



ELSIS

ENGLISH LANGUAGE
SCHOOLS

ORIENTATION **GUIDE** SYDNEY



WELCOME TO ELSIS

The English Language Schools

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

To find out more about the ESOS framework and your rights as an international student go to:

[www.internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](http://www.internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)

On behalf of the staff and students, we welcome you to ELSIS and hope your stay in Australia and your time in this school will be an enjoyable one.

In the first few weeks after your arrival you will have many questions to ask about a great many new experiences. Our Orientation session and the information we provide you in this manual should be of help to you. ELSIS staff are friendly and here to help you, so don't be shy... if you need help please ask for it. Our Director of Studies, Associate Director of Studies, coordinators and office staff are able to assist you with any personal or academic concerns. Your school mates are another source of useful information. Remember they have been in your situation longer, and will already have found answers to the questions you may have.

Learning English in Australia will probably be very different to learning English in your own country. Students at ELSIS are expected to contribute and participate in class discussions and other activities. These valuable learning experiences will help you to settle into the school more easily, and help you get to know your school mates more quickly.

Study hard, but remember to take time to relax and make new friends. At ELSIS we provide a friendly learning environment where students of many different nationalities come together. You will find that the teaching staff at ELSIS are friendly and devoted to helping you reach your goal - learning English. We hope that your time with us is enjoyable and your English course is successful.

Cherie Soto
Director of Studies

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OUR STAFF

Director of Studies	Cherie Soto
Associate Director of Studies	Rima Ibrahim
Coordinators	Alan Furnell Lesley McNiven Lily Kwon
Student Services Officers	Ali Hijazi Rowan Highfield Amal Ibrahim
CozyStay Homestay/2 Stay Accommodation	Eveline Eidt Amanda Chierici
Student Engagement Officer	Monica Gasparotto

If you have a problem or a grievance,

WE WANT TO HELP YOU

Orientation sessions at ELSIS are held each Monday for new students. If you miss your Monday orientation session, you must attend one either the next day or following Monday.

Please Contact:

RE-ENROLMENT

- Your Agent
- Marketing Staff (make an appointment at reception)

ACCOMMODATION

- 2Stay
- Cozzystay

REQUEST LEAVE

- Student Services

ACADEMIC

- Director of Studies (DoS)
- Associate Director of Studies (ADoS)
- Coordinators

WELFARE AND PERSONAL

- Director of Studies (DoS)
- Associate Director of Studies (ADoS)
- Coordinators
- Welfare Officer

ISSUES

- Student Services

Please remember you are welcome to bring a friend to any discussion to help you with your English or to help you discuss your problem.

If you still have a problem, you can also contact:
Overseas Student Ombudsman
www.oso.gov.au
Ph: 1300 362 072

WHO YOU SHOULD SPEAK TO...

To move to another class

Speak to your class teacher first, and he/she will discuss your problem with you. Your teacher will then speak to their coordinator to make a decision. If you are dissatisfied with the result, please see the coordinator.

Action: Teacher ⇨ Student Services for an appointment ⇨ Coordinator

To discuss your academic progress

Speak to your class teacher first. If you wish to discuss the matter further, you can make an appointment with a coordinator.

Action: Teacher ⇨ Student Services for an appointment ⇨ Coordinator

To talk about further education

Please see the Student Engagement Officer who will be happy to discuss any academic matters with you, and inform you of other academic options.

Action: Student Services for an appointment ⇨ SEO

To talk about your Homestay accommodation

Please see our accommodation coordinators - Eveline/ Amanda. They know the Homestay families so are the best people to speak to if you have any questions or problems.

You should also talk to the accommodation coordinator if you wish to end or extend your homestay. It is necessary to give two weeks notice if you wish to end your homestay earlier than arranged, or you will have to pay 2 weeks accommodation fee as a penalty.

Action: Student Services for an appointment ⇨ 2Stay

Any personal problem that you would like to discuss

Please see the counsellors, Welfare Officer, the Associate Director of Studies or the Director of Studies. They are experienced in dealing with problems that overseas students have in adjusting to studying and living in another country.

Action: Student Services for an appointment ⇨ Welfare Coordinator, ADoS or DoS

To extend your visa

Please see the Marketing Department to arrange for further study, and Student Services to organise any certificates or other documentation necessary for you to submit to the Department of Home Affairs (DHA). If you have an agent they will be able to help and advise you about this process.

Action: Student Services ⇨ DHA or your agent

To request Holidays (Non-student Visa)

Please ask Student Services on level 1 to request a holiday. They will check your enrolment and decide if you are permitted to take a holiday.

Action: Student Services

Problems with College rules

Please see the Director of Studies or Associate Director of Studies if you have any problems with College rules or wish to make a complaint. We also have a feedback form if you wish to write about something.

Action: Student Services for an appointment ⇨ DoS, ADoS



STUDENT VISA REQUIREMENTS

Student Attendance and Course Progress

- ELSIS is required to monitor your attendance and course progress while you are studying. This is to ensure that you are able to complete your course within the expected time stated on your CoE, and to meet the conditions of your student visa.
- You are required to study in class for 20 hours per week. In order to be able to continue your studies, receive a graduation certificate and keep your visa, you must progress academically and have a minimum attendance of 80%. All absences are marked hourly, with 4 hours absent considered as one session (class day) absent.
- If, during your time at ELSIS, your attendance or progress is low, we will activate an Intervention Strategy to give you every opportunity to be successful in your studies.
- If you are sick and cannot come to school, you should visit a doctor to get a medical certificate that covers the period of time you were absent. You must give the certificate to your teacher on the first day that you come back to school. This is important to show on your student record.
- Please note that on a Student Visa, your first priority must be to attend school. You are permitted to work 40 hours per fortnight (2 weeks), however, we must remind you that the reason the Australian government has given you a student visa is so you can study English.
- For immigration purposes, The English Language School in Sydney (EL SIS) needs to have your accurate and current address and telephone number in Australia. It is very important that you update your RTO profile page if your contact details change within 7 days as per your visa condition.
- Information about you may be made available to Commonwealth and State agencies.

Private study

It is advised that you study 5-15 hours per week out of class time. It is expected that academic subjects require 10 -15 extra hours and General English 5-10 hours.

General Intensive English

You will be given a textbook and will work through certain units in your class. Your teacher will let you know beforehand when progress tests are to occur. These are tests to show how you have progressed in your studies, and do not mean that you have attained a certain level or will automatically proceed to the next level; however, if you are not in agreement with the teacher, we do have level tests available – see your teacher or coordinator.

English for Academic Purposes

If you are studying in an EAP course, it is your responsibility to keep up to date with assessments and to be aware of the grades required for your pathway.

Leave

Leave can only be taken after your course has finished. It is only granted during your course for compassionate reasons such as illness or death in the family. Student Services can give advice regarding leave.

Refunds

EL SIS will refund tuition fees in some circumstances. Please refer to your Offer Letter, Appendix B.

WORKING WHILE STUDYING

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Taxation Office. It is free of charge.

To apply for a tax file number you will need your passport, address in Australia and in your home country, email address and contact numbers. Just go to the following link:

[https://www.ato.gov.au/Forms/How-to-use-the-online-TFN-registration-\(Permanent-migrants-and-temporary-visitors\)/](https://www.ato.gov.au/Forms/How-to-use-the-online-TFN-registration-(Permanent-migrants-and-temporary-visitors)/)

Publicity Photos

Please note that from time to time you may be photographed. These photos may be at a class graduation, barbeque or a party. ELSIS reserves the right to use the photograph for publicity purposes such as in our brochures and on our website. If you don't want your photo to be used, then please tell the Marketing Department.

Find us on FACEBOOK

How to Find “EL SIS SYDNEY” FACEBOOK

Go to www.elsis.edu.au and click on the “Join us on Facebook” link OR Search on Facebook for “EL SIS” OR Follow this link

<http://www.facebook.com/EnglishForLifeSydney>



- Make friends
- Practise English
- Chat with your teachers
- Find out about ELSIS activities
- Find out the events in Sydney

- Upload, share pictures and tag yourself!
- Special offers for ELSIS students
- Keep in touch with ELSIS friends forever!
- # ELSIS_SYDEnglishForLife

SCHOOL FACILITIES

Location

ELSIS is centrally located in the Sydney CBD, on Level 1-2 at 160-166 Sussex Street, Sydney. Shopping facilities, banks, train stations and tourist attractions are all within easy walking distance.

No Smoking

This is a non-smoking building. You must leave the building if you wish to smoke. Please do not throw cigarette butts on the ground, or you may be fined by the Sydney City Council Rangers.

Student Common Room and Kitchen

These areas are designed for you to relax, have lunch or chat with school friends. They are equipped with microwave ovens and refrigerators where you can keep your food if you would like to bring lunch or dinner to the school. There are also vending machines. This is purely for students, and therefore is your responsibility to keep everything clean and tidy.

Computer Room

In the breakout area next to Student Services there are computers installed for your use. You can access your email and the internet. Computers are only to be used outside class time. WiFi access is also available free of charge.

Learning + Resource Centre

On level 2 you can work on self access materials or writing tasks. It is a quiet area for self-study. We have a small collection of reading materials which are available to students. You can borrow one book for two weeks. Please see your class teacher if you would like to borrow a book.

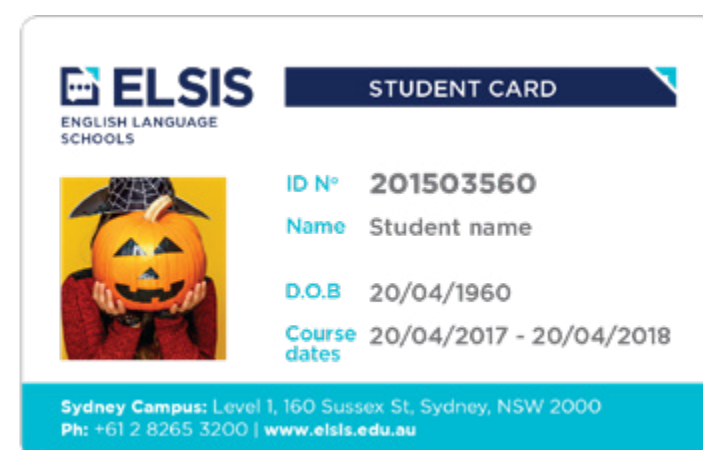
Individual Tutorial

If you feel you are having difficulty with a particular area of English, or would like to work with a teacher on an individual basis, you can make an appointment for an individual tutorial. Please write your name on the booking sheet on the ELSIS Website. Choose "enrol" then "Free Workshops" then choose "workshop" and register.

Post

If you wish to have your mail sent to you at the College, the address to give your family and friends is:

**[Your Name]
c/o ELSIS (English Language School in Sydney)
Level 1, 160-166 Sussex Street Sydney,
NSW, 2000 Australia**



ELSIS STUDENT CARD

To receive an ELSIS Student Card, you will need to apply through Student Services on level 1. With an ELSIS card you can get discounts for many things such as movies, theatres, museums. We have arrangements with local businesses where you can get discounts also.

[Check with the Student Engagement Officer](#)

Fees & Charges

DESCRIPTION	AMOUNT \$AUD
TUITION FEE (LATE PAYMENT)	
Less than 14 days	\$50.00
14 days to less than 28 days	\$100.00
28 days or more	\$200.00
SERVICE FEES	
Change of Course (1st time)	\$0.00
Change of Course with exceptional cases	\$100.00
CoE Extension	\$50.00
Deferment of Enrolment before commencement	1st change: \$0, from 2nd changes: \$50.00
Deferment of Enrolment after commencement	\$50.00
Documents confirming enrolment/academic details	\$10.00 (per document)
Instalment Plan	\$50.00
Photocopy	\$0.20 (per copy)
Posting and Handling Certificates admin fee	\$20.00
Print Credit	\$5.00 minimum (20 cents per copy)
Qualification Reissue Fee	\$50.00
Re-admission Fee	\$50.00
Scan	\$0.20 (per copy)
Change of Campus Fee	\$0.00

Document processing time is 5 working days minimum

Timetables

Timetable 1

TIMES	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:15am - 10:15am	Class	Class	Class	Class	Class
10:15am - 10:30am	Break	Break	Break	Break	Break
10:30am - 12:30pm	Class	Class	Class	Class	Class

Timetable 2

TIMES	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
12:40pm - 2:40pm	Class	Class	Class	Class	Class
2:40pm - 3:00pm	Break	Break	Break	Break	Break
3:00pm - 5:00pm	Class	Class	Class	Class	Class

Timetable 3

TIMES	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
5:10pm - 7:10pm	Class	Class	Class	Class	Class
7:10pm - 7:30pm	Break	Break	Break	Break	Break
7:30pm - 9:30pm	Class	Class	Class	Class	Class

Shift changes

If you need to change your class from one shift to another, for example evening classes to morning classes, then you will need to complete a Student Request Form at reception before 3pm Thursdays. Classes are changed on Monday.

**NOT ALL SHIFTS MAY BE AVAILABLE
NOT ALL COURSES ARE AVAILABLE FOR ALL TIMETABLES.
DEPENDING ON YOUR LEVEL, YOU WILL FOLLOW ONE OF THESE TIMETABLES.
PLEASE NOTE THAT WE RESERVE THE RIGHT TO CHANGE YOUR TIMETABLE AT ANY TIME.**

ELSIS WORKSHOPS



Work Ready Skills



Hospitality



Individual Tutorials
(one-on-one with a teacher for 20 minutes)



IELTS Test Practice



Academic Writing



Pronunciation

www.workshop.eca.edu.au/Registration

WORKSHOPS ARE
FREE
AND OPERATE
WEEKLY.



OVERSEAS STUDENT

Health Care

If you entered Australia on a student visa and arranged your OSHC policy through ELSIS, the cost of your insurance will have been included in your initial fees. The policy gives you insurance cover with Allianz, and includes basic medical and hospital fees Australia wide. Your OSHC policy number can be found in your COE in the comments section.

Once your OSHC policy is active you will be sent an email instructing you on how to access your E-OSHC card. It may take up to 4 weeks from the date that you commence your course to receive your E-OSHC card.

If within this period you need to visit the doctor, pay the bill and keep the receipt. Apply online (https://www.oshcallianzassistance.com.au/member_student/login.aspx) for a refund of the standard doctor's fee set by the Government.

Direct Billing means that if you hold a current OSHC Allianz policy and attend one of the providers listed, the bill will be sent directly to the OSHC provider for payment and you will not have to submit a claim. Some Medical Providers may charge you a co-payment. A 'co-payment' is an amount that you will have to pay and that cannot be claimed for a refund.

We recommend that you download the app:
www.oshcallianzassistance.com.au/app

For more information please contact
Student Services

Electricity Emergencies:
Energy Australia
13 13 88

Poison Information Line
13 11 26

What to do in an emergency

On your first day of school, you will be shown where to find the fire stairs. You will walk down the stairs to the street exit on Sussex Street and go to the ELSIS Emergency Meeting Point.

In case of an emergency at school you must:

- Follow your teachers' instructions
- Leave the building via the fire stairs. Do not take the lift.
- Meet with your teacher at the ELSIS Emergency Meeting Point
- Wait for further instructions from your teacher

If first aid is required at school, students should report to their teacher or Student Services on Level 1.



If you ever have an emergency and need help from FIRE, POLICE or AMBULANCE SERVICES dial (free) 000 from ANY public telephone or mobile telephone

Other phone numbers which may be of assistance during an emergency are:

**Police - Ambulance - Fire
000**

**Gas Emergencies:
AGL 13 19 09**

**Water Emergencies:
Sydney Water
13 20 90**

About SYDNEY CBD

The Sydney CBD area is the main commercial area in Sydney and is well serviced by banks, restaurants, shops, post offices and public transport.

BANKS

All the major banks have a branch in the city centre; ANZ, HSBC, Westpac, The Commonwealth Bank, St. George, and National Australia Bank (NAB).

Opening hours are 9:30am to 4:30pm Monday to Thursday, and 9:30am to 5:00pm on Fridays. Automatic Teller Machines (ATM's) are available 24 hours at most banks, but you should avoid using them late at night, for security reasons.

When you go to a bank to open an account, you will need to take your Passport with you, as well as two (2) other forms of identification and tell the bank officer that you are a student.

POST OFFICE

Opening hours are from 9:00am to 5:00pm Monday to Friday, and they offer a range of services including payment of bills, stationery items, cards and wrapping, faxing, calendars and diaries and small gifts, as well as the usual range of postal services. Some major post offices are open on Saturday mornings. The nearest Post Office to ELSIS is on the corner of Market St and York St, next to Westpac bank.

SHOPPING

Sydney City has many shopping areas, department stores and arcades. The Queen Victoria Building (QVB), Harbourside Shopping Centre, and Pitt Street Mall are close to school. The major department Stores are David Jones and Myer, and supermarkets, (Woolworths and Coles) are nearby.

Opening hours vary, but are generally 9:00 am to 5:30 pm on Monday, Tuesday, Wednesday, Friday and Saturday; 9:00 am to 9:00 pm on Thursday; and 10:00 am to 4:30 pm on Sunday.

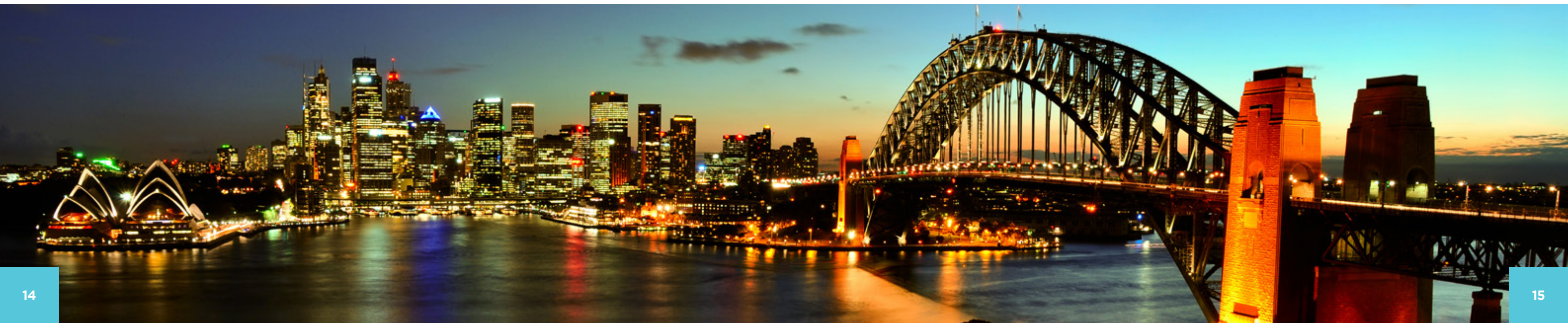
EATING

Sydney City offers a wide range of eating choices from cheap take-aways to expensive restaurants, covering many different cuisines. There are also several Asian supermarkets located nearby in Chinatown, and Health Food shops in the shopping centres.

SPORTS FACILITIES

Sydney city and nearby suburbs are very well served by sport facilities, so if you want to continue playing the sport you played at home, or if you want to take up a sport while you are here, the following list should help:

Tennis	Cooper Park, Bellevue Hill - Moore Park Tennis Courts, Moore Park - Waverley Park Tennis Court, Waverley - Maccabi Tennis Centre, Bondi
Swimming	Cook & Phillip Aquatic, Fitness and Recreation Centre - City Andrew (Boy) Charlton Pool - City Ian Thorpe Aquatic Centre, Ultimo Prince Alfred Park Pool, City Victoria Park Pool The beaches (Bondi, Coogee, Bronte, Clovelly, Manly, Cronulla, Maroubra, Tamarama, etc)
Ten-Pin Bowling	Randwick Bowl, Randwick Mascot (Gardeners Road) Darling Harbour
Golf	Bondi Golf Links, North Bondi Moore Park Golf Link, Moore Park Eastlakes Golf Course
Martial Arts	Huge variety - see Yellow Pages under Martial Arts
Gym	Cook & Phillip Aquatic, Fitness and Recreation Centre - City Fitness First - Market and Sussex Streets Fitness First - Pitt Street Fit n Fast - Liverpool Street Make sure you ask if they offer student discounts



SYDNEY

General Information

Climate

The climate in Sydney is mild, and the seasons are distinguishable from each other. For those of you who live near the Equator, you will notice a distinct difference between Summer and Winter, and that we have no Wet Season. For those of you who come from countries higher up in the Northern Hemisphere, you will notice that our Summers and Winters happen at the opposite times of the year to what you are used to.

Sydney can be quite humid around February. The average yearly rainfall is 75 - 130 mm, and it can be very windy sometimes.

SUMMER	December - February	25 - 30 °C
AUTUMN	March - May	12 - 18 °C
WINTER	June - August	10 - 15 °C
SPRING	September - November	15 - 25 °C

Currency

Australia uses a Decimal currency system, where 100 cents = one dollar (\$). We have six coins - 5c, 10c, 20c, 50c, which are silver coloured, and \$1 and \$2, which are gold. We have five notes, made from plastic - \$5 (pink /purple), \$10 (blue), \$20 (red), \$50 (yellow), and \$100 (green).

Driving

If you have had a licence in your own country for more than a year, you can apply for an Australian Driving Licence, but you must pass a driving test. If you are on a Student or Working Holiday visa and studying for 10 weeks or less you can drive using your International Licence, if you already have one. Roads and Maritime Services (RMS) which is part of Service NSW, is at 19 York Street (near Wynyard Station) and will be able to advise you of what you have to do and where you need to go to arrange an Australian Licence.

If you are a member of your country's motoring club and you have your membership card, you can get free information and maps from NRMA, located on George Street.

Entertainment

There are many nightclubs and theatres located throughout the city as well as bars, and restaurants. There is also a good selection of gyms and health clubs. The Rocks area, Chinatown and also Darling Harbour are all within easy walking distance. The George Street cinema precinct is close by. You must be 18 years of age to go to a pub, club or gambling venue (such as Star City Casino). You may be asked to show your ID or passport in order to enter these places.

Public Transport

Town Hall, St James and Wynyard train stations are only 10 minutes walk from ELSIS and these stations will give you access to most locations around Sydney. Students living in the Eastern Suburbs can choose train or bus transportation to the city and most trips take about 10 - 30 minutes. Buses run regularly and there are bus stops near ELSIS.

The famous Bondi Beach is a 40 minute bus or bus/train ride east from the city, and Manly is 30 minutes by ferry from Circular Quay. Being in the city gives you an excellent starting point to access some of the 26 beaches that are within the Sydney area. All students who use public transport should purchase Opal Cards from designated venues, which can be used for all transport. Overseas students must purchase an Adult Opal Card (black colour).

Parks

Hyde Park is a ten minute walk from ELSIS, and offers a peaceful retreat from the bustle of the City. Centennial Park is 20 minutes by bus from the city and offers horse riding, rollerblading, cycling and running as some of the more popular activities. However, just walking and enjoying the trees and lakes, or even feeding the ducks, is very relaxing. Barbeque facilities are also available for those wanting to have a picnic.

Libraries

The State Library of NSW is located in Macquarie Street and is open to the public during extended business hours. Students are able to join the public libraries located in the areas they are living in. Sydney City Library is located in Customs House in Circular Quay.

Health Facilities

Sydney city has many doctors and dentists to choose from, should you need to be treated. There are also chiropractors, podiatrists, dietitians, physiotherapists, Chinese herbalists, optometrists and many specialists. For the service you need, visit www.yellowpages.com.au. Make sure you take your current healthcare card with you.

PEC CITY CLINIC

SUITE 22 650 GEORGE STREET, SYDNEY NSW 2000
Phone: (02) 8267 8300
Additional Notes: JAPANESE SPEAKERS
International students pay approximately \$47 co-payment/ gap

TOWN HALL CLINIC

LEVEL 1, 50 YORK STREET, SYDNEY NSW 2000
Phone: (02) 9299 4661
Additional Notes: SAME DAY CONSULTATION.
OPEN 7 DAYS (8AM-6PM). BY APPOINTMENT ONLY.
International students pay approximately \$40 co-payment/ gap

CBD MEDICAL PRACTICE

LEVEL 1, 70 PITT STREET, SYDNEY NSW 2000
Phone: (02) 9231 1000
International students must pay \$25 co-payment/ gap

MEDECO MEDICAL CENTRE

LOWER GROUND FLOOR, SHOP 9.01,
WORLD SQUARE Phone: (02) 9264 8500

THE CITY DENTIST

LEVEL 3, 491 KENT ST, SYDNEY NSW 2000
Phone: (02) 9264 0222

SYDNEY INSTITUTE OF TRADITIONAL CHINESE MEDICINE

LEVEL 5, 25-29 Dixon St, Sydney NSW 2000
Phone: (02) 9212 1968

MYHEALTH MEDICAL CENTRE

8/151 CASTLEREAGH ST, SYDNEY NSW 2000
Phone: 8197 3388 - 8am - 6pm

GEORGE ST MEDICAL CENTRE

308 GEORGE ST, SYDNEY NSW 2000
Phone: 9238 3211 - 7:30am - 5:30pm

Useful Telephone Numbers

Name	Address	Phone Number
Ambulance/ Fire Brigade /Police Emergency		000
Prince of Wales Hospital	High St Randwick NSW	2031 02 9399 0111
St. Vincent's Hospital	Victoria St Darlinghurst NSW 2010	02 8382 1111
Medical Services (24 Hour Service)		02 93893133
Dental Emergency Service (24 Hour Service)		029663 4237
Poison Information Centre		131 126
Translating and Interpreting Services		131 450
NRMA (24 Hour road service)		131 111
Taxis Combined		8332 8888
Sydney Taxis		131 008
Department of Home Affairs (DHA)	26 Lee Street Sydney	131 881
ELSIS	Level 1, 160-166 Sussex Street Sydney	Ph. 02 8265 3200

SYDNEY CBD MAP



ELSIS (Sydney Campus)
Level 1, 160-166 Sussex Street, Sydney, NSW 2000
61 2 8265 3200 | www.elsis.edu.au