



**English
Language
Company**

Sydney – Australia

Student Handbook



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Hello!

Welcome to ELC

Thank you for choosing to study at English Language Company. We hope that you have a fantastic time in Australia and that you enjoy your studies and make a lot of progress in English.

Studying and living in another country is sometimes challenging, especially when you first arrive. However, you will be able to use your English all the time and will soon feel more comfortable and confident. Australians are very friendly and you will always find someone to talk to and to help you. Our students come from many different countries so you are sure to make good friends from all over the world here – but only if you speak English all the time!

If you need help with anything please talk to one of the ELC team. We are here to make sure that you have the best experience in Australia. We're looking forward to getting to know you.

The ELC team

We are located at 10 Quay Street.

You can plan your trip to ELC here:

<http://www.transportnsw.info/>

For information about public transport in Sydney see page 17.

We are very close to Central Station, Sydney's main transport hub.

Follow [this link](http://elc.edu.au/wp-content/uploads/2024/06/Getting_to_ELC.pdf) (http://elc.edu.au/wp-content/uploads/2024/06/Getting_to_ELC.pdf)

for more information on how to get to ELC via public transport.

Remember:

- › Put our school phone number into your contacts
02 9267 5688. Mon-Fri: 8.00am-9.30pm
- › Please bring photo identification with you on your first day (e.g. passport).



Your first day at ELC!

On your first evening you will complete the testing, placement and orientation process. Then you'll meet your teacher and classmates.

Have you done your placement test online*?

No, I'm going to do it on my first day.

4.45pm	Arrive at ELC, welcome
5.00-6.15	English test and interview
6.15-6.45pm	Break

6.45-7.15pm	Receive your class details, coursebook**, timetable & orientation*** question & answer
7.20pm	Meet your teacher and class

Yes, I've done my test.

5.45pm	Arrive at ELC, welcome
6.00-6.30pm	Interview
6.30-6.45pm	Break

Follow your class' schedule for the rest of the day.

*Please complete your placement test online before you leave home. You will also have a speaking interview at school.

**You will have a choice of ebook or hardcopy coursebook. If you want an ebook please bring your laptop to school with you.

*** This is a short orientation on the first day to answer any questions you may have.

Please watch your full orientation video online before arrival.



Studying at ELC

Evening courses



You have enrolled in one of our 'major' courses. This is your main course of study for 18 hours per week. Full-time students also take compulsory English Extras classes for 2 hours per week on Fridays.

MAJOR COURSES



18hrs/week



ENGLISH EXTRAS



2hrs/week

YOUR NEEDS

This is your main course of study.

Choose from:

- › **General English**
- › **Cambridge Exam Preparation**
- › **Academic English**
- › **IELTS Exam Preparation**

YOUR INTERESTS

These are our range of special interest classes. Evening students will have different options every Friday. **These classes are compulsory.** Options could be:

- › **Conversation**
- › **Exam skills clinics**
- › **Speak Out**
- › **Pronunciation**
- › **Workplace English**

Course level guidelines

CEFR	GENERAL ENGLISH COURSE	CAMBRIDGE ESOL	ACADEMIC ENGLISH	IELTS	WHAT YOU CAN DO WITH EACH LEVEL OF ENGLISH
C2	↑	Proficiency			> Enter most undergraduate & postgraduate degrees
C1	↑ 5 Advanced	Advanced	EAP 3	IELTS - 6.0 +	> Enter many undergraduate & postgraduate degrees > Work professionally in English
B2	↑ 4 Upper Intermediate	First	EAP 2		> Enter some undergraduate & diploma courses > Do an internship in English > Use English confidently in the workplace
B1+	↑ 3 Intermediate	Preliminary	EAP 1	IELTS - 5.5 +	> Vocational & academic preparation courses > Use limited English at work
B1	↑ 2 Pre-intermediate				
A2	↑ 1 Elementary				

↑
12 weeks

Each level takes approximately 12 weeks of full-time study to complete.

Course length

- > **General English:** usually takes 12 weeks to complete one level.
- > **Academic English:** 10 or 20 weeks depending on your entry level.
- > **Cambridge English:** 10 or 12 weeks in length.
- > **IELTS:** usually takes 12 weeks to complete.

You will be placed in the most suitable class based on your level test and interview.

Coursebook

You will be given a coursebook (ebook or hardcopy) on your first day of class and another if/when you change levels of courses. Please bring your coursebook and a notebook to class with you every day. If you have chosen to have an ebook please bring your own laptop.

Tutorials

Every 6 weeks you'll have the chance to have a tutorial with your teacher to talk about your progress and set objectives for the coming weeks.

Homework

Your teacher will set online and paper-based homework for you to do each week.

Certificates

You'll receive a certificate from ELC on the last day of your course.

Questions about your class

If you have questions about your class or if your class seems too difficult or too easy then please talk to your teacher

Assessment

You'll take weekly short progress tests to revise what you've just studied. You'll also take language and skills tests in the middle and at the end of each level of your course to assess your progress and ensure that you are on track to achieving your study goals.

Course changes

Your first week: Students often find that one lesson may be easier but that the next lesson is more challenging. If after two days you still find that your class is too easy or too difficult for you then speak to your teacher about changing class. If you would like to transfer from one course to another then please make an appointment to speak to one of our senior teachers.

Study plans

Longer term students are encouraged to draw up an individualised plan of study with our senior academic team. We discuss your goals and help you plan your route to them, including which electives and English Extras discuss to choose as well as any external examinations.

Sickness

If you are sick and cannot come to class for more than 3 days please send an email to info@elc.edu.au. If a student is absent for more than 3 consecutive days and has not contacted the school, ELC will contact them directly. If you have a student visa and you are sick and miss school, you should see a doctor and ask for a medical certificate to cover the period you are absent.

Timetable

- > 5.00pm – 7.00pm - **Class**
- > 7.00pm – 7.20pm - **Break**
- > 7.20pm – 9.20pm - **Class**



School policies and regulations



Certificates

You will be awarded an ELC certificate when you complete your course.



On time Policy

Please be on time for class. It's very difficult for your teacher and the other students if many students are late. If you are more than 15 minutes late please join the class after the break. Your teacher must mark all absences from class.



English Only Policy

Please speak only English whenever you are at school. Your teacher will remind you to speak only English in class.



Attendance

It is very important that all students comply with the requirements of their visa. If you have a student visa, you must attend a minimum of 80% of your classes. If your overall attendance falls below 80% ELC is obliged by law to inform the Australian government.



Contact us

If you are away from school for three days, we will worry about you. Please call +61 2 9267 5688 or email us info@elc.edu.au



Cancellations and refunds.

Talk to reception to request a course cancellation. Please note that ELC is not able to offer you a refund after you have started your course. Refer to ELC's terms and conditions [here](#).



Holidays

Holidays may be granted during your course at ELC but there are specific Department of Immigration regulations that ELC must uphold. Please refer to our [holiday policy](#) and request a holiday using the school app or at reception. These rules are in place to avoid disruption to study plans and to comply with government regulations.



Course extensions

If you would like to extend your course to study for longer at ELC, please complete the form on the school app or talk to student services. If possible, please extend 2 weeks in advance.



Transfer requests

Students are usually not able to transfer to a new education provider within the first six months of their course. Read [ELC's Transfer Policy](#) for details.



Building regulations

Please do not smoke anywhere in the building or outside the front doors. Please do not take food or drink into classrooms. Please only eat in the Eat Space on level 1. No eating on the sofas.



Complaints

It is very important to us that you are satisfied with your course and the services provided by ELC. If you have a complaint please make an appointment with the Director of Studies. We will do everything we can to find a solution quickly. However, if your complaint has not been solved by or concerns the owners and operators of ELC, you may contact the Overseas Student Ombudsman at www.oso.gov.au



Your rights

To understand your rights and obligations as an international student in Australia see: <https://www.education.gov.au/esos-framework>



No food or drinks
in class



English Only
Zone



Information for student visa holders



ATTENDANCE →

If you have a student visa you are required by the Australian Government to attend a minimum of 80% of your classes. If your attendance falls below 80%, ELC may be required to inform the Australian Government that you have not met attendance requirements.

Current attendance = Your attendance now as a % of the weeks you have completed

Overall attendance = Your attendance now as a % of the total length of your course

What happens if your attendance is not satisfactory?

1. **Current attendance below 90%** > receive a friendly reminder.
 2. **Current attendance below 85%** > receive a friendly reminder.
 3. **Overall attendance below 90%** > receive first warning letter.
 4. **Overall attendance below 85%** > receive second warning letter and attend an academic counselling meeting.
 5. **Overall attendance below 80%** > receive intention to report letter. We will advise you that we intend to report you to the Australian Government.
- > Appeal? On receipt of the intention to report letter you may make an appeal through ELC's complaints and appeals process within 20 days. Make an appointment with the Director of Studies to discuss this. You may bring a support person with you to this meeting.
 - > If your appeal is not successful, ELC will report you to the Australian Government. This may result in the cancellation of your student visa.

PROGRESS →

ELC is required by the Australian Government to check that you are doing well with your studies. You will make good progress if you use English as much as possible, participate actively in classes and complete all of your tests, homework and class activities.

Every 5-6 weeks your teacher will complete a progress check for you and give you the opportunity to have a tutorial to discuss your progress. Progress assessment includes speaking, listening, reading and writing skills as well as grammar and vocabulary. It is based on your weekly test results, classroom participation and homework as well as formal assessment.

1. If your teacher thinks that you are not making satisfactory progress he/she will meet with you to discuss your progress or ask you to talk to the senior teacher. You may be given the chance to move to a more suitable class or to complete extra activities to help your progress.
 2. If your course progress does not improve during the next course module, ELC will issue you with a letter of warning and ask you to discuss your progress with the Director of Studies. ELC will continue to do everything we can to help you make satisfactory progress.
 3. If you still do not make satisfactory progress during your next course module, ELC will issue you a letter to inform you that we intend to report you to the Australian Government.
- > On receipt of this letter you may make an appeal through ELC's complaints and appeals process within the next 20 days. You will need to make an appointment with the Director of Studies to discuss this. You may bring a support person with you to this meeting.
 - > If your appeal is not successful, ELC will report you to the Australian Government. This may result in the cancellation of your student visa.

See ELC's attendance and progress policy [here](#).



APPEALS →

If you have received a letter of intent to report you to the Australian Government for unsatisfactory attendance or course progress, you have the right to appeal this decision within 20 days.

ELC can only consider an appeal if there are 'compassionate and compelling circumstances' for your low attendance or unsatisfactory progress. Such as:

- > a serious illness or medical emergency for which you can provide medical certificates
- > close family trauma about which statements from family members can be provided

If your attendance is below 70% no appeal can be considered and you will automatically be reported to the Australian Government. This may result in the cancellation of your student visa.

How to make an appeal **Internal appeal**

- 1.** Make an appointment with the Director of Studies. You may bring a support person (e.g. a friend) to this meeting with you.
- 2.** The Director of Studies will explain to you how your attendance or progress has not met requirements and present documentary evidence of this.
- 3.** You will be given the opportunity to explain why you wish to appeal this decision and may be asked to provide documentary evidence to support this.
- 4.** You will be informed of the outcome of the appeals process within 5 days.
- 5.** You should continue to attend all of your classes during this time.
- 6.** If your appeal is successful you must continue to meet all course attendance and progress requirements.

External appeal

- 1.** If you do not attend your appeal meeting; you do not access the complaints and appeals process within the 20-day period given; you withdraw from the process or if your appeal is unsuccessful, you will be advised of the availability of an external appeal through the Overseas Students Ombudsman.
<https://www.ombudsman.gov.au/>
- 2.** If you do not access this external appeal within 5 days, ELC will report you to the Australian Government.
- 3.** If you access the external appeals process, you will be required to maintain your attendance for the duration of the appeals process.
- 4.** If the external appeal process is unsuccessful for you, ELC will report you to the Australian Government.
- 5.** If the external appeal process is successful for you, ELC will not report you to the Australian Government. However, you will be required to meet all attendance and course progress requirements for the remainder of your course.

See ELC's complaints and appeals policy [here](#).

Student Services



Social activities

Get involved in our social activities every week. See activities and book tickets on the school app or at reception/student services.

Student experience

If you need information about life in Sydney, social activities, clubs to join, doctors, banks, transport, etc., then speak to the student services team.

Travel desk

ELC works with a specialist student travel company called Colourful Trips whose travel advisor is at the desk most afternoons. You can also book trips through the school app. See their trips here: <https://www.colourfultrips.com/>

Accommodation

Please make an appointment to talk to our student services team if you:

- > want to extend or change your accommodation booking
- > need help finding new accommodation
- > have a problem with your accommodation

Internet access

ELC students have access to free WiFi at the school. Please ask at reception for the password.

Academic counselling

Generally, talk to your class teacher about your level and progress. If you are concerned about your progress make an appointment with our academic team to discuss your class or your course and further study plans.

Futher study in Australia

For information about Cambridge or IELTS exams or further study in Australia, make an appointment with our academic team. For information about vocational courses at ELC, make an appointment with our marketing team.

Welfare counselling

It is common for students to feel homesick and to experience culture shock when studying overseas. If you would like to talk to someone about this, please make an appointment with our welfare officer. We are happy to listen and to help with any practical concerns. We can also provide you with contact details for a range of counselling services.

Need to make an appointment?

Appointments with our academic and student services teams can be made via our app, using a QR code on the posters around the school or at reception..

Working in Australia



Student visa

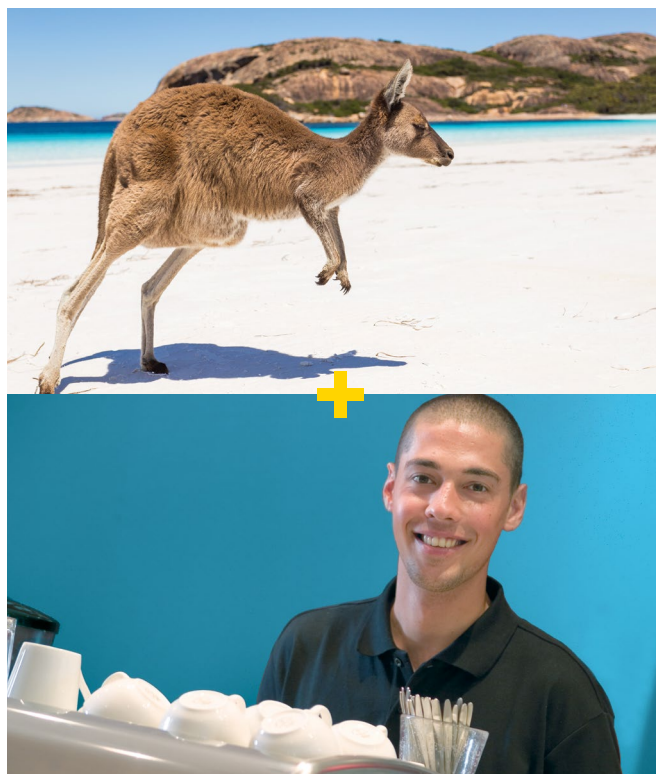
You can work for up to 48 hours every two weeks while you are studying. Typically students work as waiters, kitchen hands, sales assistants, cleaners, construction and factory workers.

Working holiday visa

Your working hours are not limited but you can only work for the same employer for a maximum of 6 months.

Visitor (tourist) visa

You are not allowed to work in Australia.



Work Ready Program

ELC provides a free service for any student who wants help looking for work in Australia.

WORK ORIENTATION

Take ELC's short online course 'Getting a job in Australia' for free.

- › Find out where to look for work and how to apply
- › Prepare your resume
- › Practise your interview skills
- › Learn about your rights as an employee

WORK SUPPORT

- › Email your resume to workready@elc.edu.au for correction
- › Get help completing an application
- › Discuss a work contract with our Work Coordinator. Make an appointment at reception.

WORK PREPARATION

- › Attend English Extras Work Ready lessons

For some jobs you must have a qualification from Australia.

We can help you to book these courses for you. See our student services team for details.

- › Barista Coffee Making
 - to work in a café
- › RSA (Responsible Service of Alcohol) certificate
 - to work in a bar
- › White card
 - to work on a building site



LOOKING FOR A JOB?

Come to our Work Ready
orientation



STUDY, WORK, INTERN, VOLUNTEER

Come and see us for
your options



Advice on work in Australia

Before you start applying for jobs you will need to:

1. Open a bank account
2. Get a mobile phone
3. Apply for a Tax File Number*
4. Prepare your resume

Do our short online course - Getting a job
in Australia and send your resume to
workready@elc.edu.au for checking.

*To work in Australia you will need a Tax File Number
(TFN). You can apply for this here:

<https://www.ato.gov.au>

Know your rights:

- > An employer should always pay you for work you do. Training should be paid. You should be paid at least once a month and you should be given a payslip by your employer. Your employer is not allowed to give you food or services instead of pay.
- > Your employer must adhere to minimum pay rates for your industry.
- > To check your rights in Australia see: <https://www.fairwork.gov.au/employee-entitlements>

Other work programs

Did you already book a work program?

YES I already booked this

NO I'm interested in learning about this

**Work and Travel
(WTC)** Services to
meet your needs as a
working holiday maker

- > Your WTC orientation will be during your first week at school.

- > Make an appointment with our student services team when you arrive at school.

**Professional
Internships**
Work experience in
your field of expertise

- > Make an appointment with our student services team when you arrive at school.

- > You usually need to have booked this before you left home but come and check with us.

**Conservation
Volunteering**
Volunteer your time
to help the Australian
environment

- > Make an appointment with our student services team when you arrive at school.

- > Come and see our student services team for information about volunteering after you finish your course.

**Demi Pair & Au pair
positions**
Live with an
Australian family and
help to take care of
the children

- > Make an appointment with our student services team when you arrive at school.

- > Come and see our student services team about au pair positions that may be available.

Taking care of yourself



ELC is committed to the health, safety and wellbeing of students, staff and visitors. Please make sure that you:

- › Comply with ELC's health and safety policies and procedures
- › Cooperate with any health and safety instructions given by a staff member
- › Report anything you notice in regard to health and safety to a staff member
- › Behave in a way that your actions prevent personal injury or injury to others and damage to the property

Smoking

Smoking is not permitted anywhere within the school or outside the front doors.

Alcohol

You cannot bring alcohol on to the school premises. If any staff member believes that a student is under the influence of alcohol then they will ask that student to go home.

It is important that you take care when you are socialising in the evening. Avoid excessive drinking in public; take care when travelling home in a taxi when under the influence of alcohol – always try to share a taxi with a friend; do not leave your drink unattended in a bar where your drink could be 'spiked' with drugs.

Drugs

You cannot bring drugs onto the school premises. If any staff member believes that a student is under the influence of drugs or has drugs in their possession the student will be required to leave the premises immediately. Their course may be terminated by ELC. If an accommodation manager believes that a student has drugs in their possession at the house/apartment, they may ask the student to vacate the accommodation immediately.

Safety

For more information about how to stay safe in Sydney and how to report a crime please see:

<https://www.study.sydney/live/safety>

Free legal advice for international students is available here:

<https://rlc.org.au/i-need-legal-help/self-help-information/international-students>



Unacceptable behaviour

Any student behaviour which affects the ability of other students to study and live in a safe and pleasant environment will not be tolerated. Should ELC believe that other students are at risk at school or in student accommodation, the offending student's enrollment will be terminated. If you feel unsafe in your accommodation or at school for any reason, please tell our students services team. Any information you provide will remain confidential.

See [here](#) for details of ELC's Code of Conduct.

Homesickness and culture shock

It is very common when living or travelling in a different country to experience feelings of homesickness and culture shock. These may not happen for several weeks or even months. Symptoms may include:

- › a feeling of sadness, loneliness and confusion
- › headaches, pains, and allergies
- › sleeping difficulties
- › feelings of anger, depression, vulnerability
- › the smallest problems seem overwhelming
- › feeling shy or insecure
- › obsession with cleanliness or health
- › overwhelming sense of homesickness
- › questioning your decision to move to this place and idealising your own culture

If you are experiencing any of these symptoms please:

- › Come and talk to our student services team
- › Talk to your classmates about your feelings as you may find others feel the same
- › Join social activities at school
- › Make sure you get fresh air and exercise
- › Talk to your family and friends at home
- › Access mental health services: <https://www.study.nsw.gov.au/current-students/staying-healthy-and-safe/mental-health/>



If you are worried about your health or wellbeing please see our welfare counsellor. We can assist you to contact health professionals.

Feeling unwell

Please stay home from school if you are experiencing any flu-like symptoms. You can report your illness on our app. Contact reception for a current list of useful contact numbers for doctors and dentists.

Emergencies

- › If you experience an emergency at school you should notify any staff member or call reception on 9267 5688.
- › Notify individuals around you of the emergency. Advise them to keep away if necessary. Remove any individual from danger if it is safe to do so.
- › In the case of any emergency, follow all instructions given by ELC staff.
- › Please make yourself aware of your nearest emergency exit.
- › In the case of evacuation, you should remain calm and follow instructions given by the fire wardens. You should assemble at the Emergency Evacuation Assembly point nearest to you and wait for further instructions.
- › To call emergency services dial 000 and ask for fire, ambulance or police.
- › If you are injured or taken suddenly ill it is vital that you seek first aid treatment. Contact reception or any staff member. ELC has first aid officers on site who will attend to you. If an injury is serious, expert medical assistance should always be sought as soon as possible.

Medical care

Our receptionist will be happy to help you find a doctor close to your home or ELC.

OVERSEAS STUDENT HEALTH COVER (STUDENT-VISA HOLDERS)

- › If you have Overseas Student Health Cover insurance with Allianz (organized by ELC), your insurance card will be available from ELC reception about a week after you start your course. To find a doctor, you can visit their website <https://www.allianzcare.com.au/en/student-visa-oshc.html> and enter your postcode for a doctor near your home, or the postcode for ELC (2000) to find a doctor near the school.
- › If you have Overseas Student Health Cover insurance with a different provider (organised by your agent) you should refer to their website to find a nearby doctor
- › Payment: Your OSHC will cover costs of in-hospital and out-of-hospital medical assistance, prescription medication and emergency ambulance assistance. Some doctors will charge no fee if you can provide your OSHC card. Others charge 'a gap fee'. This means that you will need to pay a small amount to the medical centre and then claim the money back via the Allianz website or App.
- › Please note that dental treatment is not usually covered by insurance.

To learn more about Overseas Student Health Cover see: <https://internationalstudents.health.nsw.gov.au/overseas-student-health-cover/>

TRAVEL INSURANCE (WORKING HOLIDAY AND TOURIST VISA HOLDERS)

- › If you are on a working holiday or tourist visa and have a travel insurance policy, you can visit any doctor. You will need to pay and make a claim through your insurance afterwards.
- › You should expect to pay \$65-\$85 for a standard consultation.

Living in Sydney



Transport

Sydney has an extensive transport network of buses, trains and ferries (boats). You can plan your trip and view all routes and timetables here

<http://www.transportnsw.info/>

There is also an App available.

https://play.google.com/store/apps/details?id=au.com.opal.travel&hl=en_AU

You can pay for a trip on public transport using your debit or credit card, or you can buy an Opal card.

Opal cards

You will need to buy an adult opal card, not student. This card can be used to pay for transport on trains, buses and ferries. You can buy one at a news agency, supermarket, petrol station or online. You add credit whenever you need to: <https://www.opal.com.au/en/get-an-opal-card/top-up/>

Note that there is a maximum cap of \$50 per week if you use an Opal Card and a 30% discount on Fridays and weekends if you have been using the card all week. These offers are not available if you use a debit or credit card on the transport.

You can also use a credit or debit card to pay on most forms of transport using the Opal card machines.



You can learn more about how to stay safe on public transport here: https://www.police.nsw.gov.au/safety_and_prevention/crime_prevention/public_transport



Banks

You can open a bank account in Australia. If you plan to work you must do this. Our student services team can tell you where the nearest banks are to ELC. Take your passport, proof of your Australian address and your student card from ELC.

The main banks in Australia are:

- > Commonwealth: <https://www.commbank.com.au/>
- > ANZ: <http://www.anz.com>
- > Westpac: <http://www.westpac.com.au>
- > National Australia Bank: <https://www.nab.com.au/>

The bank will issue you with a card and pin number which you can use to withdraw money from your account using the Automatic Teller Machine (ATM). You can also use this to pay in shops.

You may also ask for SWIFT, sort and IBAN (for Europeans) codes, which you will need if you want to transfer money to Australia from your home country.

You can change money at money change offices, travel agencies and some banks.

Student cards

Grab your ELC student card from reception. You can use this:

- > as photo ID in most bars and clubs
- > for discounts in cinemas
- > for discounts at many tourist attractions
- > as photo ID when using a health insurance card
- > You cannot get discounts on public transport in New South Wales.

Immigration / Visas

<https://www.homeaffairs.gov.au/>

For visa extensions or changes you will need to go to The Department of Immigration. This is very near Central Station.

Ground Floor

26 Lee Street

Sydney NSW 2000

9.00am – 4.00pm Monday –Friday

Post Office

There are post offices near ELC at:

- > Shop 10, 48 World Square Shopping Centre, 644 George Street

Bookshop

Abbey's Bookshop (Level 1,131 York Street) sells many English language books for students and is just a 3 minute walk from ELC. Please ask us for a discount card before you go.

Accommodation



Staying with a host family will give you the chance to have an amazing cultural exchange experience. It's also a great way to improve your English by speaking with the family!



Who to talk to:

Please make an appointment to talk to our Student Services team if you:

- > want to extend or change your accommodation booking
- > need help finding new accommodation
- > have a problem with your accommodation

Food

You will get breakfast and dinner Monday to Friday with breakfast, lunch and dinner at the weekends.

Breakfast

Usually you'll help yourself to breakfast cereal, toast, tea, coffee or juice. Please tidy up after yourself and wash your bowl.

Lunch

During the week you are expected to buy your own lunch. At the weekends sandwiches are common for lunch and you will usually be able to make these yourself at home.

Dinner

Australians eat a wide range of different foods. Please be prepared to try some different foods but do tell your family if there is anything that you don't eat. Please tell your host family if you are not coming home for dinner.

Showers & the bathroom

You will share a bathroom with the family. It is normal in the mornings to spend only about 5 minutes in the shower. There may be several people in the house who need to get ready for work or school at the same time.

Laundry

In some cases, you can put your clothes in with the family wash. In others, the family will ask you to wash your clothes yourself. You will always need to do any hand-washing, dry-cleaning or ironing yourself.



Using the phone

Please ask your family's permission before making a phone call. If you are making a local phone call please give your family 50 cents. If you are calling overseas we suggest that you use free apps such as Whatsapp, Messenger, Zoom on your mobile phone.

WiFi

If you chose to share internet access with your host family, your host will charge \$10 per week. You can use the internet for browsing, emailing and chatting; however, streaming/downloading are generally not allowed.

Your room

Your bedroom will be furnished with a single bed, a wardrobe, a dressing table or drawers, adequate lighting and a desk (or if there is no desk in the bedroom you will be able to use one elsewhere in the house). You are responsible for keeping your room clean and tidy.

Communication with the family

It is unusual for families to have anyone working for them to cook or clean. If you offer to help from time to time with small things such as unloading the dishwasher or cleaning the table after dinner, your family will really appreciate it and it is a good time to chat with the family.

Travelling to school

Your host family will tell you the best transport route to ELC. Please note that it is usual to commute for 35-60 minutes.



Moving out

If you decide to move out of your homestay accommodation early you will need to give 2 weeks' notice to ELC. We will inform your host family and arrange any refund.

Problems?

If you are not happy in your homestay please contact our Accommodation team.

The Scape Quay St Apartments are located just across the road from ELC, close to public transport, shops and cinemas.

Arrival

Check in at reception. You will receive your secure swipe card and tenant's agreement to sign.

Bond

Students are required to provide a credit card imprint as a security deposit upon arrival. The deposit is \$500 for stays of up to 22 weeks and \$2,400 bond for stays of 23 weeks or longer. A refund will be processed after check out minus any fees for damages to the property. Students should expect bank charges to apply for both transactions.

Shared living community

The Scape Quay St Apartments are a shared living community. This means that you have a single bedroom and ensuite bathroom but share the kitchen and lounge areas with other students in your apartment. You must respect the property and privacy of other students and comply with residence regulations and help to keep it a safe and healthy place for everyone.

Cleaning

Professional cleaners clean the lounge and kitchen once a week. However, students are expected to keep their own bedroom and bathroom clean.

Meals

Meals are not included in your rent. However, each apartment has a fully equipped kitchen so you can prepare your own meals.



Smoking

Smoking is not allowed inside your bedroom or in any other area of the residence.

Internet

Residents have unlimited WiFi.

Laundry

The residence has card-operated laundry facilities (washing machines and dryers). You should do your own laundry.

Activities

The residence has a community engagement program with various activities every week. By joining these you will discover Sydney, engage in community projects, socialize and make friends. There are also excellent facilities such as cinema room, games rooms and gym to enjoy your time at the residence.

Safety

You enter your apartment and bedroom with your own swipe card. There are staff at reception 24/7.

Extending your stay

If you would like to stay for longer please speak to our Accommodation team at ELC. The extension will depend on room availability.

Moving out

If you decide to move out of the accommodation there is usually no refund. However, please speak to our Accommodation team at ELC.

Problems

If you are not happy with your accommodation please contact our Accommodation team.



The Iglu Chatswood Student Residence is located 35 minutes from ELC, close to public transport and Chatswood's shopping and entertainment hub.

Arrival

Check in at reception. You will receive your secure swipe card and tenant's agreement to sign.

Smoking

Smoking is not allowed inside your bedroom or in any other area of the residence.

Internet

Residents have unlimited WiFi.

Laundry

The residence has card-operated laundry facilities (washing machines and dryers). You should do your own laundry.

Activities

The residence has a monthly activities program with various activities every week. By joining these you will discover Sydney, engage in community projects, socialize and make friends. There are also excellent facilities such as cinema room, table tennis and gym to enjoy your time at the residence.

Safety

You enter your apartment and bedroom with your own swipe card. Reception is open from 9.00am to 7pm (Mon-Fri) and 9.30am-6.00pm on weekends. There are security staff on site 24/7.

Extending your stay

If you would like to stay for longer at Iglu please speak to our Accommodation team at ELC. The extension will depend on room availability.

Moving out

If you decide to move out of the accommodation there is usually no refund. However, please speak to our Accommodation team at ELC.

Problems

If you are not happy with your accommodation please contact our Accommodation team.

Check in at reception. You will receive your secure swipe card and tenant's agreement to sign.

Bond

Students are required to pay a \$500 security deposit at school on your first day. A refund will be processed after check out minus any fees for damages to the property. Students should expect bank charges to apply for both transactions.

Shared living community

The Iglu Premium Apartments are a shared living community. This means that you have a single bedroom and ensuite bathroom but share the kitchen and lounge areas with other students in your apartment. You must respect the property and privacy of other students and comply with residence regulations and help to keep it a safe and healthy place for everyone.

Cleaning

Students are expected to clean their own bedroom and bathroom. They are also expected to keep the kitchen and lounge areas clean. Professional cleaners clean these communal areas once every two weeks.

Meals

Meals are not included in your rent. However, each apartment has a fully equipped kitchen so you can prepare your own meals.

CozyStay are fully-furnished and well-equipped shared houses for international students.

Arrival

You should follow the instructions in your offer letter in regard to arrival at the house. The address of the house is in this letter.

Bond

If you book once you are in Sydney, you must pay a \$350 key deposit (security bond) by credit card before you become a resident. The bond will be returned to you at the end of your stay provided you have followed the house rules and acted in accordance with the tenant's agreement which you signed on arrival. There is no bond required for offshore bookings.

Shared living community

CozyStay is a shared living community. This means that you share the kitchen, living room and bathrooms with other students. You must respect the property and privacy of other house guests. You must comply with house rules and help to keep it a safe and healthy place for everyone.

Cleaning

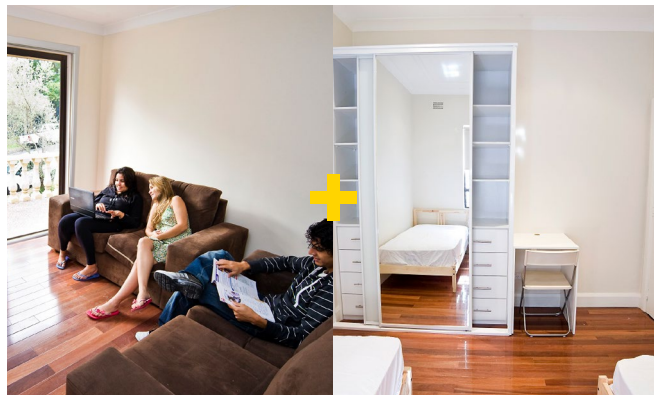
Students are required to share the cleaning duties according to a schedule. If you don't do your cleaning task it may lead to eviction. You should wash your own dishes and clean up after you have prepared food in the kitchen.

Bedding

You will receive a pillow and sheets for your bed.

Meals

The kitchen is modern and full-equipped. You are welcome to cook your own meals but food is not included in your rent. You will be allocated a shelf in the fridge (label your food with your name) and cupboard for your own food.



Smoking

Smoking is not allowed inside the house or in any outdoor area of the house.

Internet

CozyStay offers unlimited wireless internet throughout common areas of the house.

Laundry

CozyStay has coin-operated laundry facilities (washing machines and dryers). You should do your own laundry.

Guests

Guests are not allowed in the house at any time.

Safety

You will enter the house with your own key or your own swipe card. You will be able to lock your bedroom door.

Extending your stay

If you would like to stay for longer at CozyStay please speak to our Accommodation team at ELC. The extension will depend on room availability.

Moving out

If you decide to move out of the house early, you need to give 4 weeks' notice to ELC.

Problems

If you are not happy with your accommodation please contact our Accommodation team.

Link2 offers modern apartment accommodation right in the city centre, close to public transport and only a 2-minute walk to ELC.

Arrival

You should follow the instructions in your Link2 welcome letter on how to get your smart swipe key to the apartment. The manager will explain the house rules, give you a resident's agreement and collect the bond via credit card.

Bond

A credit card imprint will be required when you move in as security. A charge of the equivalent of 4 weeks' rent will only be made in case of damage to the property.

Shared living community

The Link2 apartment is a shared living community. This means that you share the kitchen, living room and bathroom with other students in the apartment. (In some cases you may have your own bathroom). You must respect the property and privacy of other students in the apartment. You must comply with apartment rules and help to keep it a safe and healthy place for everyone. You should wash your own dishes and clean up after you have prepared food.

Cleaning

Professional cleaners clean the communal facilities in the apartment every day. However, students are expected to clean their own bedroom. You should wash your own dishes and clean up after you have prepared food in the kitchen.

Meals

The kitchen is modern and full-equipped. You are welcome to cook your own meals but food is not included in your rent.



Smoking

Smoking is not allowed anywhere inside the apartment.

Internet

The Link2 apartment offers free unlimited WiFi throughout the apartment. There is one iMac computer in each apartment.

Laundry

The residence has coin-operated laundry facilities (washing machines and dryers). You should do your own laundry.

Safety

You enter the apartment and your bedroom with your own swipe card.

Extending your stay

If you would like to stay for longer at Link2 please speak to our Student Services Manager at ELC. The extension will depend on room availability.

Moving out

If you decide to move out of the house early, you need to give 4 weeks' notice to ELC.

Problems

If you are not happy with your accommodation please contact our Student Services Manager.



Finding your own accommodation

If you are looking for a shared house or apartment you can visit:

www.flatmatefinders.com.au
www.gumtree.com.au
www.rent.com.au
www.flatmates.com.au
www.universityliving.com/australia/sydney/property/falcon-lodge
www.iglu.com.au/sydney/
www.accommodationforstudents.com/canterbury
www.uko.com.au/
www.ume.com.au/

One of the main things to consider when looking for accommodation is location. You must think about how close it is to the school, what the public transport is like, the cost of public transport and how safe the area is. Look at: <https://flatmates.com.au/info/where-to-live-in-sydney> to research suburbs in Sydney.

If you need some help finding your own accommodation please see our student services team.

Please take care when searching for your own accommodation. Beware of scammers. These are people who trick you into believing that they are looking for a roommate when they are actually trying to get your bank details to steal money from you.

- › Never pay money or give any identification details to anyone before meeting them.
- › Remember that scammers can be anyone – girls/boys with nice photos and a believable story.
- › Never pay any money before you have seen the apartment.
- › If someone asks you to send money to yourself through Western Union in order to prove that you have funds – don't do it. Someone else can pick up this money with a fake ID before you go to retrieve it.
- › Report a suspicious user or email through the feedback page of the website you are using.

Arriving in Australia

Planning your trip

Passport and visa

In order to enter Australia you must have a valid passport and visa. You should check that your passport is valid for the entirety of your stay in Australia and that you have the appropriate visa.

For information from the Australian government look at <https://www.homeaffairs.gov.au/>

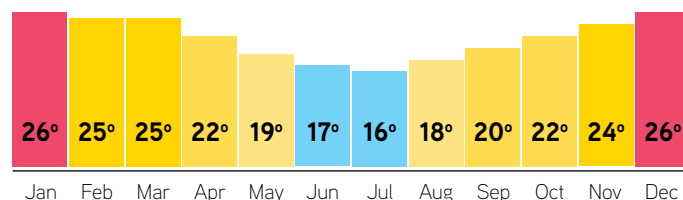
What to bring with you on the flight

- › Passport
- › Letter of Offer / Confirmation of Enrollment (from ELC)
- › Airport Transfer Confirmation (if you asked ELC to organise this for you)
- › Contact information for your accommodation
- › Travel insurance document
- › Small amount of Australian currency
- › Cash / Credit / Debit / Travel money card
- › Electronic equipment (phone, laptop, camera etc.)
- › Travel adaptor
- › Pen
- › A change of clothes
- › Prescription medication and the necessary paperwork

Clothes

Please check what the average temperature will be in Sydney when you arrive. Sometimes students think that Sydney is always hot but if you are here from June to October you will need some warm clothes.

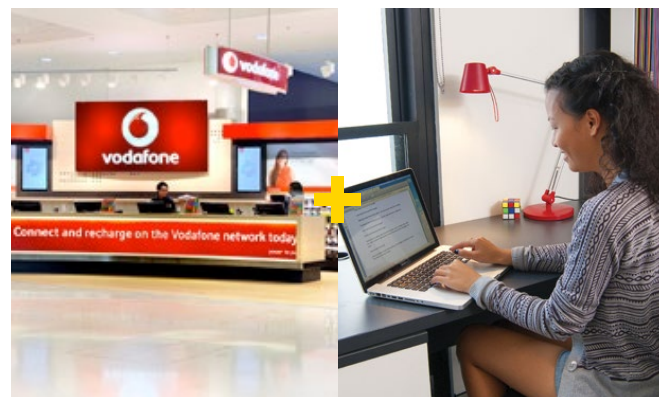
What's the weather like?



Mobile phone

You can bring your mobile phone and buy a SIM card when you arrive in Sydney (remember to contact your operator before leaving your home country to have your phone unlocked). There are three main mobile or cell phone networks in Australia operated by Telstra, Optus and Vodafone.

There are phone shops at the airport and in almost all shopping centres. If you buy your SIM at a phone shop, they will register and activate it for you. You will need to show your passport when you buy a SIM card.



If you buy a SIM with a pre-paid credit limit (probably the cheapest option), you can recharge online or buy recharge cards at any supermarket or post office.

Laptop

If you have a laptop you will be able to use this at school and in class using ELC's WiFi. Please bring your laptop if you would like to receive an ebook for your course.

Money

You will need to bring cash and a credit or debit card. You can also use a Travel Money card if these are available in your home country. You can open a bank account in Sydney when you arrive. This is easy to do and ELC can help you.

You can calculate your living expenses in Sydney [here](#).

Arriving at Sydney international airport



Step 1- Immigration

If you have an e-passport, citizens of some countries can use the fast Smartgate to go through immigration.

<https://www.abf.gov.au/entering-and-leaving-australia/smartgates>

If not, you will need to show your visa and passport to an immigration official and they may ask you some questions, for example:

- > How long are you going to stay in Sydney?
I'm going to stay for 3 months.
- > What are you going to do here?
I'm a student.
- > Where are you going to study?
English Language Company.
- > What are you going to study?
English.
- > Where are you going to live?
Give the address of your host family or student house.

Step 2 – Baggage collection

Now you can collect your bags (luggage) and walk through customs. You are not allowed to bring any food or drink into Australia.

Step 3 – Airport transfer

If you have asked ELC to arrange an airport pickup for you, please follow the instructions in your Airport Transfer Confirmation that ELC (or your agent) sent to you. Please wait for your driver. Don't walk around the airport because the driver will be looking for you. However, if you don't find the driver after some time, you should call the number provided in your Airport Transfer Confirmation.

If you have **not** arranged an airport pickup, then you have the option of using public transport or getting a taxi to your accommodation. You can plan your trip by public transport here: <http://www.transportnsw.info/>

Taxis are easily available at the airport. You can check the fare you should expect to pay here: <https://www.taxifare.com.au/> (note that you must write 'Sydney airport' in the 'from' box).

In most cases, you will need to take a train from the airport to the city centre and then either another train or bus to your accommodation. This can take a long time and be confusing if you have not been to Sydney before and we strongly recommend you consider a taxi.

If you would like to get an Uber check here for pick up information from the airport

<https://www.uber.com/global/en/airports/syd/>



Arriving at your accommodation

For homestay, your host family will be at home to welcome you.

For other accommodation please follow the instructions in your **Letter of Acceptance**. It is important that you print or have a digital copy of this with you when you arrive because it has instructions about how to enter your accommodation.

- > **From homestay:** Your host family will explain to you the best way to get to school from their house. You can also plan your journey here: <http://www.transportnsw.info/>
- > **For other accommodation:** If possible, ask another student from ELC at the accommodation if you can travel with them on your first day or plan your trip here: <http://www.transportnsw.info/>



**We are
here to
help you**

↓

Who should I talk to if I need help?

MY CLASS

- › Am I making progress?
- › My class is easy/difficult
- › Tutorials
- › I would like to change class

Talk to your class teacher

ACADEMIC COUNSELLING

- › Exams
- › Taking a different course at ELC
- › Choosing Special Focus Modules
- › Advice on university or college

Make an appointment at reception to see one of our academic team

ACCOMMODATION AND WELFARE

- › Homestay
- › ELC Student Houses & Apartments

Make an appointment at reception to see the accommodation team

OTHER MATTERS

- › Complaints

Make an appointment at reception to see Director of Studies

- › Extending my course at ELC

Use our app or talk to the student services team

- › Transport information
- › Medical information

See student services

- › Feeling homesick

Make a welfare appointment with our student counsellor

- › Making a payment

See reception or account

- › Checking attendance
- › Holidays

Use the school app or speak to reception or student services

STUDENT ACTIVITIES

- › Social activities
- › Sydney information

See student services

- › Travel in Australia

See staff at the travel desk

What if the problem hasn't been solved?

STEP 1

See Shannon (Director of Studies). You may bring a support person to this meeting with you if you wish.

STEP 2

If you are still unhappy we can arrange a mediation service for you through the **Overseas Student Ombudsman, Suite 12, level 1, 123 Clarence Street, Sydney**. Tel. 9299 45555. You can take a support person with you to this meeting if you wish.



English made easy



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CRICOS Provider Code 02551G
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