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A person is seen from behind, wearing a red hat and a blue backpack with a red circular logo. They are standing in front of a light-colored wooden wall with horizontal planks.

## *ELICOS Student Handbook*

**Vigil International College Pty Ltd T/A Vigil English College**

CRICOS Provider Code: 04044M, RTO Code: 45894

Level 2, 12-14 Wentworth St, Parramatta. NSW 2150, Australia

[www.vigilinternationalcollege.edu.au](http://www.vigilinternationalcollege.edu.au) Tel: 1800 978 377



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# WELCOME

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Hello and welcome to our fantastic College!

We are excited that you have chosen to take the next step in your language journey with us. Our qualified and passionate team of teachers look forward to meeting you and taking time to understand what drives you and how they can best help you reach your learning goals!

This Student Handbook is designed to help you understand information about our courses, campus, services, facilities, policies and procedures, as well as your rights and responsibilities as a student. It will also provide you with some very useful information about living in your new city. Please use it as a guide and if you need more detailed information on any points, feel free to see one of our friendly team on campus for more information.

We are here to help make your learning experience the best it can be. On behalf of Vigil English College, I wish to welcome you to your new Australian family. Good luck with your studies!

Warm regards,



**Sehaj Chawla**

PEO

# 1. OUR ELICOS COURSES

We are happy to give you the choice of two fantastic courses for you to improve your English. Each course has a different focus so that you can make sure you are learning exactly what you want, when you want.

## **General English (Elementary to Advanced)**

This “one-stop” course prepares you for use outside the classroom, as well as advancement to further study in Academic English, IELTS, Vocational or other education.

- ✓ Engage in all areas of the English language in an authentic and practical way.
- ✓ Improve speaking, listening, reading, writing, grammar, vocabulary and pronunciation.
- ✓ Learn in a fun, well-balanced way

Essential Information	
Delivery	<i>On campus</i>
Study duration	<i>min 4 – max 60 weeks</i>
Term length	<i>10 weeks</i>
Enrolment	<i>Every Monday</i>
Assessment	<ul style="list-style-type: none"> <li>✓ <i>Mid-week</i></li> <li>✓ <i>End of week</i></li> </ul>

Levels	Normal level completion time
Elementary	<i>10 weeks</i>
Pre-Intermediate	<i>10 weeks</i>
Intermediate	<i>10 weeks</i>
Upper-Intermediate	<i>10 weeks</i>
Advanced	<i>10 weeks</i>

### IELTS Preparation (Intermediate to Advanced)

The IELTS course prepares students to sit the actual IELTS test. Students studying this course can expect to be better prepared in all aspects of the test including the reading, writing, listening and speaking sections.

- ✓ Learn how to think and write quickly for the 1 hour writing test
- ✓ Improve your reading speed with skimming and scanning skills
- ✓ Increase your listening skills by listening to lectures, dialogues and conversations
- ✓ Practice the speaking component with one-on-one practice tests with your teacher


Information below for IELTS Preparation Course:

Essential Information	
Delivery	<i>On campus</i>
Study duration	<i>min 4 – max 36 weeks</i>
Term length	<i>10 weeks</i>
Enrolment	<i>Every Monday</i>
Assessment	<i>✓ Mid-week ✓ End of week</i>

Levels	Normal level completion time
Intermediate	<i>10 weeks</i>
Upper-Intermediate	<i>10 weeks</i>
Advanced	<i>10 weeks</i>

### Timetables

Our ELICOS Classes schedule is from Mon - Fri (4 hours x 5 days = 20 hours per week) as follows:

	Timetable	Times	Duration
	CLASS IN SESSION	4:00pm – 6:00pm	2 hours learning
	Break	6:00pm – 6:30pm	30 minutes
	CLASS IN SESSION	6:30pm – 8:30pm	2 hours learning

### Pre-enrolment information

You will receive comprehensive information about your course prior to acceptance of your offer. This information can be located on the our website or at from reception.

### Orientation

On your first day at our college you will take part in an orientation program. This program is designed to let you know all about life in Sydney, including your studies.

You will:

- ✓ Complete some simple forms (personal details such as address, phone number etc.).
- ✓ Take part in an Orientation presentation about your course and your life as a student.
- ✓ Complete a placement test so that we can assess your English level.
- ✓ Have a one-on-one interview to discuss your study goals and assign you to a class.
- ✓ Learn about our policies and your obligations as an ELICOS student.
- ✓ Do a school tour.

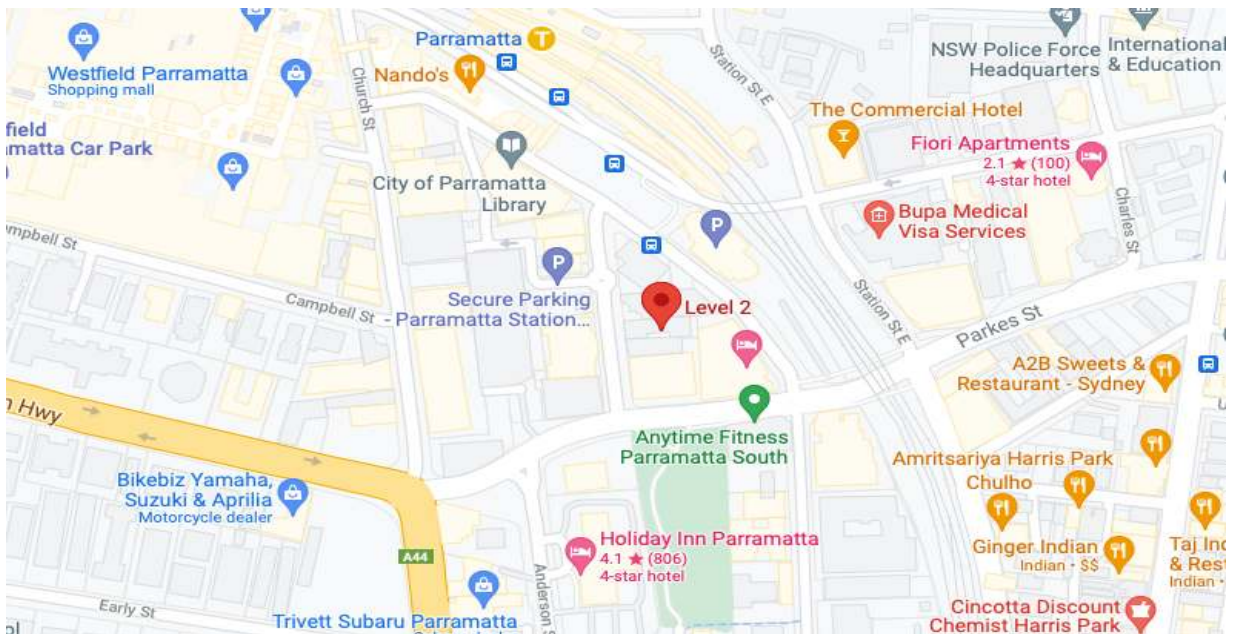


## 2. FACILITIES AND SERVICES

We are happy to offer many facilities and services to help you during your time in Sydney. Your safety and happiness are very important to us. Below you will find information to make settling into your new life easier.

### Location

Vigil English College is ideally situated at Level 2, 12-14 Wentworth St. Parramatta NSW. The campus is within the very close to city train network and you can also easily access busses and trains, which are all walking distance from our doorstep. As well as this, it is close to all essential amenities, such as banks, shops, post office and parks.



### Facilities and mode of study

Vigil English College provides full-time classroom-based teaching at our campus. Our modern campus has everything you will need to feel at home. On campus you will find:

- Modern and spacious classrooms
- Reception area
- Student lounge area
- Male, female and accessible toilets
- Academic manager's office

- Teachers room
- Counselling/job interview/meeting room

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### Reception

Reception will be your new best friends! They will be your first point of contact for many things. You will be able to see them every day from to get help with any of the following:

- Updating contact details (address, phone etc.).
- Getting a student card (please note replacement cards will incur an additional cost).
- Booking an appointment to see Student Services, Welfare Counsellor, Academic Manager etc.
- Requesting a letter e.g. for immigration (please ask how many days it will take to process your request).
- Any other questions you may have!



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### Student support officer and welfare counsellor

Studying in a foreign country is an exciting adventure, but it can also be challenging at times. Our Student Services department is specifically designed to help you while you are living and studying in Australia. Our Student Support Officers (SSO) and Welfare Counsellor are available to help you for any personal or academic issues you may have. All you need to do is see reception to book an appointment. Our student services and welfare counsellor offer professional and confidential advice to you at no cost in the following areas:

- Accommodation
- Legal issues (Police, Fair Work Ombudsman, Real Estate issues, etc.)
- Public transport
- Job seeking services
- Counselling and welfare services (for homesickness, anxiety, stress etc.)

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### Additional English support

As well as personal support, we also offer additional English support. You can also look forward to the many extra-curricular excursions that we offer throughout the year, such as the going to a Rugby, Cricket or AFL football game! You will get great opportunities to practice your English during these activities, so don't miss out!

You will find out more about these great activities on your first day during Orientation.

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### Accommodation

Our Student Support Officers can also help you to find accommodation that suits your needs. The two kinds of accommodation that the Institute can help you with are:

#### ***Rental Accommodation***

If you need help with your accommodation situation, please notify us in advance about your interest to rent an apartment, flat or house and let us what type of arrangement you want e.g. shared or single etc.

Good rental websites are:

- [www.realestate.com.au](http://www.realestate.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- [www.flatmatefinders.com.au](http://www.flatmatefinders.com.au)
- [www.gumtree.com.au](http://www.gumtree.com.au)



Essential Information	
Twin accommodation	\$150 / week*
Single share accommodation	\$200 / week*
Normal Lease	6 -12 months
Bond (deposit)	usually 4 weeks rent (returned at end of lease)
Living expenses (paid separately to rent)	Electricity, gas, internet, water, groceries etc.

\*price can vary greatly, depending on location and accommodation

### Tips

- ✓ Agree with you housemate how the bills will be shared
- ✓ Keep your rental in good condition so that you get your bond back
- ✓ Make sure your name is removed from lease after you move out

### Home Stay Accommodation

You may choose to live with an Australian family during your time in Australia. If requested, the Student Support Officer can arrange for you to stay with a family who will provide you with 2-3 meals a day, and cover electricity and other bills. Please note, you are responsible for your own telephone bills and personal needs.

Home stay is a good choice if you want to improve your English with a local family. There may be a homestay placement fee charge (depending on length of stay) and you can expect to pay around \$300-\$350 for single and \$270-\$300 for twin share per week\*. You will need to pay between 2-4 weeks upfront, but this will vary between home stays. You will be informed about all the upfront cost involved before you move into the accommodation.

*\*These charges are current as of 1 January 2022 and subject to change.*

Good homestay websites are:

- [www.homestaynetwork.org](http://www.homestaynetwork.org)
- [www.homestay-australia.com](http://www.homestay-australia.com)
- [www.studyvision.com.au](http://www.studyvision.com.au)
- [www.gumtree.com.au](http://www.gumtree.com.au)

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### Student Lounge

Students are encouraged to use the student lounge for meals, meeting friends or just relaxing. As well as the student lounge, feel free to use the classrooms during the extended break periods to enjoy your meals.

Remember, this is ***your*** area. Please keep it clean. An alternative to hang out with friends after class is one of local libraries.

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### Printing, copying and internet

If you need to print or copy a document, please see reception. There will be a small fee for printing and copying costs:

Printing and copying costs	
Black and white A4	Ask at reception
Colour A4	Ask at reception

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### Graduation and certificates

Every successfully graduating student will receive a certificate and academic record after completing their course. If you have assessment results of 49% or under, you will only receive your Academic Record. Remember to attend all of your classes to make sure you get a certificate at the end of your course.

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### **Banking**

The currency in Australia is the Australian Dollar (AUD-\$). You can open a bank account at any Australian bank, so make sure you do your research and then take your passport as proof of identification to the bank you decide on. You may need to also provide proof of your address. You can ask at reception for a letter of enrolment with your address if necessary.

#### ***Key cards and Personal Identification Numbers (PIN)***

When you open a bank account you will receive a key card (looks like a credit card) via mail. You use this card to deposit and withdraw money from your bank account.

A few days after your card arrives, you will receive a secret number – a PIN – to access your account. You must memorise this number and you must not keep it together with your key card because if your card gets lost or stolen, someone can withdraw all your money.

#### ***Tips***

- ✓ Never tell anyone your PIN
- ✓ Remember to CLOSE your bank account before you return to your country
- ✓ Check multiple money exchangers before changing your currency to AUD. Exchange rates will vary greatly.

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## **3. YOUR RESPONSIBILITIES AS A STUDENT**

Vigil English College wants you to succeed in your studies. There are four key things to do during your studies to make sure everything goes smoothly.

1. Attend all of your classes
2. Complete all of the assessments, classwork and homework
3. Pay your fees on time to avoid missing out on classes
4. Respect and uphold our policies and procedures.

By following these four easy steps, you've given yourself the best chance to succeed! In the following sections, you can read about the different policies, procedures and responsibilities which are there to help all students feel comfortable and valued on campus.

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## **4. EQUITY AND DIVERSITY POLICY**

We are committed to achieving equal opportunity and diversity in education and employment. We operate on the principles of equal opportunity, respect and inclusion, regardless of age, race, colour, religion, ancestry, gender, sexual orientation, marital status, physical or intellectual ability. All members of the college have a responsibility to

contribute to the achievement of an equitable working and learning environment. For more specific details, please refer to our Policies on our website.

## 5. ANTI-BULLYING AND ANTI-ABUSE POLICY

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Vigil English College does not tolerate bullying or abuse of any kind.

### What is bullying or abuse?

Bullying and abuse may take many forms, including:

- physical bullying;
- verbal, psychological and social bullying, such as name-calling, unwanted teasing, gestures, threats, creating and/or spreading rumours and social exclusion;
- sexual bullying/abuse, such as unwanted touching, innuendo or worse
- harassment or discrimination of any form

These actions and behaviours could be conducted in person or electronically ('cyber-bullying'). These problems can often lead to serious issues such as severe loss of confidence, lack of academic progress and absenteeism.

### Reporting bullying or abuse

If you suspect or witness bullying, you should report it to the Academic Manager. You are advised during Orientation and the Student handbook that if you see or suspect bullying, or are bullied yourself, you should report it. All incidents of bullying are dealt with as soon as possible after the event or the reporting of the event.

For more specific details, please refer to our Policies on our website.

## 6. COMPLAINTS AND APPEALS

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We hope you enjoy your study at Vigil English College but we understand that things can sometimes go wrong. If you have a problem with the services provided or any other issue while you are a student here, then we have a process to support any claim or appeal. Please try to talk to the other person first – this is often the best way to resolve an issue. If that does not work, then follow the procedure in the Complaints and Appeals Policy on our website. Complaints are handled through our Student Support Officer.

For more specific details, please refer to our Policies on our website.

## **7. ATTENDANCE POLICY**

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The National Code requires Vigil English College to systematically monitor students' attendance. International students (on student visas) studying English in Australia have an obligation to attend a minimum of 80% of scheduled course contact hours. Vigil English College adopts a proactive approach in notifying and counselling students who are at risk of failing to meet the attendance requirement. Students whose attendance drops will receive:

1. First warning letter if attendance drops below 90%
2. Second warning letter if attendance drops below 85%
3. A Notice of Intention to Report (NIR) for unsatisfactory attendance if attendance drops below 80%

Attendance is a very serious matter and all students on a student visa must take this seriously. There are certain limited circumstances where we may decide not to report an overseas student for falling below 80% attendance.

- The overseas student is still attending at least 70% of scheduled course contact hours
- The overseas student supplies genuine evidence of compassionate or compelling circumstances.

For further information, please refer to our Attendance Monitoring Policy on our website.

## **8. COURSE PROGRESS POLICY**

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We provide learner-focused student academic support and intervention to help you achieve your learning outcomes as well as satisfy the provisions of the National Code. To help you stay on track, you will have mid-term and end-of-term one-on-one student teacher coaching sessions with your teacher to help you understand your learning goals and to provide you with personalised academic counselling.

If your teacher feels that you are at risk of demonstrating course progress, they may refer you to the Academic Manager for an intervention meeting. At this meeting, you will discuss your current course progress and make an action plan to help your learning.

Intervention strategies may include:

- Assistance with English skills such as essay & report writing, reading, listening, speaking etc.
- Attending a study group
- Counselling with the Student Services Department for assistance with personal issues
- Mentoring by the teacher or a nominated student
- Undertaking a review of the students results



- Attending additional classes
- Combination of above methods

Outcomes, actions and agreements of the intervention meeting will be signed by both the Academic manager and you and a copy will be given to you and another kept in your file. The teacher will be made aware of the actions, agreements and expected outcome.

If you are not meeting satisfactory course progress over two consecutive terms, Vigil English College is obliged to report you for unsatisfactory course progress.

For further information, please refer to our Course Progress Policy on our website.

## 9. DEFERRING, SUSPENDING OR CANCELLING STUDY

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If a student defers, suspends or cancels their study, it may affect their visa. We will make a case-by-case decisions about deferrals, suspensions and cancellations based on our internal policies and procedures under the National Code.

### Deferring

If you have genuine reasons to not be able to start your course on your start date, we may allow you to defer your course. This may require an extension of the Certificate of Enrolment (CoE) for compassionate or compelling reasons. Please contact our Admissions department if you require a deferment of your start date.

### Suspending

If you have genuine reasons to suspend your studies, we may allow you to suspend your course. This may require a change of the Certificate of Enrolment (CoE) for compassionate or compelling reasons. Please contact our Admissions Department if you wish to apply for a course suspension.

### Cancelling

As an international student, you have certain responsibilities. If you breach any of your responsibilities, we may decide to cancel your enrolment on the basis of, but not limited to:

- misbehaviour or failure to comply with our Policies and Procedures
- failure to pay the required amount to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements

For any cancellation of enrolment initiated by us, you will be given a notice of intention to report and 20 working days to access our internal complaints and appeals process. For further information, please refer to our Deferment, Suspension or Cancellation Policy on our website.

## 10. INTERNATIONAL STUDENT TRANSFERS

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All student visas are granted with the 'No Change of Provider' condition. This means that international students must stay with Vigil English College for the first 6 months of their principal course. This policy does not apply to students who have already completed 6 months of their principal course.

There are certain, limited circumstances where a student can transfer to or from Vigil English College before the completion of 6 months of their principal course. For further information, please refer to our International Student Transfer Policy on our website.

## 11. OTHER STUDENT RESPONSIBILITIES

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As well as our Policies and Procedures, there are some things that every student needs to be aware of during their time at our college and in Australia. We have outlined the most important things to consider below:

### Change of contact details

It is an obligation of any student on a student visa to notify us within 7 business days of changes to personal information. Contact details include, but are not limited to:

- telephone number (home and/or mobile)
- address
- emergency contact
- health care cover details
- email

If any of your details change, please see reception as soon as possible. We use this information to inform you of important updates or information about your course, including attendance and progress.

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### English Only Rule

We believe that it is important for our students to speak English at all times in the classroom. Our *English Only rule* helps you immerse yourself in an English-speaking environment and will give everyone in the classroom the best opportunity to improve their English skills. This is why we actively enforce our *English Only rule* in all of our classrooms. If you are heard speaking a language other than English in the classroom, you may be asked to leave the classroom.

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### Medical insurance

It is the responsibility of every international student (on a student visa) to have current health cover for the entire duration of their studies. If your health cover expires during your stay in Australia, you will be in breach of your visa. Vigil English College's has a preferred health insurance company, however you may choose any health insurance company.

You will be required to show your health cover on enrolment day. As such, please bring your health cover card or evidence so that our Student Support Officer can make a copy and save it in your student file. Keep your card in a safe place and if you choose to change providers, please inform us within 7 business days.

Please refer to your insurance providers website for further information or ask at Reception.

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### Permission to work

Permission to work is automatically included in your student visa. This condition allows you to work for up to 40 hours per fortnight during your studies and full-time during your holidays. Your employer will sometimes ask for a letter from the school to confirm your holiday period. You can request this from reception.

Please visit the Department of Home Affairs website (<https://www.homeaffairs.gov.au/>) for your full visa conditions and refer to The Fair Work website ([www.fairwork.gov.au](http://www.fairwork.gov.au)) for latest information on rights and responsibilities of employers and employees, including the current minimum wage.

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### Tax File Number

All workers in Australia require a Tax File Number (TFN). You can get this quickly and easily by completing a Tax File Declaration Form. This can be downloaded from the Australian Taxation Office website ([www.ato.gov.au](http://www.ato.gov.au)) or in person at your local taxation office.

At the end of each financial year, all students who have worked need to apply for their tax return online or through a registered tax accountant.

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### Excursions

Your teacher will organise excursions for the whole class regularly. These are an important part of your language learning and will be relevant to your studies which means ALL STUDENTS in the class must attend.

Excursions are usually free, but sometimes incur a small charge (entrance to museum/gallery, public transport travel etc.). Wherever possible, we try to keep these fees and charges to a minimum.

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### Lost property

Any items found in the college will be taken to reception and placed in the lost property box. If you misplace anything during your time at the college, please check the room where you were studying first and then check with Reception if you cannot find it.

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### Security

Please do not leave any of your valuables unattended on campus. Always keep your belonging safe, in and out of the college. Here are some tips:

- ✓ Keep your bag with you when you move rooms or go to lunch
- ✓ Do not carry large amounts of cash
- ✓ Open an Australian bank account to keep your money secure
- ✓ Always sign bank cards, credit cards etc. as soon as you get them

The College is not responsible for the security of personal belongings.

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## 12. LIFE IN SYDNEY

Sydney is often recognised as one the most liveable cities in the world. People living in Sydney enjoy a safe city, affordable healthcare, world-class education, reliable infrastructure, business opportunities and a healthy environment. Come and join us! In the following section, you can find some useful information about getting the most out of life in your new city.

### Festivals/Events

There's always a festival going on in Sydney, whether it's film, comedy, arts, music or design. International artists often visit Sydney, along with home-grown talent.

Keep your eye out for some of the following festival and events:

- Mardi Gras Festival
- Rugby Matches
- Cricket matches
- Australian Football (AFL) games

Visit <https://www.sydney.com/things-to-do> for up-to-date information on upcoming events and festivals!



### Food

Sydney's mix of cultures means that there are 1,000's of restaurants, cafes, bistros and bars. Our top-quality meat and fresh fruit and vegetables are not only popular in Australia, but also exported to markets all around the globe. You can try almost every type of cuisine in the world in our restaurants. Whether you're after modern, traditional, exotic or fusion flavours – Sydney's eclectic dining scene offers a wide range of the world's great cuisines, from popular favourites to the truly ground-breaking. Get ready to taste the world!





### Climate

Sydney has a temperate, oceanic climate and experiences four distinct seasons in the year – Spring, Summer, Autumn and Winter. It is well-known for its changeable weather, but there is generally a lot of sunshine throughout the year. Due to its geographical location, Sydney enjoys long days in Summer and endures shorter days in Winter. Sydney almost never experiences temperatures below 0°C. We recommend wearing layers, so you can adapt to the weather as it changes. Below are the yearly averages:

Climate data for Sydney City												
Monthly averages	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average Max °C	26	25	24	22	19	17	16	18	20	22	23	25
Average Min °C	19	19	17	15	11	9	8	9	11	13	16	17

Source: Australian Bureau of Meteorology

### Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. Travellers from most nations in Asia, Africa and Europe should have appliances that work on the same mains voltage as Australia - therefore you will not need a voltage converter. Notable exceptions to this are Japan, USA and Canada which uses 100/120V 50/60Hz. Please check your appliances before you plug them in.



You can buy a convertor at many shops, airports and online or buy a new appliance in Australia.

### Transport

Sydney has an extensive, modern public transport system which includes trams, trains, busses and ferries. To travel on the public transport system, you'll need to purchase a "Opal" travel card at any major train station or outlet and add credit. Once you load money onto the card, you can simply tap on and off as you use public transport.

# Sydney rail network



**M** Metro **T** Trains



**Sydney metro and train lines**

- M** Metro North West Line  
Chatswood  
Tallawong
- T1** North Shore & Westcott Line  
North Shore  
Western  
Richmond
- T2** Inner West & Leppington Line  
Inner West  
Leppington  
City
- T3** Bankstown Line  
Liverpool  
Lidcombe  
City
- T4** Eastern Suburbs & Illawarra Line  
Eastern Suburbs  
Illawarra  
Cronulla
- T5** Cumberland Line  
Leppington  
Richmond
- T6** Carlingford Line  
Carlingford  
Clyde
- T7** Olympic Park Line  
Olympic Park  
Lidcombe
- T8** Airport & South Line  
Airport  
South  
City
- T9** Northern Line  
Northern  
Gordon

Check timetables and trip planners for train services and connections

Visit [transportsw.info](http://transportsw.info)














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Sydney Train Map

### Budgeting / cost of living

Sydney is a fantastic city, but it also has a relatively high cost of living. It is important to budget enough money to live comfortably during your time in Australia. Many students are shocked of the cost of living when they first arrive, so it is good to be informed. Prices of some typical items that you might need are shown for you:

	Basic lunchtime menu (including a drink) in the business district	AU\$19
	Combo meal in fast food restaurant (big mac meal or similar)	AU\$12
	500 gr (1 lb.) of boneless chicken breast	AU\$7
	1 liter (1 qt.) of whole fat milk	AU\$1.56
	12 eggs, large	AU\$5.83
	1 kg (2 lb.) of tomatoes	AU\$5.04
	500 gr (16 oz.) of local cheese	AU\$6
	1 kg (2 lb.) of apples	AU\$4.69
	1 kg (2 lb.) of potatoes	AU\$3.35
	0.5 l (16 oz) domestic beer in the supermarket	AU\$5.43
	1 bottle of red table wine, good quality	AU\$17
	2 liters of coca-cola	AU\$3.22
	Bread for 2 people for 1 day	AU\$2.53

\*Data correct as of 20 February 2022. Taken from: <https://www.expatistan.com/cost-of-living/sydney>

According to Study Australia ([Government Website](#)), International students need/spend approximately \$21,041 per year (as of 22 February 2022).

## 13. ISSUES AND EMERGENCIES

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Although we hope that nothing bad happens during your time in Australia, you can rest assured that if something does go wrong, Australia has many services in place to help you in your time of need.

### Sick/First Aid

If you feel sick or suffer an injury while on campus, please notify your teacher and then go to reception for assistance. A First-Aid Kit and trained first aid officers are available to treat minor injuries and to provide any assistance necessary.

### Medical issues

Student Services will always have an up-to-date list of medical professional close to the college. You can see our Student Services Officer on campus and they will assist you in finding an appropriate medical professional.

Local medical Services\* are as follows:

Service	Name and Location	Contact Phone
Hospital (Emergency)	<b>St Vincent's Hospital</b> 390 Victoria Street Darlinghurst	(02) 8382 111
Doctor	<b>Sydney Doctors</b> 1/70 Pitt St Sydney	(02) 9233 3399
Dentist	<b>Emergency Dentist Sydney</b> 601A/185 Elizabeth St Sydney	(02) 8283 6493

*\*Fees will apply and your health insurance may or may not cover the expenses.*

### Legal assistance

If you need low-budget legal assistance, Legal Aid is there to help you. For basic advice on any legal issue you may be having, you can visit their website (<https://www.legalaid.nsw.gov.au>) or give them a call on 1300 888 529 for free information over the phone about your situation. There are also multiple suburban and regional offices that may be closer to your home.

### Department of Home Affairs (DOHA)

The local Visa and Citizenship office provides appointments for students who have received a letter or invitation to attend pre-booked appointments. If you need to make an appointment, you can contact them during office hours on 131 881 or via their website (<https://immi.homeaffairs.gov.au/>).

Their street address is:

**26 Lee St**

**Haymarket, Sydney**

### Fire/Emergency procedures

Please be aware of the Emergency Exit maps on the walls of the college. If there is a fire or emergency:

- an alarm will ring
- your teacher will direct you to the nearest EXIT. All students must leave the building as quickly as possible, in a safe and orderly fashion, so please leave your books and bags behind.
- All staff and students will walk calmly down the stairs and out of the building (do not use elevators).
- Your teacher or Fire Warden will take you to the assembly point.

### Consulates

For a list of consulates in Australia, please refer to the list of foreign embassies and consulates list on the Department of Foreign Affairs and trade website (<https://protocol.dfat.gov.au/Public/Display>). If you cannot find your country on the list, please see one of our Student Support Officers for help.

### 24-hour emergency contact

If you need to contact us after hours in case of an emergency, please call Sehaj Chawla on 0423 521 279.

**Please note, this number is for an emergency only.**

*Thanks for choosing to study at Vigil English College.*

*We hope you have an exciting and motivating study experience with us!*