appeal form. Your evidence must meet the grounds for appeal
3. You must lodge your appeal at reception
4. You may be asked to come to a meeting to discuss your internal appeal and you may bring along a support person of your choice at any stage
5. At the meeting, notes will be taken and kept in your file
6. If you do not come to the meeting, a decision will be made without you
7. You will be sent a letter of the appeal outcome with the reasons and the letter will also be placed in your file
8. If you are not satisfied with the outcome of the internal appeal, you may make an external appeal to **Overseas Student Ombudsman** during the internal appeal process or after the college has written to you of its final decision.

Please see below the contact details of the external arbiter:

Overseas Students Ombudsman

GPO Box 442, Canberra ACT 2601

Ph: 1300 362 072 Fax: 02 6276 0123

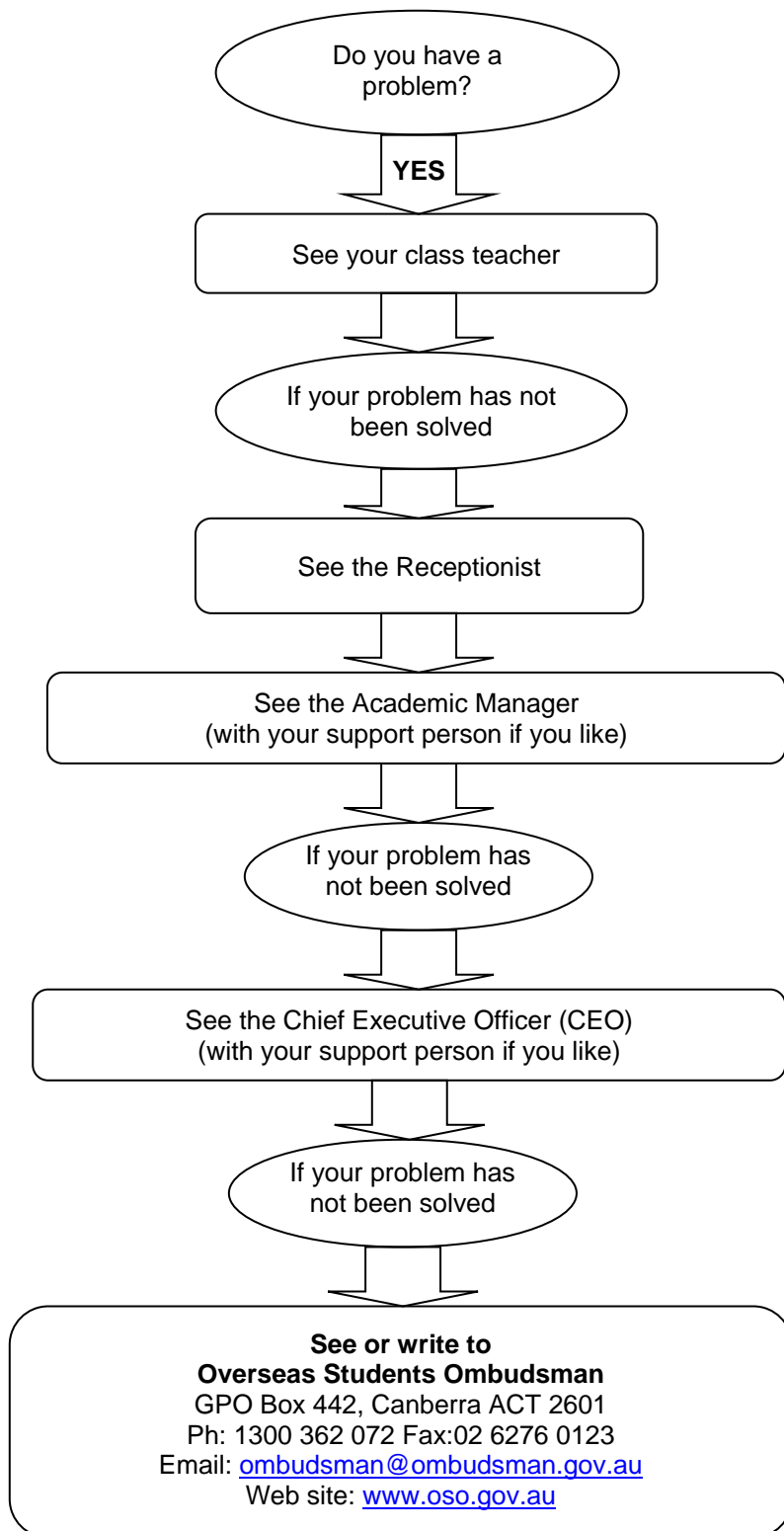
Email: ombudsman@ombudsman.gov.au

Web site: www.oso.gov.au

Notes:

- AIC will commence processing of complaints and appeals within 10 working days of receiving the formal written lodgment of the complaints and appeals. The student will be asked to formally present his or her case. Each party may be accompanied and assisted by a support person at any relevant meetings.
- A flow chart showing the Complaints and Appeals policy procedure is displayed on the noticeboard in the Common Room and is enclosed in the student handbook in the following page.

What to Do if You have a Problem or Grievance



Living in Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. It is one of the oldest continents. Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Sydney

Sydney is the largest city in Australia with a population of approximately four million people. Sydney is the capital city of New South Wales, a city with multicultural society from different ethnic backgrounds. As Australian Ideal College is located in about 10 minutes from the heart of city, it's just a short walk from the train station or bus stop.

Adelaide

Adelaide, the capital city of South Australia, is one of the world's most liveable cities. Our college is within walking distance to all facilities.

Climate

Sydney has a temperate climate with few extremes in the weather patterns. It never snows. Summers can be very humid and wet. Note that Sydney is in the southern hemisphere and the seasons are reversed to those in Europe the USA, and most of Asia. Sydney is a comfortable place to stay. During the summer months from December through to February, outdoor activities are popular, as many students head off to the beach for school holidays (December to January).

Adelaide has a Mediterranean climate, with cool to mild winters with moderate rainfall and warm to hot, generally dry summers

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campus and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world, many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, at home. Another 800,000 Australians speak an Asian language at home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English, as it is spoken in Australia, is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas, the difference is much less than you will find in America, Britain and Canada

As you improve your English in Australia, you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Food

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Transport

Australia has an efficient public transport system (buses, ferries, trains and trams) in all cities. There are also train, bus and air services between cities and towns.

You can ride the bicycles or may drive in Australia on a valid overseas drivers licence but if the driver's license is not in the English language, you must have it translated and carry it with you when driving.

It is important that you pay correct fare on public transportation. Please be aware that heavy fine will apply if you forget to buy and pay the right fare for the ticket.

Sport and Recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events. Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

The surrounding area of the campus offers spacious Cinema, restaurants and walking paths suitable for social and exercises. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Money and Banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Normal Bank Trading Hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Master card, Visa and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arriving in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, colleges and schools have established networks of support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Australia Welcomes Overseas Students

Overseas students are welcomed in Australia because they:

- Contribute to the development of people and institutions both in their home country and in Australia.
- Contribute to the Australia's research capability
- Develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Helpful Contacts

- Fire, ambulance and police emergency - dial 000
- Translation services - contact the Translating and Interpreting Service by phoning 131 450
- Local doctors-contact 9268 0133 at 242 Castlereagh St, Sydney, NSW 2000; or 308 George Street, Sydney **(02) 9231 3211**

- Local dentists-contact 9267 7777 at Suite 403, Level 4, 307 Pitt St, Sydney, NSW 2000
- Local community health centre- <http://www0.health.nsw.gov.au/policies/dist/chc.html>
- Local physiotherapist- <http://sanctuary.sanitarium.com.au/health-and-wellbeing-services>
- Local lawyer- <https://australianlawyersdirectory.com.au/>
- Local religious institutions- <http://www.culturaldiversity.net.au/religion-in-australia>
- Local immigration agent- <https://www.mara.gov.au/using-an-agent/>
- Study in Australia - <https://www.studyinaustralia.gov.au/>
- Counselling services - contact Life Line on 131114 or call Sydney Counselling Centre on 1300 735 030 check the website <https://lifesupportscounselling.com.au/sydney-counselling/> for further details
- The Federal Human Rights & Equal Opportunity Commission Tel: (02) 9284 9600 Complaints: 1300 656 419
- The Anti-Discrimination BoardTel: (02) 9268 5555
- Public transport - <http://www.131500.com.au/international-students>; <http://www.131500.info/realtime/default.asp>, and <http://www.cityofsydney.nsw.gov.au/AboutSydney/ParkingAndTransport/PublicTransport.asp> or call Transport Info line on **131 500** to speak to an operator.

Serious Medical Issues

Sydney Children's Hospital: (02) 9382 1111

Westmead Hospital: (02) 9845 0000

Royal Hospital for Women: (02) 9382 6111

Sydney Eye Hospital: (02) 9382 7111

St Vincent's Hospital: (02) 8382 7111

Royal Adelaide Hospital: (08) 7074 0000

Consulates in Australia

- For information and assistance from your country's representative in Australia, visit protocol.dfat.gov.au/Consulate/list.rails or call +61 2 6261 1111.

Safety

- To report crime, call Crime Stoppers on 1800 333 000 (You do not have to give personal information)
- For police assistance on non-emergency matters, call 131 444.

AIC EMERGENCY CONTACTS:

Academic Manager: Susan Wang 0421 484 130 / susan.wang@aic.edu.au

Principal Administrator: Jack Shen 0421 086 998 / jack.shen@aic.edu.au

Review History

Revision	Date	Description of modifications
1	16.12.12	40 hours work right per fortnightly
2	30.6.13	TPS replaced ACPET
3	16.12.13	DHA replaced DIAC
4	1.4.14	Helpful Contacts are updated
5	26.7.19	Update related links, update government website link, information website links, and Change of Contact Details. Update the General Terms and Conditions of Enrolment.