



CTIC English

Student Orientation Handbook

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Website: ctic.com.au
 E-mail: info@casstraining.com.au
 Address: Ground Floor, 48 Lime Street
 Sydney, NSW 2000, Australia
 Phone: +61 2 9279 2400, 9279 2899

WELCOME TO CASS TRAINING INTERNATIONAL COLLEGE (“CTIC”)

The teachers and the staff welcome you to our wonderful college. We are proud of our high teaching standards and excellent student results and we also hope you enjoy the friendly spirit of our college. Your English will improve at CTIC and you will make a lot of new friends from many different countries. We try to give you the best experience of being and studying in Australia.

We have courses in General English and other specialist courses as advertised. If you are not sure of dates of the specialist courses, check the notice boards or speak to someone in the Marketing department.

If you have any questions or problems with your study please speak to your teacher.

- Please speak only English at the College
- Arrive on time
- Do your homework
- Practise your English
- Enjoy studying with CTIC

Address and Contact Details

Address: Ground Floor, 48 Lime Street Sydney, NSW 2000, Australia
 Phone: +61 2 9279 2400, 9279 2899
 Email : info@casstraining.com.au

STUDYING WITH CTIC

We have one English campus located in Sydney.

Timetable	Morning Session		Evening Session
Lesson 1	8:45am – 10:25am	Lesson 1	4:45pm – 6:45pm
Tea Break	10:25am – 10:40am		
Lesson 2	10:40am – 12:15pm (GE + Academic)	Break	6:45pm – 7:00pm
	10:40am-12:45 pm (RE classes)		
Lunch	12:15pm – 12:45pm (GE + Academic)		
Break	12:45pm-1:15 pm (RE classes)		
Lesson 3	12:45pm – 2:30pm (GE + Academic)	Lesson 2	7:00pm – 9:00pm
	1:15pm - 2:30pm (RE classes)		

What happens on Orientation Day?

All English students are tested on day one of their course so that they can be placed in the correct class for their current level of English.

What class am I in?

After the test, the Academic Manager will tell you your:

- Language level
- Class name
- Teacher’s name
- Room name

At the end of the Orientation session, the SSO (Student Services Officer) will give you a tour of the school to show you the class rooms and facilities.

In General English there are 5 class levels – Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate, and Advanced.

Your teacher will give you a copy of the textbook every Tuesday. The textbook is called “Cutting Edge”. For Real English course we have a main advanced level, Real English 3 and two preparatory levels, Real English 1 and Real English 2. You have in-house created course books for the Real English class.

If you have any problems or difficulties with your class or at the college, please speak to your teacher or the Academic Manager. They will help you.

The College has a Counsellor to help you if you need help. You can also speak to the Academic Manager or the SSO.

Counselling services

A counsellor is available for free consultations. Make a booking at reception or send an e-mail

Tanya Caminina	Guy Campbell
8am – 5pm on Thursday	3pm – 5pm Monday to Thursday
effectivesolutionsinfo@gmail.com 0431 272 770	student.services@casstraining.com.au 61 2 9279 2400

How do I know if I am making progress?

1. Midterm Test

Every 6 weeks you will do a test, a midterm and an end of term test. Your teacher uses this test when thinking about moving you up a class. If you do go up a class, you will start that new class the next week.

2. Class Assessment

The teachers also do tests every week. This helps the teacher and you to learn what you need, and which language areas need more work.

3. Can I change my class or level if I want to?

If you perform well in the midterm tests your teacher will send you to the next level. If you think you need to change your class please speak to your teacher.

Please note that you cannot change class the same day or the same week. All changes happen on the following Monday.

Where can I go for help?

The SSO can help you with information on:

- attendance
- sick leave
- leave of absence (holidays)
- change of address
- payments
- health insurance
- work permission
- general college information

The SSO sits at the reception desk. If you need the SSO to do something for you, please complete a “request form” also at the reception desk. Please note it can take 5 working days to process some requests.

What if I change my address?

You must tell the SSO if you change your address. Go to reception and complete the “change of address form” as soon as you change your address. This is a visa requirement for Student Visa holders.

Do I need health insurance?

International students studying in Australia must have health insurance. Australia has health cover for international students in Australia. This is called Overseas Student Health Cover (OSHC). You must have this health insurance if you are on a student visa in Australia. Australians have Medicare but international students have OSHC.

The SSO will get your OSHC number for you. It will take about one week for the card to arrive. Please be patient and ask reception for your card.

If you come to Australia on a different visa, you will not get OSHC so we recommend you buy your own health insurance or travel insurance.

Can I work while I am studying?

Student visas allow you to work in Australia. For more information please go to :

<http://www.border.gov.au/>

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

COLLEGE POLICIES

Students' Responsibilities

- Come to class
- Do not be late for classes
- Learn English quickly
- Always tell the College where you live. If you change your address, you must tell the college.
- Switch off your mobile phone in class at all times
- Do not eat in class
- Take responsibility for your things while at the College
- Do not drink alcohol or smoke while in the College
- Respect teachers and staff: treat people in the way you want others to treat you
- Log in to ctic.com.au to familiarise yourself with college policies.

English Only Policy

Speak English in the College at all times. This will improve your English very quickly. Sometimes, in the classroom, the teacher will use your language to help you. They might use a dictionary or another student to help you, or they might ask you to help a student.

Attendance Policy

Attendance is very important, especially for student visa holders. If your attendance is bad, the College must tell the immigration department. The College will give you 2 warning letters before your attendance goes below 80%. If you get a warning letter, please see the SSO.

- You must attend a minimum of 80% of classes
- You will get a 1st warning letter if your attendance goes below 90%
- You will get a 2nd warning letter if attendance goes below 85%
- If your attendance goes below 80% we will tell the Immigration Department and the Immigration Department might cancel your student visa.

You can check your attendance at the front reception desk or by asking the SSO. Your teacher cannot show you the class attendance records.

You must be in class on time. If you arrive more than 15 minutes late for class, you will be marked absent for that lesson. Student Visa holders must attend classes 20 hours per week.

Sick Leave

If you are sick for more than 2 days you must get a Doctor’s Certificate for the dates you cannot attend. You must also phone and tell the Student Support Officer. Take the doctor’s certificate to reception and we will copy it and keep it in your student file. We will record the details on our student data base. Please keep your original doctor’s certificate safe.

Special Leave

Special leave can be given for compassionate reasons, for example, if there is a death in the family.

Holiday Leave

Only long term students (more than three months) can take holidays. You can not have a holiday in the first 10 weeks of study. Students must ask the college for a holiday one week before your holiday and you must ask for the holiday on a Monday or a Tuesday for the holiday to be in the following week. Holiday requests will not be accepted on Wednesday, Thursday or Friday. You must give your request to the SSO. You must take a holiday for a Monday to Friday week. You cannot start your holiday in the middle of the week. If you want to leave Australia, you need a “multiple entry” visa.

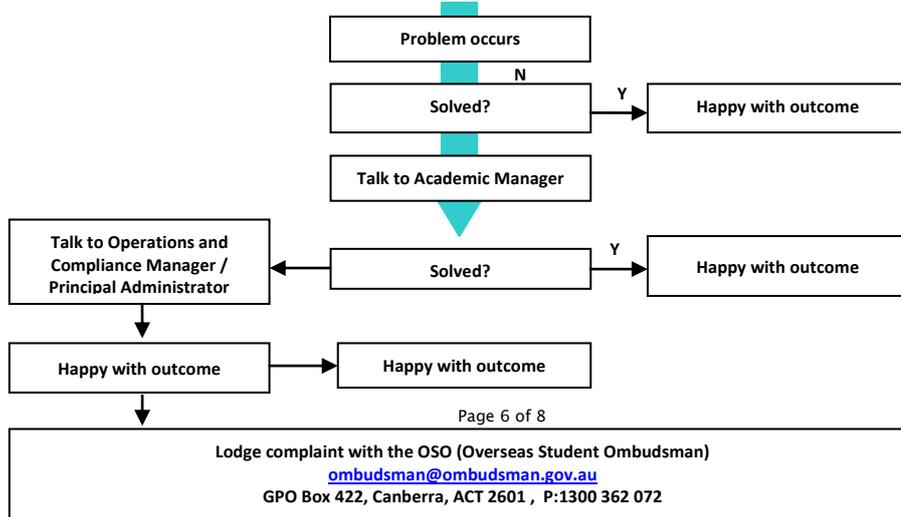
Student Behaviour

As a student of the college you will be required to follow a behavioural code of conduct. The following can get you expelled from the school, reported to the Department of Immigration & Border Protection and if the activities are against Australian law, be reported to the police.

- 1) Using tobacco products, including electronic cigarettes.
- 2) Drinking alcohol.
- 3) Drugs, using or possessing,
- 4) Disobedience or harassment of your Teachers, the Academic Manager, other School Staff Members.
- 5) Providing the school with fraudulent documents and medical certification
- 6) Bullying, hazing, aggressive behaviour like fighting, making loud or disruptive noises, coercion, threats, intimidation, harassment, extortion, or encouraging or helping others to do these things
- 7) Using violence against another student.
- 8) Damaging property—school property or the property of others.
- 9) Stealing property, trying to steal property, or possessing stolen property.

Complaints and Appeals Procedure

If you have a problem at CTIC please follow these steps. You can bring an assistant, friend or support person to help you.



ADDITIONAL INFORMATION

Australia in General

Australia has six States (New South Wales, Victoria, Queensland, Western Australia, South Australia, and Tasmania) and two important Territories, which are the, Australian Capital Territory and the Northern Territory. Australia has people from all the different countries in the world. Since 1945, over six million people have come to Australia, looking for a new home. You will learn a lot about Australia in your class. Please don't be shy – if you have a question about Australia, please ask your teacher.

Living in Sydney

When you first arrive in Australia, money from other countries can be changed at the bureau de change. These are near airports, banks and hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in almost any currency. Big hotels and some shops, will take travellers cheques

Banks

Opening a local bank account is easy for overseas visitors if you open it inside six weeks of arriving in Australia. Give your address and passport to the bank and they'll open the account and send you an Automatic Teller Machine (ATM) card. If you open a bank account after six weeks, you need to give the bank more identification (I.D.), such as a passport, a birth certificate or an international driving licence with photo.

Sydney Transport

If you travel in Sydney, the Blue Mountains, Central Coast, Hunter or the Illawarra, your best ticket is an Opal card. Opal is a smartcard that you load value onto and pay as you go for use across all modes of transport. For information on buses, ferries and trains go to the website at: <http://www.transportnsw.info/>

- Bus – www.sydneybuses.info
- Ferry – All ferries depart from Circular Quay. For more information, visit the website at: <http://www.transportnsw.info/tickets/ferry>
- Train – Trains run from around 5am to midnight. For more information visit the website at: www.cityrail.info

Accommodation

Students can rent accommodation through a real-estate agent. Rental accommodation is advertised in local newspapers and websites (www.gumtree.com.au, www.realestate.com.au or www.domain.com.au). You might need: your passport, 4 weeks bond, and a guarantor. Average rent per week near the city is \$250 (rent only). For more information visit the website at: www.fairtrading.com.au (the renting guide).

Food

Sydney has food from almost every country in the world, including of course China, India, Japan, Thailand, Spain, Germany, France, Italy, Turkey, and Brazil etc. Lunch or dinner will cost from \$10 to \$20.

Driver's License

To drive a car in Australia, you must have a driver's license and the car must be registered with the government. If you have a driver's license from another country, in English or with an official translation, you are allowed to drive for your first three months after arrival. After that if you want to drive, you must take a driving test. There are strict laws about driving and drinking in Australia.

Emergency Contacts

Free Interpreting and Translation Assistance

If you need an interpreter, you can ring the TIS telephone interpreting service, 24 hours a day, 7 days a week. The number is 131 450.

Police

In emergency, you can call: 000 or 112 from a mobile phone. You do not need credit for emergency calls. You will have to choose one of the following: Police, Ambulance or Fire Brigade.

Give them your name and address.

Consulate-General Addresses

Consulate General of the Arab Republic of Egypt 6/33 York St, Sydney, NSW 2000 (02) 9290 1822

Consulate-General of Brazil 45 Clarence St, Sydney, NSW 2000 (02) 9267 4414

Consulate-General of the People's Republic of China 39 Dunblane St, Camperdown, NSW 2050 (02) 8595 8002

Consulate General of France St Martins Tower, 31 Market St, Sydney, NSW 2000 (02) 9268 2400

Consulate-General of the Federal Republic of Germany 100 William St, Sydney, NSW 2000 (02) 8302 4900

Consulate-General of the Republic of Indonesia 236-238 Maroubra Rd, Maroubra NSW 2035 0467 227 487

Consulate General of India 265 Castlereagh St, Sydney, NSW 2000 (02) 9223 2702

Consulate-General of Japan, Sydney 1 O'Connell St, Sydney, NSW 2000 (02) 9250 1000

Consulate-General of the Republic of Korea Level 10/44 Market St, Sydney, NSW 2000, Phone: (02) 9210 0200

Consulate-General of Mongolia 23 Alfred Rd, Forest Lodge NSW 2037 nigel@aumnbc.com.au

Consulate General Of Nepal 9 Napier St, North Sydney, NSW 2060

(For more information please visit Consulates in Australia <http://protocol.dfat.gov.au/Consulate/list.rails>)