



**English**  
**Student Handbook**  
**2020**

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### **Welcome to Cass Training International College (“CTIC”)**

At Cass Training International College, CTIC, we strive to provide the perfect blend of education, opportunities and lifestyle for our students. Dynamic and experienced teachers, modern campuses, superior educational programs and our commitment to quality come together for an ideal and supportive learning environment.

This handbook has been created to help you understand how we do things at CTIC and provide general information about the college and Australia.

If you cannot find the answer to your question in the Student Orientation Handbook or you would like more information, please ask one of the staff members. We are sure the time you spend with us will be rewarding!

### **Staff**

CEO – Jindi Thind

General Manager – Richard Suchovsky

Academic Manager – Maxine Feutz

Student Services Officers (SSO) – Larissa Gutierrez, Lorena Garcia

Teachers – Carmen Doughan, Svitlana Raits, Jane Valentine, Paula Runnals, Elena Beloborodova, Richard Kelly, Andrew McMahon, Julia Bakowicz, Paul Treacy, Andrew Orr, Judith McDonald, Natalia Paklina, Arturo G Nicholls, Tayla Hack

All teachers must have TESOL qualifications and relevant experience. They are to be familiar with the needs of international students and are committed to working as part of a team to achieve the education quality standards for our students.

### **Studying with CTIC**

<b>Timetable</b>	<b>Morning Session</b>		<b>Evening Session</b>
<b>Lesson 1</b>	<b>8:45am – 10:25am</b>	<b>Lesson 1</b>	<b>4:45pm – 6:45pm</b>
<b>Tea Break</b>	<b>10:25am – 10:40am</b>	<b>Break</b>	<b>6:45pm – 7:00pm</b>
<b>Lesson 2</b>	<b>10:40am – 12:20pm</b>	<b>Lesson 2</b>	<b>7:00pm – 9:00pm</b>
<b>Lunch Break</b>	<b>12:20pm – 12:50pm</b>		
<b>Lesson 3</b>	<b>12:50pm – 2:30pm</b>		

### **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 number

At the end of the Orientation session, one of our friendly Student Services Officer will give you a tour of the premises, facilities and surroundings.

### English Programs Overview

CTIC provides five different English programs for students. Our *General English* program is open to all students. There are five levels from Elementary to Advanced. Our *English for Academic Purposes* is specifically designed for students who wish to go on to further educational courses (vocational or higher education). The *IELTS Preparation* program and *Cambridge English* course are designed for students wishing to undertake English language exams in the future. Our signature course *Real English* is teaching students practical “Real” English and focuses on student interaction, speaking and presentation skills.

An English Placement Test is required for the *English for Academic Purposes* or *Cambridge Test Preparation* Courses, unless IELTS score or equivalent is provided on application. For the English and academic entry requirements for the *English for Academic Purposes* program or *Cambridge Test Preparation* courses, refer to the prospectus or the program description.

### Study Pathways

Learners who successfully meet the criteria of the current level may advance to the next levels of English courses.

Entry Level (approximate CEFR equivalents)	Courses available at CTIC					Study one of our vocational qualifications
	General English:	Real English:	IELTS Preparation:	EAP:	Cambridge English:	
<b>C1/C1+</b>	Advanced 12 weeks	Advanced 12 weeks	Advanced	Advanced 12 weeks	CAE 12 weeks	
<b>B2/B2+</b>	Upper-Intermediate 12 weeks	Upper-Intermediate 12 weeks	Upper-Intermediate	Upper-Intermediate 12 weeks	FCE 12 weeks	
<b>B1/B1+</b>	Intermediate 12 weeks	Intermediate 12 weeks				
<b>A2/A2+</b>	Pre-Intermediate 12 weeks	Pre-Intermediate 12 weeks				
<b>A1/A1+</b>	Elementary 12 weeks	Elementary 12 weeks				

### Program Extension and Repeating Programs

**Extensions:** If you need to extend your course, no additional study can commence until the primary course period is completed. Additional tuition fees charge applies.

**Repeating:** If you need to repeat any part of your program, additional administration fees apply. You are not able to transfer the fees already paid for other programs to cover these additional costs. Depending on the program there may be additional material fees.

## **SUMMARY OF KEY POINTS:**

- If you need to **extend or change, defer or suspend** your class, **talk to a Student Services Officer**. Fees may apply.
- If you **need any support** in your **personal, study or working life, talk to a Student Services Officer!**
- If you have concerns about your **attendance or academic results, talk to a Student Services Officer or Academic Manager!**
- In case of life threatening **emergency contact 000** for fire, police or ambulance! For non-life threatening emergencies contact:
  - Maxine Feutz – M: 0452 536 770, E: [academic.manager@casstraining.com.au](mailto:academic.manager@casstraining.com.au)
  - Richard Suchovsky – M: 0411 529 575, E: [richard@casstraining.com.au](mailto:richard@casstraining.com.au)
- Before starting classes you must do a **placement test** and **orientation session**.
- You **must attend at least 80% of your 20 hours of weekly classes** to meet your visa conditions. You will be **marked late** if you attend **more than 20 minutes after class starts**.
- If you are **sick** you **must provide a medical certificate** as proof of illness!
- You **must not fail** to meet **course progress requirements for two terms in a row**.
- **Weapons, drugs, alcohol and disrespectful behaviour and language is not allowed on campus**.
- You must **inform CTIC staff** of any **change to your personal information** (phone number, email, address, etc) **within 7 days** of the change.
- **Fees** must be **paid before commencing study** and **one term in advance**. **Late fees apply** for late payments.
- **Refunds may be available** by submitting a **Refund Application Form**. All refunds will be **paid to the person who made the payment within 28 days of the application being approved**. **Reasons for approving** a refund include:
  - Visa rejected/not extended by Department of Home Affairs (DHA)
  - Student withdraws from study more than 28 days before the course starts
  - Any provisional requirements are not met by the deadline
- You **must have Overseas Student Health Care (OSHC)!** If you need help with this, **talk to a Student Services Officer!**
- If you have any problems that haven't been resolved in a way that makes you happy, the Overseas Student Ombudsman is the next person to talk to:
  - Email: [Ombudsman@ombudsman.gov.au](mailto:Ombudsman@ombudsman.gov.au)
  - Phone: 1300 362 072
- If you **need free legal help, talk to Legal AID NSW** and if **it is not private**, your **Student Services Officer** can help you with this.

### **Abbreviations used in this handbook:**

ESOS	Education Services for Overseas Students Act 2000
OSHC	Overseas Student Health Cover
RTO	Registered Training Organisation
TPS	Tuition Protection Scheme
eCoE	Electronic Conformation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
CTIC	Cass Training International College
ASQA	Australian Skills Quality Authority
NEAS	National ELT Accreditation Scheme

### **Introduction**

Cass Training International College is a trading name for Cass Training Pty Ltd.

Australian Business Number: 19 056 455 620

National Provider Number: 90309

CRICOS Number: 00956C

### **ESOS Framework**

CTIC is a Registered Training Organisation. It is registered by the Australian Skills Quality Authority (ASQA) under the VET Quality Framework (VQF) including the Standards for Registered Training Organisations (RTOs) 2015.

It is also registered on CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students). Training Organisations who appear on the CRICOS Register are governed by the ESOS (Education Services for Overseas Students) framework which consists of a number of pieces of legislation including the ESOS Act 2000 and the National Code of Practice 2018 for Registration Authorities and Providers of Education and Training to Overseas Students. These laws are in place to protect overseas students and to uphold high quality standards of education within Australian Education <https://internationaleducation.gov.au>

### **Education Services for Overseas Students (ESOS) Act 2000**

The provision of education and training services to overseas students in Australia is regulated by the Department of Education (DET) through the Education Services for Overseas Students Act (2000) and associated legislation.

The purpose of the legislation is to protect the interest of people coming to Australia on student visas, by providing tuition and financial protection and by insuring a nationally consistent standard for all registered providers.

All prospective students should be aware of the ESOS framework. For detailed description visit: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

### **Protection of Fees**

CTIC protects students' fees through the implementation of the Tuition Protection Scheme (TPS) which ensures the protection of student fees via governmental legislation.

As a CRICOS provider (00956C), CTIC must comply with the ESOS Act, associated legislation and regulations. There are penalties for failure to comply.

### **Code of Conduct**

CTIC is committed to creating and maintaining an environment for all employees and students that is safe and free from violence and harassment. Courtesy, understanding and mutual respect towards all persons is necessary for excellence in what we do, for safety in the workplace and in creating an environment that serves all our needs.

The College will not tolerate actions of a violent nature or threats of any kind.

Violence includes but is not limited to:

- any act that is an assault
- any threat or behaviour or action that is interpreted by a reasonable person as having the potential to:

- harm or endanger the safety of others
- result in an act of aggression or
- destroy or damage property

Disciplinary action will be taken in the event of a violent act or threat of a violent act towards another person or property at work or a work-related event. Any threat or violent act should be reported to the Operations Manager or the Principal Executive Officer.

### **Code of Conduct for Students**

In agreeing to study with CTIC you agree to:

- strive to complete your studies to the best of your ability through goal setting and careful time management. You agree to take full responsibility for your actions;
- dress appropriately in a neat and tidy manner and not wear hats in class;
- make every effort to be punctual and attentive for lessons and to behave in a manner befitting any workplace;
- notify the College if you are unable to attend any class;
- treat other students and the College staff with respect and fairness and obey reasonable directions from trainers and staff;
- be honest in your assessment events and not to involve yourself in any form of plagiarism;
- understand the Cass Training International College's copyright policies and agree to abide by the Copyright Act 1968;
- follow safe working practices including wearing footwear and using safety equipment where necessary;
- not behave in a way that could threaten, offend or embarrass others;
- take full responsibility for your absences and endeavour to catch up outside of class times so that you don't disadvantage other students;
- treat your fellow students and staff with respect, courtesy and consideration;
- not be involved in any discrimination;
- look after College facilities and resources and personally make sure that there is no damage caused to them;
- treat equipment with care;
- be prepared for each lesson with the necessary equipment, written material and writing materials;
- promise to keep the College up to date in relation to your address and contact numbers;
- understand that the College reserves the right to expel a student for a serious breach of ethics which could include things like petty theft, sexual harassment of fellow students or any staff, refusal to follow a reasonable instruction from a staff member and being disruptive.
- understand that as a student at Cass Training International College you have the rights to enjoy a safe and supportive environment without harassment or discrimination and that you will be informed of all assessment procedures as well as results from those assessments. You also have the right to lodge a complaint or appeal without being victimised.

### **Access and Equity**

Cass Training International College Access and Equity Policy (CASS-QA-AEP01) states:

1. All prospective students are to be afforded equal access to College courses, regardless of nationality, racial origin, religion, age, sex or physical disability.
2. There are no prerequisites or barriers to course access.
3. An equal opportunity policy operates in the classroom.
4. Students are afforded equal access to learning in the classroom or College environs.
5. There is no discrimination of any kind within the classroom or learning environment.
6. Trainers have the responsibility of identifying students who have learning difficulties and referring them to the administrative staff for further assessment. Those with major difficulties will be referred to the student counsellor who will determine the nature of the difficulty and refer the student to the appropriate institution or professional for remediation. Those with difficulties which can be dealt with in the College will be assisted at this level by the appropriate personnel.

### **Selection and Enrolment**

Selection and enrolment at CTIC is carried out in an ethical and responsible manner and we encourage people to apply for enrolment without discrimination through a variety of means. Applicants must be 18 years old or over.

### **Student Visa Requirements**

All students should be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 hours per week
- Students must attend a minimum of 80% of all scheduled contact hours for each term
- Students must provide current and accurate contact details to the education provider. If contact details change, students are required to give a change of details form to the college.
- Students who obtain work rights on their visa (Student Visa – 500) are able to work up to 40 hours per fortnight while the course is in session.
- School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school (for fees for dependants of overseas students seeking enrolment in NSW government schools please see [www.dec.nsw.gov.au/](http://www.dec.nsw.gov.au/))

For more information about visa conditions visit <http://www.border.gov.au/>

### **Overseas Student Health Cover**

All international visitors to Australia under a Student Visa are required by law to have Overseas Student Health Cover (OSHC). Students are required to pay for this cover prior to arriving in Australia. Students are covered by the OSHC from the day they arrive in Australia, until the end date of their visa.

- On enrolment all international students must pay a fee for health insurance in accordance with the length of their course.
- Cass Training International College forwards payment and application on behalf of new students to Worldcare Allianz (for policy information please see [www.allianz.com.au](http://www.allianz.com.au))
- Worldcare can take up to 4 weeks to process applications and send student AHM Cards back to Cass Training International College.
- If you have any health problems before receiving your card you are still covered. When you go to the doctor and pay for your consultation, you must ask for a receipt. AHM will reimburse your money provided you produce the receipt.

Remember you are covered from the day you arrive Australia (even though you may not have your card).

### **Accommodation and living expenses**

Estimated living expenses for an international student are approximately A\$21,000 to A\$24,000 a year. This covers food, accommodation, travel, entertainment and clothing.

#### **Suggested Weekly Budget** (figures are in Australian dollars)

Accommodation \$190 - \$300 (for a room in a shared house or apartment)

Food \$150 - \$200

Public transport \$60 - \$100

Entertainment \$50 - \$100

### **Change of Address**

Upon arriving in Australia you are required to advise us of your residential address and telephone number. If you move house it is extremely important that you give us your new address within seven days of the change. This will ensure you will receive important information about your course, fee receipts and any other important information.

### **Financial Status**

Financial requirements are determined by Department of Home Affairs

### **Students with School Aged Dependents**

Students should add a further 20% to their annual budget if they have at least one child, plus an additional AUD\$9,000 per annum for the cost of schooling if the child is of school age. For each additional child a further 15% should be added to your budget as well as the cost of the school fees.

### **Orientation and Induction**

An orientation and induction session will be held on the first day of each course commencement. The following matters will be covered:

- completion of all forms including address notification and change of address
- appeals and complaints
- attendance
- changing courses
- class timetable
- documents – photos for ID and copies of passport pages
- leave – medical and other leave
- explanation of basic requirements
- OH&S procedures, evacuation procedures, fire exits
- payments
- payments for books and copying charges
- student handbook
- tour of College
- use of the internet

This will make every student's entry to the College comfortable and all students will have a good understanding of how to undertake their studies at the College as well as students' rights and obligations.

### **College Facilities**

CTIC has been designed to provide training for career success in a professional learning environment that is both challenging and motivating. All courses are offered to Australian and International students. In line with Home Affairs requirements, all International students are required to study full-time for 20 hours per week and are required to be 18 years and above.

Facilities include:

- Computer labs
- Counselling services
- Microwave ovens, fridges, vending machines
- Misc Equipment
- TV, video, whiteboards and Data projectors

Computers and software at the College are licensed and usage is restricted. The import or export of any software, images or information is forbidden unless at the direction of the College's IT staff.

The importation or downloading of offensive material, pornography or provocative items, or software containing viruses, is a disciplinary matter that will be referred to the College Board which may impose sanctions or dismissal from the College.

General rules are:

- you may not use the computer room unless your trainer is present
- you are not permitted to download any non academic files from the internet
- you must not adjust any of the computer default settings
- you must not play computer games on College IT equipment
- you must not open and take part in 'chat' programmes
- you must not bring any food or drink into the computer room
- you must keep the room and equipment tidy and clean

- be considerate of others
- report all breakages/malfunctions/unauthorised use/tampering
- do not try to fix any equipment – refer to IT staff

The College will ensure that it has access to the staff, facilities, equipment, training and assessment materials required to provide the training &/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment.

### **Attendance**

College hours are from 8.30am to 9.30pm Monday to Friday, although classes may be held outside these hours if necessary. You need to check your timetable for the times that your classes are scheduled to take place.

All course participants are required to attend a minimum of 20 contact hours per week to meet their student visa requirements and to gain maximum benefit from the classes. Students are required to attend all scheduled face-to-face training sessions each week. At the commencement of each session, your teacher will provide a “sign-on” attendance sheet that must be initialled on arrival and departure.

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 Department of Home Affairs (DoHA) 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 can show you the attendance record only for a week, but cannot show you the class attendance records for the previous weeks.

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 cannot 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.

### **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.

### **How do I know if I am making progress?**

1. Monthly Test  
Every 4 weeks you will do a test in grammar & vocabulary and in each skill - speaking, writing, listening & reading. 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 monitor your progress and participation week-by-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 monthly tests, your teacher will ask the Academic Manager to promote you to the next level. If you think you need to change your class, please speak to your teacher and/ or the Academic Manager.

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?**

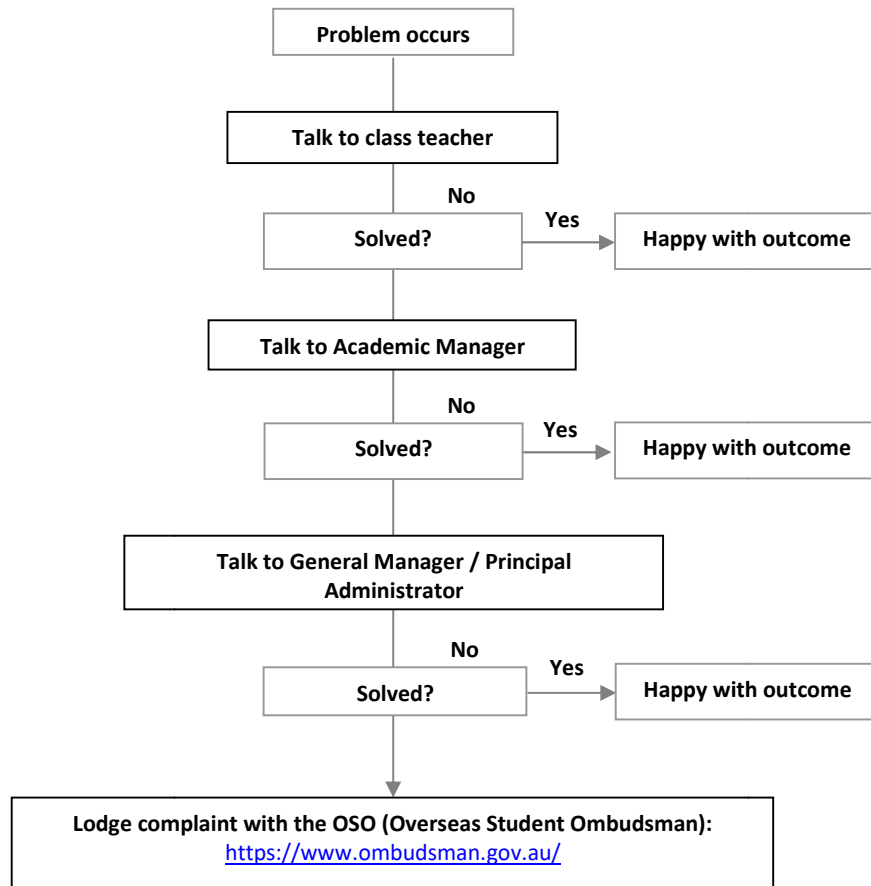
Our Student Services Officers (SSO) are here to help you or point you to the right direction. They can help you with information on:

- 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.

**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.



### **Deferral, Cancellation and Exclusion Policy**

1. Deferment of studies by international students may be permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason. Students will be required to provide evidence of the compassionate or compelling circumstances. Evidence of such compassionate or compelling circumstances must be provided to the College.
2. If a student misbehaves and/or breaches the Rules of the College, the College may defer, suspend or cancel their course. This course of action may occur due to the following reasons:
  - failure to pay course fees
  - failure to maintain approved welfare and accommodation arrangements (Visa Condition 8532)
  - any other behaviour identified as resulting in cancellation in the College's Code of Conduct.
3. Students seeking to cancel their course or to defer enrolment must make an appointment with the Overseas Student Contact Officer.
4. Students will be advised in writing of the results of their request to defer, suspend or cancel their course. The student will be informed of the College's intention to suspend or cancel his/her enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the College's internal complaints and appeals process.
5. Students have the right to appeal a decision by the College to defer, suspend or cancel their studies and the College will not notify DET of a change to the enrolment status until the Complaints and Appeals Process has been completed, unless there are extenuating circumstances relating to the welfare of the student.
6. Students will be advised that deferring, suspending or cancelling their enrolment may affect his/her student visa.
7. The College will advise the Secretary of DET via PRISMS as required under Section 9 of the ESOS Act if the student's enrolment is deferred, temporarily suspended or cancelled.
8. A record of any deferral, cancellation or exclusion from the College's courses will be recorded on the student's file.
9. A student may be excluded from an assessment in a unit for any of the following reasons:
  - academic misconduct
  - general misconduct

### **Deferment of Commencement Date**

The College will report to Department of Home Affairs any alteration in the start and end date of a course with reasons for such alteration. Generally a student is not permitted to defer or alter the start date or end date of a course.

Once an overseas student has enrolled in a course, the College will not allow the student to defer commencement of studies or suspend studies except on the grounds listed below. If a student defers or suspends the studies on any other grounds, the College will report the student as not complying with visa conditions to Department of Home Affairs via PRISMS.

The College will only grant a deferment of commencement of studies to a student for compassionate and compelling circumstances. These include but are not limited to:

- illness where a medical certificate states that the student was unable to attend classes scheduled;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
- a traumatic experience which has impacted on the student (these cases should be supported by police or psychologist's reports).

The final decision for assessing and granting a deferment of commencement of studies lies with the College Operations Manager or Principal Executive Officer.

Applications for deferment will be assessed on their merits by the Operations Manager. All applications will be considered within ten (10) working days.

### **Change of Course**

If a student decides to change the course, the student must complete a Variation to Enrolment form (Form No CASS QA VTE001) (available from the office) and submit it to the Principal Administrator. A course changing fee of \$200 will apply and students may have to pay the difference in fees.

### **Withdrawal from Courses**

If a student decides to withdraw his/her studies or return to his/her country, he/she must complete a Withdrawal Request Form (CASS-QA-CCE) which is obtainable from the Student Services Officer.

### **Overseas Student Transfers**

Providers are restricted from enrolling transferring students prior to the student completing six months of their 'principal course of study'. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letter of release need to be sighted or produced.

This policy is to ensure that the Cass Training International College (CTIC) does not enrol any transferring international student prior to the completion of six months of their principal course of study being completed unless that student has a valid letter of release agreeing to such a transfer.

The principal course of study in the package of courses is the highest course enrolled. If a student has not completed six months at the highest course enrolled, the student will not be granted a letter of release, except under compassionate or exceptional circumstances as determined by the General Manager. Also CTIC will not provide a release letter when there is an outstanding amount still owed in course fees, admin/other fees or that it is suspected that they are seeking transfer only to avoid being reported to Department of Home Affairs (DoHA) for failure to meet academic progress or attendance.

The General Manager will make the final decision as to whether to **refuse** a letter of release for any student. The College will provide the reasons in writing for refusing the request and will inform the student of his/her right to appeal (National Code Standard 10). CTIC will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the College, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

However if the request for transfer in the restricted period is detrimental to the student, CTIC may make an exemption and provide a letter of release. Any letter of release granted will indicate the name of the registered provider student is transferring to. It will be issued at no cost to the student and we shall advise the student of the need to contact DoHA to seek advice on whether a new student visa is required.

Student must apply for a letter of release using the **Withdrawal Request Form**. The Admin Manager or Student Services Officer will consider and respond to applications for a letter of release within 10 working days of their lodgement.

### **Procedure for assessing students wishing to transfer into the CTIC**

The College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;

- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change

In the event that CTIC knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study, documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.

The College will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code 2018 are met and then only in accordance with this procedure.

- An application is received from a student who is on-shore and who has indicated that they are currently studying at another institution. If they are under 18, CTIC will automatically refuse the application.
- Upon receiving signed application form the College will issue a valid Letter of Offer or Conditional Letter of Offer to the prospective student.
- Prospective student submit the Letter of Offer or Conditional Letter of Offer to the current RTO from he/she would like to transfer out. The RTO will assess the application for letter of release and make decision whether to issue letter of release or not. Note if they are in receipt of a government scholarship, they should provide a written support from the government agreeing to the change which will stand in lieu of any letter of release.
- If a letter of release or a government document is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all off-shore applicants.
- If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period of the principal course has been passed.

#### **Procedure for assessing applications wishing to transfer out of the CTIC**

Students must apply for a letter of release using the *Withdrawal Request Form*. The General Manager or delegated officer will consider and respond to applications for a letter of release within 10 working days of their lodgement.

A letter of release will normally be granted in the following situations:

1. CTIC fails to deliver the course as outlined in the Letter of Offer; or
2. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College; or
3. The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at CTIC and can demonstrate clearly how this will be alleviated through a transfer; or
4. There is evidence of compassionate or compelling circumstances; or
5. There is evidence that the overseas student's reasonable expectations about their current course are not being met; or
6. It has been agreed by CTIC that student would be better placed in a course that is not available at **Cass Training International College**; or
7. An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student; or
8. There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.

A letter of release will normally **not** be granted in the following situations:

- Student fees are in arrears;

- The proposed transfer will jeopardise the student's progression through a package of courses;
- The student has unsatisfactory academic progress;
- The student has unsatisfactory attendance;
- The student's progress is likely to be academically disadvantaged;
- The College is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using CTIC Complaints and Appeals Procedure.

A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter outlining the decision made in relation to the request for release that was sent to the student by the College is placed into the student's file.

### **Personal Information and Privacy**

Personal information provided by any student may be made available to Commonwealth and State Agencies in accordance with legislative requirements. In addition the College is required to provide information about the attendance, academic performance and address of students and any breaches of student visa conditions.

In accordance with the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000 Cass Training advises that:

1. The content of all files will remain confidential. No information obtained from any file will be discussed with anyone who does not have an appropriate reason to be involved in such discussion.
2. Information about a client will not be disclosed to a third party without written consent of the client.
3. All student files are confidential and must not be left in an insecure position. Such files will not leave the premises of CTIC.

The College will collect, manage, use and disclose personal information in accordance with all relevant legislation and standards. The College will:

- only collect personal information for lawful purposes;
- when reasonably possible, only collect personal information from the individual to whom it relates;
- only collect such information as is reasonably necessary;
- notify the individual concerned when it collects personal information either at the time of collection or as soon as practicable thereafter;
- state what the personal information will be used for;
- state who will receive the personal information;
- state if the collection is voluntary and the consequences for individuals if it is not, or only in part, provided;
- provide contact details regarding who to contact regarding access to and correction of the personal information;
- take reasonable steps to ensure that personal information holdings are relevant, not excessive, accurate, up to date, complete and that the collection does not unreasonably intrude on the personal affairs of individuals;
- retain personal information for no longer than is necessary and then dispose of it lawfully and securely
- protect personal information from loss, unauthorised access, use modification or disclosure or other misuse;
- ensure that all reasonable steps are taken to ensure that personal information is not used or disclosed without authorisation by external service providers;
- not disclose personal information outside the College or its affiliated student bodies except where:
  - the subject of the information has consented to the disclosure, or has been notified of the likelihood of the disclosure; or
  - the College is required by legislation, court order or other legally enforceable instrument and the request is in an appropriate written form; or

- disclosure is reasonably believed to be necessary to prevent or lessen a serious and imminent threat to the life or health of any person
- in no other circumstances will personal information be disclosed;
- provide students access to their personal and academic records upon request whether kept in hard copy or in electronic format. Third party access to a student's files will only be granted when the student provides written authorisation or where required by law.

### **Course Fees**

Full fees must be received before your course commences and will be held by the CTIC in accordance with the ESOS Act. At all times, fees must be paid for at least one term in advance, please refer to your detailed payment schedule in your Letter of Offer. Please note that there will be a 2% (Visa, MasterCard) and 4% (AMEX) surcharge for card payment to the College.

### **Late Payment Penalty**

A late payment penalty will apply if the tuition fee is overdue.

- \$110 per week for each week tuition fee is overdue
- Should fees remain overdue for more than 14 days CTIC will inform the student in writing of its intention to report for non-payment of fees to DoHA via PRISMS.

### **Fees, Charges and Refund Policy**

1. Student must pay a non-refundable Application/Enrolment Fee of AUD\$300. This fee can be paid along with tuition fees. If Application/Enrolment Fees are waived due to special conditions/offers it should be noted that in all refunds a deduction equivalent to the Application/Enrolment Fee of AUD \$300 will be made.
2. Students must pay for the cost of textbooks/materials for VET courses if student wishes for the College to provide them. This must be paid with the initial tuition fees and is non-refundable once the student has commenced.
3. Other fees and charges apply as listed in the Pre-Enrolment Student Handbook under the Non-Tuition Fees and Charges segment.
4. Refunds Application Process – All Requests for refund to be made in writing to the Registrar using the Application Refund Form (CASS-QA-ARFO1).
5. Non-Refundable Fees – Application/Enrolment Fees, accommodation booking fees and airport pick-up fees are non-refundable.
6. An administration charge of AUD\$200 is incurred to vary an application. An administration charge of AUD\$100 is incurred to change course sessions.
7. Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student. This policy does not remove the right to take further action under Australia's Consumer Protection Laws (<http://www.accc.gov.au/consumers/consumer-rights-guarantees>).
8. Refund – Visa Rejection
  - a. Tuition fees and OHSC are refunded in full, only if the student visa application is rejected. Students must submit written notification and copies of documents as evidence of the refusal, including a certified copy of the letter from the Australian Embassy, High Commission or immigration Office.
  - b. If a visa application is rejected for a student applying for enrolment whilst **offshore**, then the tuition fees will be refunded in full provided that sufficient evidence of visa refusal is given to the institute by the refusing Australian Embassy, High Commission or Immigration Office. The application enrolment fee of AUD\$300 is not refunded. An administration charge of AUD\$300 will apply if Application/Enrolment Fees are waived due to special conditions/offers.
  - c. If a visa application is rejected for a student applying for enrolment whilst **onshore**, before the date of the course commencement as indicated on the eCoE, then the tuition fees will be refunded in full provided that the rejection is certified. The Application/Enrolment Fee will not be refunded.
  - d. If a visa application is rejected for a student applying for enrolment whilst **onshore**, if CTIC is not notified in writing and the course has already commenced as indicated on the eCoE (Confirmation of Enrolment), a refund of the portion of tuition fees which you have paid but for which tuition has not yet been received will be paid. Proof of refusal letter must be provided no later than 4 weeks after refusal date, otherwise normal cancellation fees maybe charged. The Application/Enrolment Fee will

not be refunded. Please note that the refund does not apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa.

9. Refund – Withdrawals Prior to Course Commencement
  - a. If a student withdraws from a course 10 weeks before the course start date a full refund is given (excluding the non-refundable Application/Enrolment Fee).
  - b. Students must give written notice of their intention to withdraw from a course a minimum of 28 calendar days prior to the course commencement date. Within this period, tuition fees will be refunded less a cancellation fee of 25% of the total tuition fees already paid.
  - c. Tuition fees for students who withdraw from their course less than 28 days prior to the course commencement date will only be refunded 50% of the total course tuition fees already paid.
10. Refund – Withdrawals after Course Commencement
  - a. Accepted students who subsequently withdraw after course commencement will not have their tuition fees refunded except under exceptional circumstances.
  - b. An administration charge of \$AUD350 will apply for withdrawals after course commencement.
  - c. Commencement of the course is defined as the course start date in the first application form submitted by the student or agent and not subsequent changes to the starting date.
11. Refund – Students Enrolled in Packaged Courses
  - a. No refunds will be made after the commencement date of the course. Where 2 or more courses are packaged, the conditions apply to all the elements. Note that for packaged courses the course start date is taken to be the start date of the first course.
12. Refund – Courses Cancellations
  - a. No refunds will be made if a student cancels his/her course due to non-compliance with the conditions in the Enrolment Agreement at CTIC or any breach of the visa requirements of his or her visa imposed by the Australian Government. No refunds will be given to students who give false or misleading information to CTIC.
13. Refund – Provider Default, Reschedule or Cancelled
  - a. In the unlikely event that CTIC is unable to deliver its course in full; CTIC will refund all tuition fees paid within 14 days of the course ceasing to be provided.
  - b. Alternatively, students may be offered enrolment in an alternative and suitable course within CTIC at no extra cost. Students will have the prerogative to choose whether they will accept a full refund of course fees or accept a place in another course. Course and other fees are not transferable to another student.
  - c. If a student accepts placement in another course, the student will sign a new Enrolment Agreement with CTIC, and a new eCoE will be created
  - d. In the unlikely event that CTIC is unable to provide a refund or place the student in an alternative course offered by CTIC, Tuition Protected Scheme (TPS) administered by the Commonwealth will place the student in a suitable alternative course at no extra cost to the student
  - e. Finally if in the event the Commonwealth managed Tuition Protection Scheme (TPS) cannot place the student in a suitable alternative course, or this is not possible the student will be eligible for a refund as calculated by the TPS Fund Manager. Please refer to <http://www.tps.gov.au> for more information on the TPS.
14. Payment of Refunds
  - a. CTIC undertakes to effect payment for refunds within 28 days of receipt of the written application or claim for refund.
  - b. CTIC will deduct Bank charges for refunds made by bank draft or electronic transfer from the refund amount.
  - c. Prior to any refunds the student will receive a statement that explains how the refund amount has worked out.
  - d. The Refunds Statement will be sent by mail to the student.
  - e. The statement will be written in clear, plain English, detailing:
    - The circumstance for refund
    - How the calculations will be made
    - The timelines for processing refunds
    - The student’s rights to pursue other legal action.

15. Fees Paid to Third Party/ Agent
  - a. CTIC will not authorise the transfer of fees or payment of refunds to other institutions or any student's bank account other than the applicant's.
  - b. Fees paid by the student to a third party/person or education agent, who retains any portion of the payment for acting on the student's behalf or charges any additional fees, will not be refunded by CTIC, except the portion of prepaid tuition fees paid by the student to the Approved Education Agent.
16. Complaints Relating to Refunds
  - a. If students have any complaints in relation to refund claims, they may take up the matter using CTIC's Complaints and Appeals Procedures.
  - b. The availability of CTIC's Complaints and Appeals Processes, does not remove the right of the student to take action under Australia's consumer protection laws (<http://www.accc.gov.au/consumers/consumer-rights-guarantees>).
17. Other
  - a. If a student completes the course early, the full tuition fees and additional fees must be paid before a certificate can be issued.
  - b. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
  - c. If a student changes courses after commencement of the course in which they were originally enrolled, they will be required to pay the fees that apply to such a course at that time
18. Disenrolment
  - a. The College reserves the right to disenrol a student for breaching the Rules of the College. Should this occur, fees for the current semester would be retained by (or due to) the College.

### **Student Responsibilities**

You are required to:

- Arrive promptly to all class sessions
- Participate in all class lessons
- Speak English at all times
- Respect the culture of other nationalities
- Be well-prepared to participate – ensure that you have pens, paper etc with you
- Follow your teacher's instructions
- Leave your classroom tidy
- Attend all assessment sessions

You are not to:

- Leave mobile telephones turned on during class, it disturbs other students
- Eat or drink in any of the classrooms
- Smoke in the building. The College has a 'non-smoking' policy. You must go outside the building if you wish to smoke.
- Smoking and littering in front of the building is prohibited.

### **Student ID Cards**

Students should receive their student ID cards within one week of the College being provided with two (2) passport size photographs. ID cards may be used as proof of identity. Students are not entitled to transport concessions. Students must carry their ID cards at all times while on College premises for security reasons.

### **Student Services**

At CTIC courses are designed to provide a professional learning environment that is both challenging and motivating with the goal of employment and/or further study. All training courses conducted at CTIC focuses on improving each individual student's vocational skills which will, in turn, improve their employment opportunities.

Courses are available to Australian students full time and to international students full time on a student visa aged 18 years and older.

Before the commencement of each student intake, CTIC will provide a Compulsory induction/orientation session. At this session students will receive both a Student Handbook which details policies and procedures adopted by CTIC and an introduction to the Sydney region, including workplace regulation and expectations within the Australian economy.

### **Support and Counselling**

At CTIC, we have a Student Services Officer/s to help each student with any part of their stay and to ensure that the students are completely satisfied with their studying environment. We encourage students to make full use of this support on matters ranging from living and academic issues to private concerns at no additional cost to the student. Where possible they will be helped at College but outside assistance can be arranged. Information about professional counselling is on the Notice Board.

### **Forms**

Request/Advice Forms are to be completed for any request made or advice given to or to advice, the College, any member of staff or any student of any information, which needs to be known, or information, which needs to be received. Please come to see our Student Services Officers and they will provide you with a relevant form based on your request.

### **Occupational Health and Safety**

CTIC is required to maintain a safe working environment for all students and staff members. The responsibility for safety does not lie solely with the College. Each individual has a responsibility to work and study safely and to follow the prescribed safety guidelines throughout the work or training. Any student who detects a safety problem should notify a staff member immediately so that the problem can be rectified.

### **Security**

Please do not leave your own possessions or College materials unattended. Units of study manuals, texts or notes that have been misplaced or damaged must be replaced by the student at his or her own cost. Carry your purse or wallet with you at all times.

### **Library**

Library Books may be borrowed. Please ask at the office if you wish to borrow any book. Books should be returned as soon as possible to allow other students the opportunity to borrow them. A record is kept of the person borrowing and the books borrowed. Books which are lost or damaged will need to be replaced by the person who has borrowed the book/books.

### **Certificates**

Students are entitled to receive a Certificate of their achieved English Level at the end of their studies.

### **Evaluation/ Feedback**

Students will be requested to complete an evaluation form at the completion of their studies. Your evaluation/feedback is of paramount importance and interest to us and assists the College in ensuring its courses remain relevant to your needs. It also assists your facilitators in designing lessons that will both interest you and assist you to achieve your career goals.

### **Working while studying**

Student visas allow a student to work up to 40 hours per fortnight during the study term and full time during College term breaks. In order to work in Australia you need to have a Tax File Number. You should apply for a Tax File Number online through <http://www.ato.gov.au>

### **Copyright**

The College's Copying Policy complies with the Copyright Act 1968 and discourages practices undermining the Act. Please note that Copyright owners are entitled to take legal action against any individual who infringes Copyright.

### **Photocopying/Binding**

Students are permitted to use the photocopier at a cost of 20 cents per copy. Laminating is available at a cost of \$3 per A4 sheet.

### **Telephone Messages and Emergencies**

Students are requested to avoid unnecessary telephone contact. The College will take messages of an urgent nature only. The telephone is not available for student use. Mobile phones are not permitted to be used during College classes and should be switched off during class time and should the need arise for a student to use one while attending College they are required to use it outside of class. Sending of text messages whilst in class will not be tolerated.

### **Breaks**

A short break will be allowed to all students and this will usually occur between classes. There are snack machines and drink machines available. No food or drink is to be consumed in the classrooms and computing rooms at any time or near College equipment whatsoever.

Please note that the College premises, and the building in which the College is located, are smoke free zones. Students are required to be ready for lessons promptly following both the morning tea break and lunch break.

### **Student Bags**

Student bags can be stored under the desks and must not be left in walkways. No responsibility is taken for any items which may be left at the College. Please be conscious of the security of valuables and wallets. Do not leave any of these items in rooms which are unattended.

### **Timetables**

Please check all timetables to ensure that you are correctly enrolled in the modules you expect to study. The College reserves the right to alter topics and timetables if necessary.

### **Toilets**

These must be left in a clean and respectable fashion. Any abuse will be treated severely.

### **Visitors and Acquaintances**

Please make arrangements to meet friends outside the building either at lunch or after College. They must not come into the College premises and loiter in the corridor.

### **Useful Telephone Numbers**

- |  |              |
|--|--------------|
| • Anti Discrimination Board                            | 02 9268 5544 |
| • CTIC Main Campus                                     | 02 9279 2400 |
| • Department of Home Affairs                           | 131 881      |
| • Department of Industrial Relations                   | 02 131 628   |
| • Domestic Violence Line (24 hours)                    | 1800 656 463 |
| • Health Services Australia (Medical Examination)      | 02 8396 0600 |
| • Human Rights and Equal Opportunity Commission        | 02 9284 9600 |
| • International Directory Service                      | 1225         |
| • Legal Aid Commission of NSW                          | 02 9219 5000 |
| • Lifeline Counselling Service (Telephone Counselling) | 131 114      |
| • Office of Protective Commissioner                    | 02 9265 3131 |
| • Ombudsman  | 02 9286 1000 |
| • OSHC (Allianz)                                       | 13 67 42     |
| • OSHC Emergency Help line                             | 1800 814 781 |
| • Police, Ambulance, Fire Brigade                      | 000          |
| • Telephone Directory                                  | 12455        |
| • Translating and Interpreting Service (24 hours)      | 131 450      |

### **About Australia**

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](http://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](http://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](http://www.gumtree.com.au), [www.realestate.com.au](http://www.realestate.com.au) or [www.domain.com.au](http://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](http://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.

### **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](mailto: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>)

### **General Information**

CTIC prides itself on having a friendly and helpful atmosphere and in assisting each other. Please feel as part of our College and ASK if you are unsure about something or you need assistance of any sort.

Enjoy your course and we wish you every success.