



Reception: G05 (Biomedical Building), 1 Central Avenue, Eveleigh, NSW 2015, Australia

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Student Orientation Handbook

Welcome to Scots English College!

Key Staff at Scots English College

Emma Zuo	Principal Executive Officer
Patrick HAYECK	Director of Studies
Michael Kozok	Director of Marketing
Carolina Rodriguez	Student Services Officer
Nelly Tian	Accounts

Our Teachers

You will be introduced to your teachers during Orientation

Important information for new students

Orientation and class placement:

All students must come to Orientation Day, the first day of your enrolment. This is usually on a Monday. Morning shift students must arrive by 8:30am on the Monday of their first week of study. Evening shift students must arrive by 3:00pm on the Monday of their first week of study. Students join their classes following Orientation.

What happens during Orientation for new students:

New students present their passport and

visa to Student Services Officer at reception.

The Student Services Officer photocopies the passport photo page and visa page. Students complete the New Student Information Form (online).

Student photographs are taken, and student ID cards are prepared (for collection the following week from Student Services).

Students sit their Placement Test online via SCOTS' e-learning platform (Moodle). The DOS places students in classes based on results of all test components. Student Services Officer sends new students a welcome email and notifies them of level and class.

The online orientation consists of:

- SCOTS' Placement test
- Information about campus facilities
- information about ELICOS course(s)
- assessment and certification
- timetable, breaks
- student code of conduct
- student visa obligations (course progress, attendance, change of address, work, etc.)
- Student services available
- Complaints and Appeals Procedures
- External services (health, emergency, banking, etc.)
- Local amenities
- A quiz on the information provided above.

• Students sign Student Code of Conduct

• Students are handed a textbook if applicable

• Tour of campus

New Campus

South Eveleigh Area



Historical Features at Innovation Plaza



Biomedical Building



Surrounding

TRANSPORT AND PARKING

By Rail From Redfern Station Exit via Platform 10 at Redfern Station. Walk past the Water Tower apartment block and follow the walkway through to the South Eveleigh.

By Bus There are frequent bus services to the South Eveleigh from the city and Sydney's domestic and international airports. The bus stop closest to the South Eveleigh is on the corner of Boundary and Regent Street. For bus timetables call the Transport Infoline on 131 500 or visit www.transportnsw.info

CAMPUS

Students at South Eveleigh can enjoy other spacious indoor and outdoor common areas.

The South Eveleigh also offers many cafes on campus, such as Bay 3 Café, Sette cafe located in the Channel 7 building, Charlottes Little Sister located in the Biomedical building and Funky Chino located in the Innovation Centre.

To withdraw cash, an ATM is located in the Channel 7 building and the CBA building. There are also vending machines available on campus for students to use. One is located Building 3, and one is located in the common area outside G05.

YOUR TIMETABLE

Morning (AM) classes start at 8:30am.	Evening (PM) classes start at 5:00pm.
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On your first day of class at Scots English College, you will be placed a class suited to your English level and based on the results of your placement test.

If you arrive after Orientation has finished, you will need to see a SCOTS' staff member to complete the placement test and enrolment procedures.

ON CAMPUS TIMETABLE

MONDAY TO FRIDAY ALL DAY SESSION (ALL COURSES)

CLASS/MOODLE	MONDAY - FRIDAY
	DAY SHIFT
PRE-INTERMEDIATE	8:30 AM – 2:30 PM
CAMBRIDGE PET	
CAMBRIDGE FCE	
	EVENING SHIFT
GE/ PRE-INTERMEDIATE	5:00 PM – 9:15 PM
CAMBRIDGE PET	
CAMBRIDGE FCE	
CAMBRIDGE CAE	

ONLINE TIMETABLE

CLASS/MOODLE	MONDAY - FRIDAY
GE Intermediate	1:30 PM – 5:45 PM
PET Cambridge	
EAP	

Note: Classes and timetable are subject to change due to the impact of COVID-19.

Student Visa Responsibilities

You have a student visa. One of your visa obligations is to come to class every day. Coming to class on time means getting more practice which means improving your English skills.

Plan your breaks: If you come back late from break, you will lose attendance and disrupt the class.

Plan your life around your class: Don't get a job that ends after class begins or starts before class ends.
If you do, this will cause problems for your attendance.

Do you have a complaint?

Scots English College (Scots or the College) recognises that differences can arise from time to time between students and the College. Scots will try to solve all student complaints and appeals as quickly as possible.

What is a complaint? A complaint is when you say (or write) that you are unhappy, frustrated or dissatisfied with the quality of a service you receive, something that another person has done or the way something is done. At any time, you may email info@scotsenglish.edu.au to convey your feedback to the college.

What is an appeal? You make an appeal, usually to someone in authority, if you want them to change a decision they have made.

Step 1: Speak to someone, for example, if it is about your course, start with your teacher; if it is about your record of attendance, talk to the Student Services Officer.

Step 2: If you still have a problem, speak to the Director of Studies. You may bring a support person with you.

If you want to make an appeal, or, for example, you have received an attendance warning letter, you should speak to the Director of Studies first. The Director of Studies will respond to your complaint or appeal in writing within 10 working days.

Step 3: If you are not happy about the way your complaint (or appeal) has been dealt with, you should complete a Complaints & Appeals Form and make an appointment to speak with the Principal Executive Officer (PEO). You may bring a support person with you to this meeting. The PEO will respond to your complaint or appeal in writing within 10 working days.

Step 4: If you are still not happy about the way your complaint or appeal has been dealt with, you should ask for a meeting with the Student Appeal Committee. You may bring a support person with you to this meeting. The Student Appeal Committee will respond to your complaint or appeal in writing within 10 working days.

The Internal Complaints & Appeals process is not complete.

Step 5: If you are unhappy with the outcome of the Student Appeals Committee, you can ask for the help of an external appeals agent. The Overseas Students Ombudsman offers a free service to overseas students who wish to lodge a complaint or appeal.

Contact **the Overseas Students Ombudsman** at www.oso.gov.au to access their Complaints and Appeals mechanisms.

The Overseas Students Ombudsman, GPO Box 442, Canberra ACT 2601

Phone: 1300 362 072

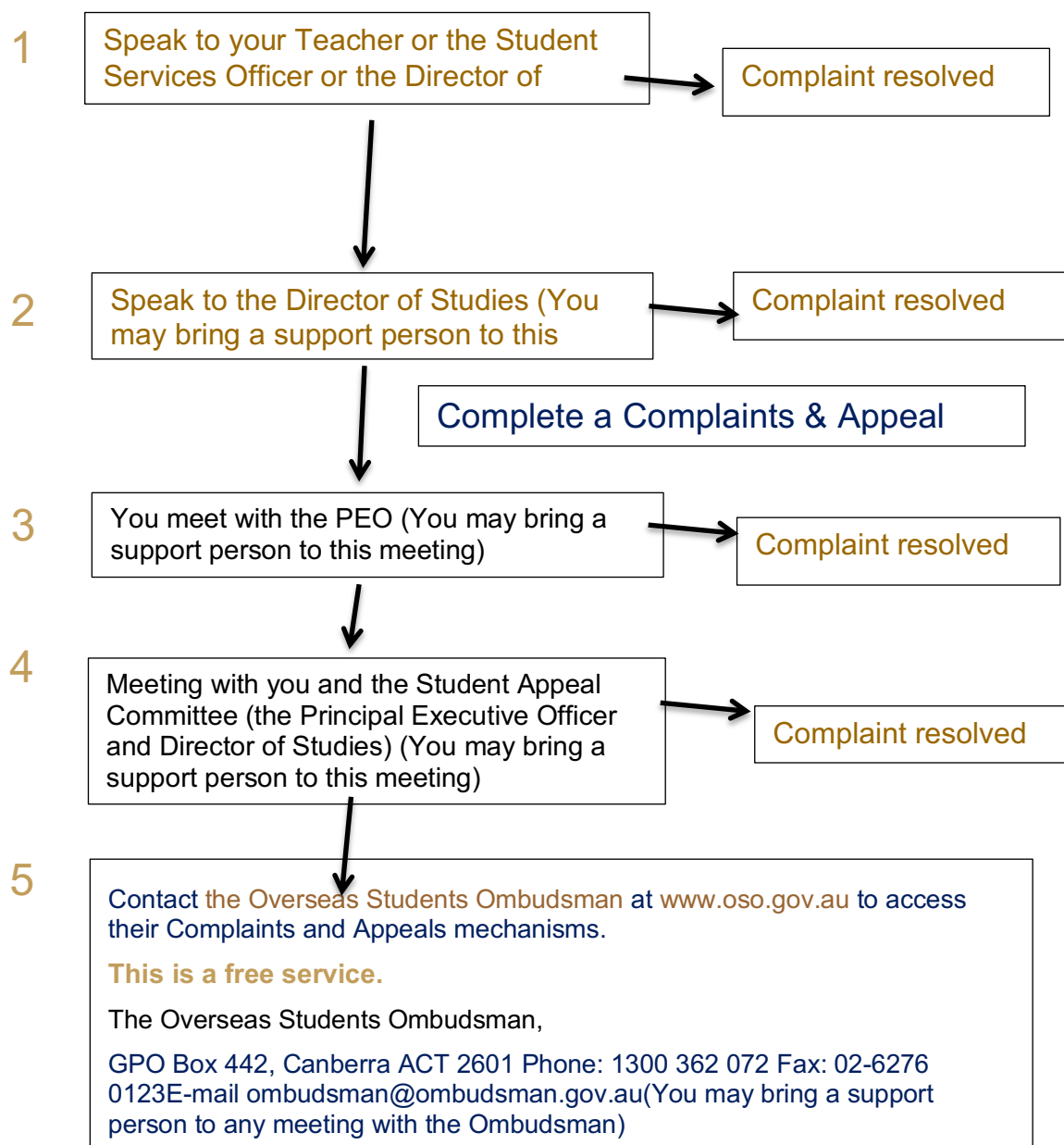
Fax: 02-6276 0123

E-mail ombudsman@ombudsman.gov.au

You should go to the 'Making a Complaint' link on the Overseas Students Ombudsman's website to find information and an online application form if you wish to use Student Complaints process.

You may choose your own external student appeals agent if you wish. You should inquire about current fees when you contact the agent.

Complaints & Appeals Process Flow Chart



Important Policies for International Students

Attendance Monitoring Policy

(Student Visa Holders)

You must follow the conditions of your student visa.

All overseas students on a student visa must:

- Maintain a minimum of 80% average course attendance;
- Have satisfactory academic performance at every stage of their course;
- Notify the College if there is a change to their contact details – Phone number;
- Email address and Residential address.

If you do not follow your student visa conditions, Scots English College will give you warnings and offer help called an 'intervention strategy' to help you. If you still do not follow your student visa conditions, Scots English College will report you to DHA via the Provider Registration and International Students Management System (PRISMS). Additional information on student visa issues is available on the DHA Internet site at <http://dha.gov.au>

Unsatisfactory Attendance

As a Student Visa Holder, you must attend all classes and any other activities that are part of your courses for example, excursions. Teachers will record your attendance in classes on a class roll at the beginning and end of each lesson. The class rolls will be checked every week by administration personnel.

If, you cannot come to classes because you are sick, or other serious reasons, you must tell our Student Services Officer on [\(02\) 9146 6358](tel:0291466358) immediately. If you are absent because you are sick, you should always get a medical certificate from your doctor and show this to the Student Services Officer when you come back to college.

If students are late for class more than 15 minutes for any reason, they will be marked absent for the whole session.

When happens when your attendance is not good?

1. What happens if I do not go to school for a week?

A '5 consecutive days' absence – Warning letter' will be sent to you giving information about your attendance and reminding you that you should maintain 80% attendance level for your course. The letter will also ask you to contact the College and tells us why you were absent.

2. When a student's attendance falls below 90%

A '1st Warning Letter' will be sent to you giving information about your attendance and reminding you that you should maintain 80% attendance level for your course. The letter will be handed to you or will be sent to the email address you have given us. This letter will also tell you what will happen if you do not have attendance of 80%. The letter will also tell you about an 'intervention strategy'. These are ways that the College can help you if you have a problem with your attendance.

3. If a student's attendance falls below 85%

A '**2nd Warning Letter**' shall be sent telling you that you must come for an appointment with the Director of Studies to discuss your poor attendance record and strategies to ensure they stay above 80% for the course.

4. If a student's attendance falls below 80%

You will be sent a '**Breach Recorded Letter of Intention to Report to the DHA**' telling you that you will be reported to the DHA for unsatisfactory attendance for their course of study.

You will also be informed about how you can access Scots English College's *Complaints and Appeals process*. You will have **20 Working Days** to use the College's Complaints and Appeals process.

If you do not use the Complaints and Appeals Process within 20 working days, a report shall be sent to DHA via PRISMS. You will also be sent a 'Breach Reported Letter' telling you that you that we have notified DHA.

The main way we give students attendance warning letters is **in person**; however, Scots English College also uses different methods to contact students if they do not come to the College. **Scots English College may also send attendance warning letters by post or email and contact students by telephone to notify them of such warnings. Therefore, if you change your contact details, such as address, email or phone number, you MUST inform the College of THESE changes within 5 days of the change.** Scots English College may also contact your agent, if applicable, if we cannot contact you.

Scots English College does not take any responsibility for the consequences of a student's failure to contact Student Services about changes to their contact details.

Holidays and Extended Leave Policies

Holidays/vacation

Holidays are only available for students whose courses are **more than 12 weeks long**. We will only give you a holiday in special circumstances if your course at Scots English College is less than 12 weeks. You should apply for holidays **at least one week in advance**. Holidays will not be granted retrospectively (after you return from a holiday).

- 1) The length of your holiday is automatically added to the end of your course.
- 2) You must go to SCOTS' website to complete your **Holiday Application Form**
- 3) **You can only start your holiday on a Monday.**
- 4) All public holidays are counted as course days and will not be re-accredited.
- 5) You must ask the DOS if you need an emergency holiday.
- 6) Send your Holiday Request Form to carolina.rodriguez@scotsenglish.edu.au

Academic Monitoring Policy

One of the conditions of your student visa is that you show good academic performance.

1. If you are not making progress, you will be issued with a 'Warning /Show Cause Letter – Unsatisfactory Course Progress' letter. This letter tells you about a meeting between you and the Director of Studies to talk about an 'intervention strategy', to help you to improve your academic performance.
2. If the intervention strategy does not result in satisfactory course progress, you will be sent a 'Letter of Intention to Report - Unsatisfactory Course Progress' letter.
3. Before you are reported to DHA for unsatisfactory academic progress, you will have 20 working days to appeal. You are allowed to appeal for the following reasons:
 - if you believe that your marks have not been recorded or calculated correctly;
 - if you believe that you have compassionate or compelling reasons for not making satisfactory progress;
 - if you believe that the College has not implemented its intervention strategy and therefore has not helped you.
4. Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are things beyond your control and they can stop you from progressing through your course. These could include:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes.
- Death of a close family member such as parents or grandparents (evidence may be required)
- You must go home because of major political problems or natural disaster in your home country and this has impacted your studies

of an accident or a crime committed against you or you have been a witness to a crime. These cases should be supported by police or psychologist's reports.

Department of Education give the above examples of things that may be considered as compassionate or compelling circumstances.

5. If the problem is not resolved to your satisfaction, you can access Scots English's Appeals and Complaints process. You will have **20 Working Days** to use the College's appeals and complaints process.
6. The Director of Studies will then try to resolve the complaint with you and any other people who may be involved. This attempt at resolution must commence within 10 working days of the day you made a complaint. If you use the Appeals and Complaints process, you still must go to class while the appeals process is being processed.
7. If your appeal is successful, continuing support and counselling will be given to you and you must promise to follow the conditions agreed and the matter will not be referred to DHA.
8. If you choose not to access the appeals process within the 20 working days period, withdraw from the process or the outcome of the appeal is unsuccessful following the completion of the process, you will be reported to DHA as not achieving satisfactory course progress.
9. You will receive a 'Final Letter to Report -Outcome of Internal Review' letter outlining the reasons why your complaint/ appeal has not been upheld. You are still required to attend classes until DHA makes a decision on your visa.
10. If you are reported for unsatisfactory course progress, you are must call DHA and book for an interview immediately. DHA will give you an appointment and consider all your exceptional circumstances based on Scots English College's reports and records to make a decision whether your visa is cancelled or not.

Academic Deferral & Suspension of Enrolment Policy

At Scots English College you can only defer (start again at a later time) or suspend enrolment because of compassionate and compelling circumstances. Compassionate and compelling circumstances are explained in the previous section.

Please complete the **Enrolment Variation Request Form** at Student Services if you need to do so.

Academic Policies

Assessment Policy

Assessments are conducted on the last day of each week of study (Friday) or first day of each week of study (Monday) and test students' Listening, Speaking, Reading and Writing skills. Remember: Students are expected to spend 2 weeks at each General English level and also 12 weeks in EAP, IELTS Preparation and Cambridge Examination Preparation.

'Level up' Transfer Policy

When you start your English studies at Scots English College, you do a Placement Test. We then put you in a class to match your English language level, e.g. Beginner, Elementary, etc.

How long do I study at each level?

You must complete at least 10 weeks/ 3 months of study at each General English level:

General English Level	How long?
Beginner	10-12 weeks/ 3 months
Elementary	10-12 weeks/ 3 months
Pre-Intermediate	10-12 weeks/ 3 months
Intermediate	10-12 weeks/ 3 months
Upper Intermediate	10-12 weeks/ 3 months
Advanced	10-12 weeks/ 3 months

When can I 'move up' a class?

You can 'move up a class' if:

1. You have completed 10-12 weeks of your English level;
2. You have 80% or higher attendance;
3. You have passed most of your end-of-week tests (70%);
4. If your teacher says you are ready to 'move up' a class.

You cannot 'move up a class'
if you do not meet these requirements.

English Only Policy

<p>Advanced</p> <p>↑</p> <p>Upper Intermediate</p> <p>↑</p> <p>Intermediate</p> <p>↑</p> <p>Pre Intermediate</p> <p>↑</p> <p>Elementary</p> <p>↑</p> <p>Starter</p>	<p>→ EAP 4, or IELTS Preparation 2, or CAE Cambridge</p> <p>→ EAP 3, or IELTS Preparation 1, or FCE Cambridge</p> <p>→ EAP 2, Or PET Cambridge or PRONCOM</p> <p>→ EAP 1</p>
General English Levels	Other English Courses

Students may not use any other language in class other than English unless they are permitted to do so by their teacher.

If you do not follow this rule, a **warning letter may result**. Remember that everyone in the class has paid to study and practice English.

Your classmates need you in order to improve. **Use class time as an opportunity to practice your English skills all the time.**

Your Assessments

You will do weekly tests and monthly tests on SCOTS' E-learning platform. You will receive most of your grades instantly. You will be able to track your own progress online. You will have a test in writing, reading, listening, and speaking as well as in grammar, vocabulary and pronunciation. Your weekly tests will be 60-90 minutes depending on the class you are in.

Tests can also help your teacher to see where you and your classmates might need extra help with your English studies.

Generally, the passing grade is 50%. Your teacher may use the rubric below to advise if you have achieved the learning outcomes of the week or not.

Assessment Rubric		
Your Result	Stands for	What does this mean?
A	Achieved	Very well done! You have shown that you have achieved all the learning outcomes for your week of study
NA	Not Achieved	Help Needed! You did not show that you have achieved the learning outcomes for this week. You need to speak to your teacher
NP	Not Present	Problem! You were not in class on the day of your weekly test. This could become a problem for you if you do not do your weekly tests. You need to talk to your teacher.

Mobile Phones in Classrooms

All mobile phones must be **switched off** during a lesson. If you are waiting for a call about employment, family illness or any other call which is very important to you, please tell your teacher of the possible call before class. You should take the call outside the classroom.

The teacher must mark students absent for long phone calls taken during class. Students receiving calls during class often will be given a **warning letter**.

Change of Contact Details Policy

Your student visa says that you must tell Scots English College if you have changed your contact details (phone number, postal address, e-mail address, etc.). This is very important so that Scots English College can contact you, if necessary.

Scots English College will not be responsible for the consequences of students' failure to inform them of changes to their contact details.

Student ID Card Policy

During the first week of your course, you will receive a student identification (ID) card. You should always carry this card while you are at Scots English College. You can get a Student ID Card from Student Services who will take your photograph when you request an ID card. Your Student ID Card offers many discounts to public events, movies, museums, and more; however, it does not give you a discount for public transport in the city.

If you have lost or misplaced your student ID card, please go to Student Services and a replacement card will be issued at a cost of \$20.00

Students must meet the following responsibilities:

- 1. You must abide by all Australian Federal Government and NSW State Government laws, rules and regulations.**
2. You must arrive on time for class in order not to be marked absent (students are considered absent if more than 15 minutes late).
- 3. You must not disrupt classes by speaking in your native language.**
- 4. You must not use your mobile phones or other devices during class time unless the teacher permits their use as part of the lesson.**
- 5. You must turn on the camera during online lessons and participate in activities.**
6. You must treat fairly and courteously other students and staff.
7. Consuming food and drink in the classroom or at the computers is not permitted.
8. You must not damage college property or premises.
9. Scots English College is a drug and alcohol-free Environment. The use, sale or distribution of alcohol and/or prohibited drugs on the College premises is strictly forbidden at all times. Starting your classes affected by or becoming affected by the use of substances when you are at the College is breaching Scots English College's policies and is subject to severe disciplinary action.
10. Firearms and knives: You must not bring firearms, knives or any weapons to the College. If you are found with these on school premises, you will be expelled.
11. Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building at least 4 meters away from the entrance.

Please remember that misbehaviour can lead to expulsion from the College and your enrolment will be cancelled if your misbehavior is inappropriate or your conduct seems to endanger people at the College. The Director of Studies may impose the penalty of permanent exclusion from Scots English College in the case of physical or verbal abuse of students or staff of the College, repeated or severe misconduct, or in the case of criminal acts.

As a new student, you will be asked to acknowledge and sign the following Student's Code of Conduct.

Student's Code of Conduct:

1. I will strive to complete my studies to the best of my ability through goal setting and careful time management. I agree to take full responsibility for my actions.
2. I will dress appropriately in an acceptable, neat and tidy manner.
3. I will make every effort to be on time for class. I will show good behaviour and I will notify the College if I am unable to attend any class.
4. I will treat other students and the College staff with respect and fairness and obey reasonable directions from teachers and staff.
5. I will be honest in my assessments and will not involve myself in any form of plagiarism.
6. I understand the College's copyright policies and agree to abide by the Copyright Act 1968.
7. I will not disrupt classes by speaking in my native language.
8. I will not use my mobile phone or other devices during class time unless my teacher permits their use as part of the lesson.
9. I will not behave in a way that could threaten, offend or embarrass others.
10. I take full responsibility for my absences and try to catch up outside of class times. I will treat my fellow students and staff with respect, courtesy and consideration.
11. I will not be involved in any discrimination.
12. I will look after the College's facilities and resources and personally make sure that there is no damage caused to them. I will treat equipment with care.
13. I will take all necessary care to ensure that my computer external drives are cleaned of viruses before I commence any course-related work.
14. I understand and agree that I will only receive the learning materials if I have paid for my course materials in advance.
15. I will be prepared for each lesson with the necessary stationery and textbooks.
16. I will keep Scots English College up-to-date about my address and contact numbers.
17. I understand I must maintain a minimum of 80% attendance in my classes.

18. I understand that the College reserves the right to expel a student for a serious breach of ethics which could include actions of petty theft, sexual harassment of fellow students or staff, refusal to follow a reasonable instruction from a staff member and being disruptive. If the offence is of a criminal nature, then appropriate action will be taken to inform the relevant authorities.
19. I understand that as a student at the College, I have the rights to enjoy a safe and supportive environment without harassment or discrimination.
20. I understand that I will be informed of all assessment procedures as well as results from those assessments.
21. I have the right to lodge a complaint or appeal without being victimised.

Working while studying

Your studies are the most important thing, but we recognise that some students may want or need to work part-time. Working arrangements need to be fitted in and around your study commitments.

International students may be restricted by visa condition 8101 which prevents them from undertaking any work. Students are not permitted to work until they have commenced their study. Scots English College notifies the Department of Immigration and Border Protection automatically via PRISMS when you start your study.

You can work up to 40 hours per fortnight during semester study periods and unlimited hours during semester vacation periods. If you were granted a Student visa on or after 26 April 2008, you will already have Permission to Work automatically included with your visa. Please visit <https://www.homeaffairs.gov.au/trav/visa-1/500-?modal=/trav/stud/more/work-conditions-for-student-visa-holders> for more information.

Part-time work must not interfere with your studies. Full-time students must be available to attend English classes from 8.30am to 2.30 pm., Monday to Thursday and 5.00 – 9.15pm Monday to Friday for the evening class shift.

Under no circumstances must any international student undertake work if they have visa condition 8101 (no work condition) on their visa. Failure to seek permission to work from Department of Home Affairs (DHA) will lead to visa cancellation.

Working while on a student visa

If you are a student visa holder, you (and your dependent family members) have permission to work included with your visa.

- You cannot work until you have commenced your course in Australia.
- Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session.
- You can work unlimited hours when your course is not in session (when you take an approved holiday break).
- Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:
 - is of benefit to the community
 - is for a non-profit organisation
 - is genuinely voluntary (that is, you are not paid either in cash or other board and lodging is acceptable).
- You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office.

For more information, please go to the Australian Department of Home Affairs.

Student Workplace rights

All workers in Australia, including student visa holders, have rights and protections at work. Your employer must comply with Australian workplace and immigration laws.

The amount of money your employer pays you is set by Australian Law.

The Australian Fair Work Ombudsman's Pay and Conditions Tool (PACT) website provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

Unfortunately, some employers take advantage of student visa holders. Examples include:

- Not paying employees the correct pay rate
- Not paying employees for overtime
- Working long or unreasonable hours
- Not providing employees with payslips
- Not paying employees on time

Important!

In the past, there has been some bad employers who exploited student visa holders by not paying them properly or by breaching students' work rights. Some of these employers told their student employees that they would cancel their visas if the students did not accept illegal workplace conditions.

Employers cannot cancel your visa

Only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

The Fair Work Ombudsman

The Fair Work Ombudsman is an independent statutory office. They provide free services to all workers and employers in Australia including student visa holders.

Their main role is to:

- help make, productive and cooperative workplace relations
- ensure compliance with Australian workplace laws

Their free services include:

- a single point of contact for reliable and timely information about Australia's workplace relations system
- educating people working in Australia about fair work practices, rights and obligations
- assessing complaints or suspected breaches of workplace laws, awards and registered agreements and some Fair Work Commission orders

The Fair Work Ombudsman can give you further information and advice about your workplace rights and obligations, and has workplace information translated into different languages.

For further information please visit <https://www.fairwork.gov.au/contact-us>

Cancellation and Refund Policy

Scots will apply the following refund policy where applicable:

1. The application fee, accommodation placement booking fee and airport pickup fee are not refundable under any circumstances, including visa rejection.
2. If a student is refused a visa for study or for an extension of study in Australia, the tuition fee, materials fee, (any guardian fee if applicable,) and the homestay accommodation fee will be refunded in full within 4 weeks from the default day / student advice to The Scots English College day, after receiving a written claim from the student provided that all original documents and an original letter from the Australian Embassy, High Commission or Immigration Office are supplied to Scots.
3. If a student cancels their course in writing 28 days or more before the course is due to commence, 70% of the course's tuition fee will be refunded.
4. If a student cancels their course in writing less than 28 days before the course is due to commence, 50% of the course's tuition fee will be refunded.
5. No refund will be given to any student if they cancel their course after they have commenced their studies.
6. No refund will be given to any student who breaches their visa conditions or fails to meet course requirements
7. Students taking package courses that involve an ELICOS course as a prerequisite to a vocational course will be considered The Scots students from the commencement of their period of study in Australia.
8. Scots will not authorise the transfer of fees to any other institution or any other student account.
9. If a student completes the course early or 'fast-tracks', the full tuition fee and materials fee must be paid before any certification is issued.
10. If a student extends their course, they will be subject to additional fees and those fees must be paid before any certification is issued.
11. If a student changes courses after commencement of the course in which they were originally enrolled, they will be subject to the current fee structure. Students are also subject to paying a new materials fee due prior to the commencement of their new course.
12. Should Scots be unable to offer the course for which the student has enrolled, a full refund will be paid to each student who had a CoE at approved, visa granted, and studying status within 2 weeks after Scots defaults on the intended course in which the student has enrolled.
13. Students who wish to apply for a refund should do so in writing on Scots Refund Request Form, which is available in the Student Handbook and on request from the Principal Administrator.
14. A student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional compassionate and compelling circumstances.
15. Where a student defers commencement date or suspends on any other

16. In the case of a default (by the student and/or provider) on a course by Scots English College, we will give the student a statement that explains how the monies for a refund have been worked out.
17. All refund considerations will be strictly limited to the monies that Scots English College has received from the student as tuition fees only (i.e., exclusive of all non-refundable fees and agents' commission, whether this commission was deducted before or after the student payment to Scots.)
18. Alternatively, if in default, Scots will arrange for the student to be offered a place in an alternative course(s) delivered by a CRICOS registered provider at the College's expense. If the student accepts the offer of placement in an alternative course(s) in writing, the College is relieved of its liability to provide a refund to the student.
19. Alternatively, under the Tuition Protection Service (TPS) framework, if Scots is unable to fulfil 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, will provide a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by Scots. The TPS covers Scots defaults if the course Scots course does not start on the agreed starting day, or 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 Scots has had a sanction imposed.
20. This Cancellation and Refund Policy is subject to review from time to time.

Conditions of Enrolment

- Scots English College reserves the right to vary these conditions at any time without notice. Students are expected to attend 100% of classes and maintain attendance above 80% at all time. Tuition fees are not transferable to other institutions or students.
- Bank charges are deducted from refunds made by electronic transfer or bank draft.
- In cases where a student wishes to discontinue his/her course, the balance of fees is not refundable.
- Once a student has commenced their initial course they may incur an admission fee if they wish to make changes to their course structure, change of class time (if applicable) or change of course.
- If a student cannot attend classes regularly because of compelling circumstances, including health or compassionate grounds supported by independent evidence such as medical certificates, Scots English College may temporarily suspend the student's course until the student can recommence their full-time studies.
- Student Visa holders may only take holidays in accordance with their Visa conditions and cannot take holidays before 12 weeks of their course.
- Students on a Tourist or Working Holiday Visa can have 2 holidays with a combined maximum total duration of 4 weeks.
- All students requesting a holiday must complete a 'Holiday Leave Application Form', which is approved by the Director of Studies, after verifying student attendance and previous holiday periods taken.
- All students, holidays must start on Monday or the first day of the working week if Monday is a public holiday.
- Students agree to the use of their name and/or image for possible use in education-related marketing and promotional materials.
- The student agrees to take care of their own belongings at all times and will not hold Scots English College responsible for any loss, accident or damage.
- The student agrees to follow all lawful and reasonable instructions given by Scots English College, its staff or teachers, while on Scots English College's premises or participating in excursions, field trips or extra-curricular activities.
- The student will not hold Scots English College or its staff and teachers responsible for any accident, injury or loss that occurs on any excursion, field trip or extra-curricular activity.
- The student will not participate in any field trip, excursion or extra-curricular activity unless they have adequate insurance coverage, such as that which may be arranged by Scots English College on request through Overseas Student Health Cover.
- To understand the rights and responsibilities for student visa holders it is recommended that prior to enrolment students should read the ESOS Framework: <https://internationaleducation.gov.au>

suspended from their course until they have paid the fees due.

- A student who terminates or completes a course but has not paid all relevant course fees will not be issued with a statement of attainment or certificate until such monies have been paid in full.

Student Services

Scots English College provides academic and personal support to all students. Teachers and administration staff will be there to assist you with their studies and personal problems.

Academic Support

If you have any problem with your course progression, the Director of Studies will work in conjunction with your class teacher to help you improve your grades. You will be assisted with the following learning skills:

- time management
- completing additional homework assignments one to one tuition
- Independent learning focus on a particular area of weakness e.g. computer assisted language learning reading tasks, grammar exercises, trial tests.

Personal Counselling

If there is a personal problem troubling you, you should contact Student Services to make an appointment with the Student Welfare Counsellor for assistance.

Health Insurance

All international students studying in Australia must have medical insurance. If you have asked Scots English College to arrange Overseas Student Health Cover (OSHC) on your behalf, your OSHC card will be ordered during the week of your enrolment. You will receive an OSHC card by mail either at your Sydney address or it will be delivered to Scots English College.

If your card has not arrived within 3 weeks, please go to Student Services for advice.

Contact Staff at Scots

Mr Patrick Hayeck	0411 430 100
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Emergency, Health & Social Services

Academic Matters	Speak to your teacher. If you need additional assistance, ask the Director of Studies (Patrick Hayeck: patrick@scotsenglish.edu.au) for information.
Accommodation	Contact the Student Services Officer for information.
Access & Equity	Ask the Student Services Officer for information.
Counselling	<p>Telephone Counselling: Lifeline 13 11 14 Salvo Careline 9331 6000 Salvo Youthline 9360 3000 Salvo Crisisline 9331 2000</p> <p>Professional Counselling Services: Wesley Mission 9263 5555 Salvation Army 13 72 58</p>
Disability Support	Commonwealth Carelink Centre 1800 052 222 www.commcarelink.health.gov.au
Emergency services	Police/ Fire/ Ambulance 000
Health	<p>Sydney Premier Medical & Health Centre 309 Pitt Street, Sydney CBD 2000 Phone: (02) 8964 8677</p> <p>World Square CBD Medical Centre World Square Shopping Centre 644 George St, Sydney NSW 2000 Phone: (02) 9777 0024</p>
	<p>Department of Immigration and Border protection (DHA) 26 Lee Street, Sydney (next to Central Station) Phone: 131 881 http://www.immi.gov.au Study in Australia www.studyinaustralia.gov.au 03 9012 5834</p>
Legal	Law Access NSW Legal Help Line 1300 888 529 Or ask the Student Services Officer for further information.
Sexual Health	<p>Sydney Sexual Health Centre Sydney Hospital- Nightingale Wing, Macquarie St. (HIV/AIDS & STD testing, sexual health info & clinic services) Mon -- Fri: 9:00am to 8:00pm. Sat: 10:00am to 6:00pm Phone: 9382 7440 Fax: 9382 7475 www.sesahs.nsw.gov.au (follow link to the Sexual Health Centre) HIV/AIDS Information Line Phone: 9332 9700 Sexual Assault Centre Level 9 East, Queen Mary Building, Grose Street Camperdown NSW 2050 Phone: 9515 3680 Daily 9:00am to 5:00pm</p> <p>Sydney Rape Crisis Centre Provides 24-hour telephone & counselling support. Phone: 9331 0505</p>

Useful Australian Websites

<http://www.whereis.com.au> – Searchable online Sydney maps

<http://www.whitepages.com.au> – Australian White Pages

<http://www.yellowpages.com.au> – Australian Yellow Pages

<http://www.xe.com/ucc/> - Currency Conversion

<http://www.cityrail.nsw.gov.au> – Trains

<http://www.sydneybuses.nsw.gov.au> – Buses and ferries

<http://www.131500.com.au> – Transport Info Line

<http://www.realestate.com.au> – Finding Accommodation

<http://www.domain.com.au> – Finding Accommodation

www.flatmate.com.au - Finding Accommodation

Active Lifestyle Information

Library

NSW State Library Macquarie Street, Sydney Phone: 9273-1414

Hours: Mon to Thurs 9 am ~ 8 pm; Fri 9 am ~ 5 pm; Sat to Sun 10 am ~ 5 pm

Sports

Sydney University Sports & Aquatic Centre, Darlington Road,
Darlington, NSW Phone: 9958 5799; Hours: 5:30am ~ 10pm

Post office

Australia Post office

1 Mitchell Rd, Alexandria NSW 2015

Opening Hours: Mon to Fri 9am to 5pm

Banks—Get a bank as soon as possible and sign up for a bank card!

Commonwealth Bank South Eveleigh

Shop 5, Building 2/1 Locomotive St, Eveleigh NSW 2015

Hours: Mon to Fri 10am ~ 4pm or 5pm

Places to Eat near Scots English College

During class break time, you can use our kitchen facilities which include the following:

- Fridges
- Microwaves
- Hot and cold water
- Free tea and coffee making facilities

It is cheaper to bring your own lunch and to use the school facilities. However, if you wish to buy lunch or food outside the College, there are some local outlets that may provide what you are looking for:

Cafes & Restaurants

Charlotte's Little Sister

Address: 3/1 Central Avenue, Eveleigh NSW 2015.

Egg of the Universe (temporarily closed)

Address: Yerrabingin House - 2 Davy Road, Eveleigh NSW 2015

Funkichino

Address: Cicada Innovations Plaza, 6 Cornwallis Street, Eveleigh NSW 2015.

Lobby Boy

Address: Axle, 5 Central Avenue, Eveleigh NSW 2015.

Sette Café

Address: 8 Central Avenue, Eveleigh NSW 2015

English Pathways

Scots English College offers you General English courses that meet a broad range of language needs and academic goals. Below is the pathway of English courses:

General English	English for Academic Purposes	IELTS Preparation	Cambridge Preparation	Pronunciation & Communication
Advanced	EAP 4	IELTS Preparation 2	Cambridge CAE	Pronunciation & Communication
Upper Intermediate	EAP 3	IELTS Preparation 1	Cambridge FCE	
Intermediate	EAP 2		Cambridge PET	
Pre-intermediate	EAP 1			
Elementary				
Beginner				

Guidelines for placement in English Language course levels:

The minimum number of weeks of English study required to progress from one level to the next is 10-12 weeks for the General English EAP, IELTS Preparation and Cambridge Preparation courses.

Placement Test

If you do not have a current IELTS or TOEFL result, you will need to sit a placement test which you do on the morning of the first day of the course (Orientation day). See your Offer Letter for the exact dates of Orientation Day.

Scots English College insists that all new students, regardless of presentation of previous English proficiency certificates, sit a placement test on their first day.

If you are studying English with Scots English College online offshore due to COVID-19 and if your SCOTS course is expected to provide a direct entry into your principal course with a higher education provider partner, you must complete the Password English test invigilated by a SCOTS Staff member via Zoom.

Exit testing

You will be given a test at the end of each week of study. Your result in these tests will be used to determine your progressing to the next level. Weekly testing occurs in the four macro skills, reading, writing, speaking and listening.

Our courses are designed around a twelve-week syllabus. To progress to the next English level, students must complete a 12-week cycle and receive an average of 70% for all examinations.

More about our ELICOS Programs

ELICOS programs have multiple start and end dates so that students can join anytime and study for their chosen number of weeks. ELICOS courses do not always have a finite duration. All courses are language-focused, with a broad purpose of improving the students' language proficiency. The majority of courses do not have minimum language proficiency entry requirements. Students are tested and placed in the appropriate language level on arrival. The courses do not lead to an award qualification, i.e. a higher education or AQTF qualification. Such courses are called 'non-award' courses.

Scots English College accepts international students with a variety of visa types, e.g. some students may have student visas, which are covered by the regulatory framework of ESOS and National Code 2018, while others may have non-student visas (e.g. tourist, working holiday, etc.) which are not covered by any existing regulation and therefore do not have welfare and consumer protection conditions. Scots English College ensures that even though reporting obligations do not apply to students in non-student visa holders, quality provisions are applied equally to all students regardless of visa type.

For students at risk of not making satisfactory progress, Scots English College will take relevant steps or in other words, put in place, an "intervention strategy" to assist or advise students who are at risk of not satisfying course requirements. The intervention strategy may include steps including counselling, withdrawal for small group or one-to-one tuition, setting additional homework or language tasks, assistance with finding materials or resources on the internet, etc.

The table below shows Scots English College's language programs from which you may choose:

ELICOS Programs	Levels	Duration
General English	Beginner	10 weeks
	Elementary	10 weeks
	Pre- Intermediate	10 weeks
	Intermediate	10 weeks
	Upper Intermediate	10 weeks
	Advanced	10 weeks
Cambridge Exam Preparation	PET Cambridge	12 weeks
	FCE Cambridge	12 weeks
	CAE Cambridge	12 weeks
IELTS exam preparation	IELTS lower	12 weeks
	IELTS higher	12 weeks
Pronunciation & Communication	PRONCOM Intermediate	10 weeks
English for Academic Purposes	EAP 1	12 weeks
	EAP 2	12 weeks
	EAP 3	12 weeks
	EAP 4	12 weeks

Course Descriptions

General English (CRICOS Course Code: 093611C)

This course is designed for students who want to improve their ability to communicate in English for social and work situations. General English also provides students with a solid foundation to progress to other English courses or vocational training courses. It is offered at 6 levels: Beginner, Elementary, Pre- Intermediate, Intermediate, Upper-Intermediate and Advanced.

The General English course develops all 4 skills – listening, reading, writing, and speaking. This program enables students to use English with greater confidence, develop their ability to understand conversations and television programs, read fiction and non-fiction texts with understanding, speak with increasing fluency, clarity and accuracy, activate their existing grammar, and develop a greater range of accuracy, and understand both of formal and everyday English.

Classes in the General English program are topic based, interactive and use a mixture of teaching and learning materials including course books, television, radio, CDs, DVDs and computer software. Course content focuses on the development of communications skills with a balance of speaking, listening, reading and writing tasks.

English for Academic Purposes (EAP) (CRICOS Course Code: 092779J)

This course is offered at 2 levels (Upper-intermediate and Advanced) and is designed to prepare students for success in academic post-secondary courses and in the IELTS test. EAP develops academic language as well as study skills.

EAP students will learn how to listen and take notes in lectures, give oral presentations and group discussion, write academic essays, and read academic texts.

The EAP course enables students to understand spoken English in conversations, discussions and lectures and to take notes, speak clearly and confidently, apply a range of reading skills in order to understand and make notes on a variety of written texts, express in writing facts, ideas and opinions using correct and appropriate vocabulary, grammatical structures and other features of academic writing and use a range of study skills (including research skills) in order to synthesise information and ideas from different sources.

Many of the skills learned in the EAP course can be directly transferred to the skills and language focus to the IELTS Preparation course and test.

IELTS Preparation (CRICOS Course Code: 092780E)

This course is designed for students who intend to take the IELTS test for further study or work where English is the language of communication. This course will prepare students to undertake either the General Training or Academic IELTS test modules. Course content includes tuition to improve speaking skills (including interview techniques), listening strategies, reading and writing strategies and practice tests to simulate the kinds of tasks included in the IELTS test.

IELTS measures test taker's ability to communicate in English across all 4 language skills

wishing to go to university and higher (tertiary) education in Australia. The General IELTS test is for students who want to study vocational courses or as proof of your English level for migration purposes.

Cambridge Examination Preparation (CRICOS Course Code: 093245J)

Cambridge English Language Assessment is part of the University of Cambridge and has been providing English language assessments and qualifications for over 100 years.

Cambridge's English exams are recognised around the world by thousands of employers, universities and government ministries as proof of ability to use English.

Cambridge English: Preliminary (PET) and Cambridge English: First (FCE) are designed for learners who need English for work, study and travel

Cambridge English Advanced (CAE) is recognized by more than 6,000 educational institutions, businesses and government departments around the world as proof of high-level achievement in learning English. CAE has become a natural exit level for many school learners, due to ever-growing demands for English language proficiency and is accepted around the world for higher education study, work and migration purposes. Scots English College Cambridge Examination Preparation course is designed to help students prepare for the Cambridge examinations. The course has three levels:

1. Cambridge Foundation (PET) Preparation course – CEFR = B1 Level
2. Cambridge First (FCE) Preparation course – CEFR = B2 Level
3. Cambridge Advanced (CAE) Preparation course – CEFR = C1 Level

Each course is of 12 weeks' duration. Courses may be taken separately in preparation for each Cambridge examination or can be taken as a pathway, for example Foundation & First may be completed in preparation for the FCE examination or Foundation, First and Advanced may be taken in preparation for the CAE examination.

Student Safety

Australia is a multicultural country. The Australian Bureau of Statistics reports there are 200 different languages spoken by immigrants which suggest close to that number of nationalities live in Australia.

This multicultural mix means that, in general, Australia is a diverse and tolerant nation, Sydney, of which Parramatta is a suburb, is ranked as the 10th 'most liveable cities in the world by the Mercer's Quality of Living Survey. However, because Australia is mostly an urban society, crime does occur.

Australia prides itself on the quality of education it provides to international students, who greatly contribute to it being seen as of a friendly and welcoming society.

Scots English College tries to create a safe environment at its campus in Sydney for all its students and staff. We also try to provide students with relevant and useful information about personal safety. A member of the NSW Police visits our premises

Scots English College also provides information to international students about safety and security in the Students' Handbook which is provided to every new student during Orientation.

If a student encounters a threatening situation, he/ she may also contact the NSW Police by dialling 000.

Our Student Service can assist students with non-urgent situations, if we cannot assist student directly, we will refer students to the relevant external agency.

There are numbers of practical, common sense steps that everyone including international students can take. These steps are particularly important when travelling after dark:

What can I do for my own personal safety?

Do not carry large amounts of cash. Only bring the amount that you need with you for your journey. Do not travel through isolated areas particularly at night time. When possible, do not travel alone.

Keep your valuables out of sight or if possible, leave them at home.

Avoid situations and places where others are behaving in a loud and unruly way. Report suspicious people or activities to the police.

The Australian Government is taking steps to ensure international students remain confident that Australia will not tolerate discrimination or the victimisation of students who are guests in our country.

What is discrimination?

Discrimination occurs when someone is treated unfairly because they happen to belong to a particular group of people or have a particular characteristic.

In NSW many types of discrimination are against the law. The laws dealing with discrimination help give everyone in NSW an equal chance.

For more information, go to the Anti-Discrimination Board of NSW's website, <http://www.lawlink.nsw.gov.au/ADB>

What is victimisation?

Victimisation is against the law in Australia. It is against the law for anyone to hassle or victimise you or treat you unfairly because:

- you have complained to your employer or another person about discrimination or harassment;
- you have complained to the Anti-Discrimination Board; or
- you have supported someone with a discrimination or harassment complaint, or acted as a witness in a discrimination or harassment case.

For more information, go to the Anti-Discrimination Board of NSW's website, <http://www.lawlink.nsw.gov.au/ADB>

COVID-19 prevention measures

1. Strict safety and social distancing measures on campus:
 - a. Queue and stand on cross-marked spots for your temperature to be taken by SCOTS staff upon arrival.
 - b. If you have been in a COVID 'Hotspot' or high-risk area, report it to staff immediately.
 - c. Download the COVID-safe App – scan the QR code off the wall signs.
 - d. Do not cluster on campus.
 - e. Wear a face mask in the classroom – ask for one at reception (please note limited stock is available).
 - f. Use the sanitizers stations at reception and in designated classrooms.
 - g. Practice good hygiene on campus – frequent handwashing, sneezing inside elbow, covering mouth when coughing etc.
 - h. Use the sanitizer-wipes to wipe the computer mouse and keyboard prior to use both in the computer room and common area.
2. Attendance:

If you are feeling unwell or under duress because of your financial situation, you are recommended to speak with the DOS, Patrick Hayeck, and he may be able to provide solutions.
3. A full return to online learning if necessary

Pending new COVID developments, SCOTS may opt to fully return to online delivery at any time it deems it risky to deliver its courses on campus.

STUDENT SELF ASSESMENT RECORD

Name of your English Course (General English/ IELTS Prep. or EAP): _____

When you receive your results from you teacher, record them in the table below to keep a track of your progress.

Key:

Your teacher will give you one of the following scores: A/ / NA/

NP A = Achieved NA = Not Achieved NP = Not Present

STUDENT'S NAME:				STUDENT ID NUMBER:			
COURSE: GENERAL ENGLISH			LEVEL:		TEACHER:		
	R(/20)	W(/20)	S(/20)	L(/20)	G/V (/20)	TOTAL%	My comments
WEEK 1							
Date:							
WEEK 2							
Date:							
WEEK 3							
Date:							
WEEK 4							
Date:							
WEEK 5							
Date:							
WEEK 6							
Date:							
WEEK 7							
Date:							
WEEK 8							
Date:							
WEEK 9							
Date:							
WEEK 10							
Date:							
WEEK 11							
Date:							
WEEK 12							
Date:							

Notes: