



Student Handbook

Boston Institute

“We are committed to quality assurance and continuous improvement. We welcome your feedback anytime”

Document Control

This document is approved and implemented by Boston Institute. Any ongoing changes made to this document will be documented as below:

Version	Authorised By	Description of the change	Approved Date	Effective Date
Version 1	CEO	Adaptation of the new student handbook	1 December 2021	1 December 2021
Version 2	CEO	Change of Location, Floor plan and working hours	8 January 2024	8 January 2024



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Welcome

A warm welcome to Boston Institute!

We are committed to helping you learn the knowledge, skills, and confidence you need to achieve your study goals and settle into the Australian way of life.

This handbook will help answer common questions about Boston Institute such as your course, attendance, our services and much more.

If you still have questions after reading this handbook, please come and speak to us. We have supportive and professional staff to help you have an enjoyable learning experience.

We hope you enjoy your time at Boston Institute and work hard to improve your English skills while you are studying here. Remember that learning a new language takes time and effort. So, be patient and make the best of all the opportunities you have to learn and to practice.

We wish you success with your studies and hope you have a safe and rewarding stay in Australia.

Rupinder Saini
CEO
Boston Institute



College Information

Entity Name: Boston Institute Pty Ltd

ABN: 99 654 736 688

CRICOS Code: 04068C

Location/Contact Details

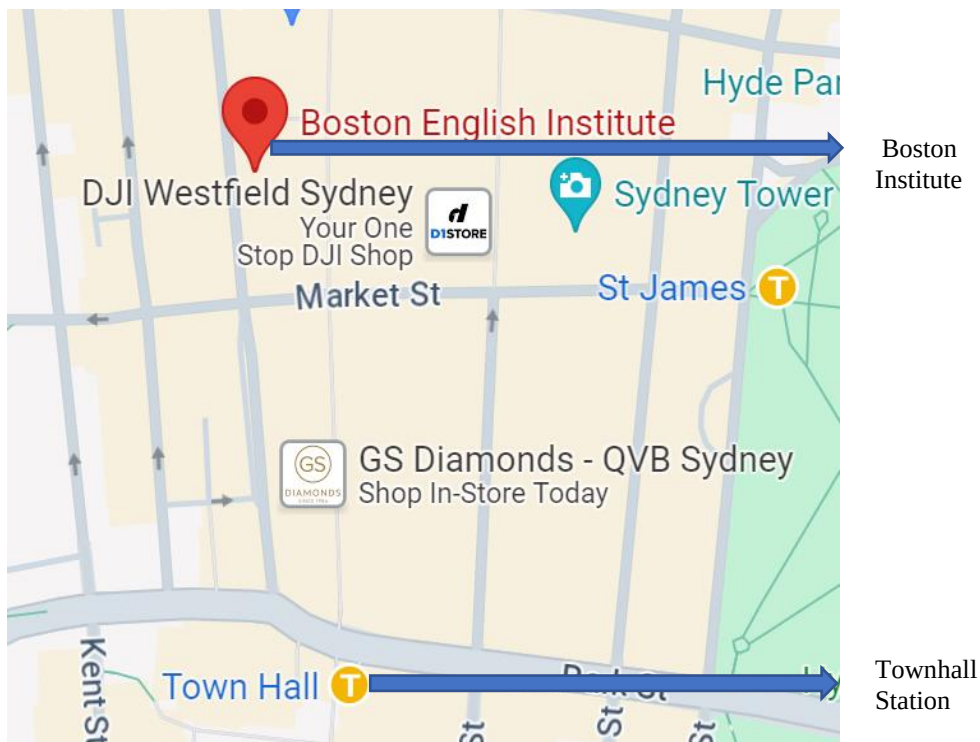
Address: Level 4, 60 York Street, Sydney, NSW, 2000

Email: info@bostoninstitute.nsw.edu.au

Website: <https://www.bostoninstitute.nsw.edu.au/>

Phone: 02 9836 6427

Map



After Hours Contact

Boston Institute students can contact the college at any time in emergency situations, to report a serious incident that affects them or to get support when needed.

Contact Number: 0431 599 482



Opening Hours

Monday to Friday	10:00 AM to 9:00 PM
Saturday	11:00 AM to 1:00 PM (FREE IELTS CLASSES)

Who Should I Speak To?

Type of Assistance	Contact Person
General Information Support	Reception
24-hour emergency	Student Service
About My Enrolment	Admissions
About My Studies and My Teacher	Academic Manager

International Students

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018. Please find out more about the ESOS framework and your rights as an international student at:

- <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>
- <https://www.studyinaustralia.gov.au/English/Australian-education/Education-system/ESOS-Act>
- <https://www.australia.gov.au/information-and-services/education-and-training/international-students>

Boston Institute has obligations as part of its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check that the details of your course, including location, match the information on CRICOS at <http://cricos.education.gov.au/>.

The ESOS Act includes consumer protection that helps you to receive a refund, or to be placed in another course if your education provider is unable to teach your course for any reason. This is managed under the Tuition Protection Service (TPS). Visit <https://tps.gov.au/Home> for more information.



Overseas Student Visa Requirements

If you are granted a visa, you must follow its conditions. If you do not do this, your visa may be cancelled.

Conditions include (but are not limited to) those below:

- Satisfy your student visa conditions
- Be enrolled in a registered course
- Maintain at least 80% attendance in your course
- Achieve satisfactory results for course progress
- Comply with any requirements of Boston Institute
- Maintain Overseas Student Health Cover (OSHC) for the total period of your stay (student visa holders)
- Notify Boston Institute in writing if you change your address, contact details and emergency contact details within 7 days of the changes. If you do not, this may affect your visa including cancellation.
- Can only work 40 hours per fortnight while studying full time
- Can work for more than 40 hours per fortnight during recognised course breaks at Boston Institute
- Cannot do any paid work until you have started your course
- Continue to have sufficient financial capacity to support your study and stay in Australia
- Achieve the required course requirement to receive a Certificate of Completion. This means achieving a minimum pass mark as shown in the Course Exit Requirement and a minimum of 80% attendance.

Working While Studying

- You can work for a maximum of 48 hours per fortnight (2 weeks) while studying full time.
- You should not rely on work to fund your studies.
- You cannot work at all if you are on a Visitor visa. Check your visa conditions on the Department of Home Affairs (DHA) website at: <https://immi.homeaffairs.gov.au/home>.
- You will need a tax file number (TFN) and can apply online at <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/>.

Some useful job websites are:

- Seek: <https://www.seek.com.au/>
- Indeed: <https://au.indeed.com/>
- CareerOne: <https://www.careerone.com.au/>
- One Shift: <https://au.oneshiftjobs.com/>



Your Workplace Rights

Australia's workplace laws protect overseas workers. Information on your employment rights including how to resolve workplace issues, can be found at:

- <https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation>
- <https://www.fairwork.gov.au/>
- <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work>
- <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>.

Information on pay rates, shift calculations, leave arrangements/notice and redundancy entitlements is at <https://www.fairwork.gov.au/>, by using the Fair Work Ombudsman Pay and Conditions Tool (PACT).

Overseas Student Health Cover (OSHC)

The Australian government requires that all Student Visa holders have medical insurance called OSHC. OSHC must be paid before coming to Australia to cover students from the day they arrive in Australia, until the end date of their visa. Students who have arranged their OSHC themselves or through their education agent, must directly contact the OSHC provider for any questions, a refund request or to make a claim. If you see a doctor, you must pay at the time of your visit and keep the receipt to make a claim. For more information, please visit: Department of Home Affairs (DHA) website: <https://immi.homeaffairs.gov.au/> and <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>. Also, you can compare Australian Government approved OSHC providers at: <https://oshcaustralia.com.au/en>.

Courses

General English

Content Objectives

The General English course is designed for students who aim to speak and write English to communicate effectively in their daily lives, as well as for vocational studies purposes in Australia. For these reasons, the course is delivered using communicative methods with the emphasis on the importance of vocabulary, grammar and four macro skills – speaking, reading, writing, and listening. This course is fully aligned with the Common European Framework of Reference (CEFR) and provides fortnightly assessments for students to evaluate their progress regularly.



CRICOS Course Code

COURSE0000919

Duration

- Up to 60 weeks
- 10 weeks per level

Study hours per week

20 hours

Mode of Study

Face-to-face in class mode

Assessment Method

- The formative assessments will be conducted fortnightly.
- The summative assessments will be conducted on week 10.
- Students must participate summative assessments per level.
- All results will be recorded on the Academic Progress Record Sheet.
- Students can see the results and will be provided with feedback for all assessments.
- Teachers will provide feedback after each assessment.
- The duration of the assessment varies depending on the level of the course.
- View the methods of assessments below.

Level	Assessment	Methodology	Duration
Beginner	Speaking	Q&A or a short talk	5 – 10 seconds
	Listening	Answering from a simple spoken text or a role play	5 minutes
	Writing	Writing simple information, profiles, emails, letters, descriptions, greeting cards or/and articles	20 minutes
	Reading	Find answers from given information, profiles, emails, letters, descriptions, greeting cards, or/and articles	20 minutes
Elementary	Speaking	Q&A, a short talk or give a short description	10 – 20 seconds



	Listening	Answering from a simple spoken text or a simple conversation, discussion, or/and role play	5 minutes
	Writing	Writing simple information, forms, stories, contexts, reports, conversation, articles, emails, or/and letters	20 minutes
	Reading	Find answers from given information, forms, stories, contexts, reports, conversations, articles, emails, or/and letters	20 minutes
Pre-Intermediate	Speaking	Q&A, a short talk, give a short description or have a short discussion	20 – 40 seconds
	Listening	Answering from simple conversations, discussions, stories, or/and role plays	10 minutes
	Writing	Writing short pieces of information, forms, stories, contexts, reports, conversations, articles, emails, or/and letters	20 minutes
	Reading	Find answers from given information, forms, stories, contexts, reports, conversations, articles, email, or/and letters	30 minutes
Intermediate	Speaking	Q&A, a talk, give a description or have a discussion	40 – 60 seconds
	Listening	Answering from simple conversations, discussions, stories, interviews, or/and role plays	10 minutes
	Writing	Writing stories, reports, articles, emails, letters, reviews, instructions, or/and descriptions as per the given instructions	40 minutes
	Reading	Find answers from given stories, reports, articles, emails, letters, reviews, instructions, or/and descriptions	40 minutes
Upper-Intermediate and Advanced	Speaking	Role-play, Q&A, a presentation, a talk or have a short discussion	100 – 120 seconds
	Listening	Answering from conversations, discussions, stories, interviews, lectures, or/and role plays	15 minutes
	Writing	Writing stories, reports, articles, emails, letters, reviews, instructions, descriptions, leaflet, biographies, or/and presentations as per the given instructions	40 minutes
	Reading	Find answers from given stories, reports, articles, emails, letters, reviews, instructions, or/and descriptions	40 minutes



Course Outcome for Each Level

CEFR Levels	Internal Level	Common European Framework of Reference (CEFR) Outcomes
A1	Beginner	Basic User: Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.
A2	Elementary	Basic User: Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.
A2	Pre-Intermediate	
B1	Intermediate	Independent User: Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.
B1	Upper-Intermediate	
B2	Advanced	Independent User: Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.



Timetable

Training sessions are conducted both in the morning and the night.

Timetable for the morning

GENERAL ENGLISH (DAY)					
TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	SATURDAY
10:00AM-12:00PM	Review of learnings	Writing Workshop	Sentence Structure	Grammar	OPTIONAL FREE IELTS/PTE SESSIONS *Check with admissions for details
12:00PM-1:00PM	Vocabulary for Effective Writing	Collocation Exercise	Speaking	Writing	
1:20PM-2:20PM	Speaking Activities	Pronunciation	Writing	Speaking	
2:30PM-3:30PM	Listening and Reading	Reading and Listening Topic of the day	Listening and Reading Activities	Listening and Reading	

Timetable for the night

GENERAL ENGLISH (NIGHT)					
TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	SATURDAY
5:00PM-6:00PM	Review of learnings	Writing Workshop	Sentence Structure	Grammar	OPTIONAL FREE IELTS/PTE SESSIONS *Check with admissions for details
6:00PM-7:00PM	Vocabulary for Effective Writing	Collocation Exercise	Speaking	Writing	
7:20PM-8:20PM	Speaking Activities	Pronunciation	Writing	Speaking	
8:30PM-9:30PM	Listening and Reading	Reading and Listening Topic of the day	Listening and Reading Activities	Listening and Reading	



English for Academic Purposes

Content Objectives

The English for Academic Purposes (EAP) course focuses on the development of English skills for vocational and higher education studies for students from non-English speaking countries. Students will engage in activities that will help them execute spoken and written English required for their future academic studies. Students will study academic reading, writing, speaking, listening, note-taking, summary writing, essay writing, and presentation skills. There are in-class and out-of-class (library visits for research) activities explicitly designed to achieve academic language skills. There are eight Formative assessments and four summative assessments for each level.

CRICOS Course Code

COURSE0000920

Duration

- Up to 48 weeks
- 24 weeks per level

Study hours per week

20 hours

Mode of Study

Face-to-face in class mode

Assessment Method

- i. There are assessments each week. Some are formative and some are summative assessments.
- j. Students must participate all assessments to complete a level.
- k. All results will be recorded on the Academic Progress Record Sheet.
- l. Students can see the results and will be provided with feedback for all assessments.
- m. Teachers will provide feedback after each assessment.
- n. The duration of the assessment varies depending on the level of the course.
- o. View the methods of assessments and the schedule below.



Week	Assessment Type	Macro Skills	Format	Methodology	Level 1 Conditions	Level 2 Conditions
1	Formative Assessment	Reading	Written assessment from a reading text	Note-making from a reading text	N/A	N/A
2	Formative Assessment	Listening	Written assessment from a spoken text	Note-making from a spoken text	N/A	N/A
3	Formative Assessment	Speaking	Oral assessment	Group discussion	10 minutes	15 minutes
4	Formative Assessment	Speaking	Oral assessment	Individual Presentation	3 minutes	5 minutes
5	Formative Assessment	Writing	Written assessment from a reading text	Written summary of a reading text	20 minutes/ 50 words	20 minutes/ 80 words
6	Formative Assessment	Listening	Written assessment from a spoken text	Note-making from a spoken text	N/A	N/A
7	Formative Assessment	Reading	Written assessment from a reading text	Note-making from a reading text	N/A	N/A
8	Summative Assessment	Listening	Written assessment from a spoken text	Note-making from a spoken text	N/A	N/A
9	Formative Assessment	Writing	Essay	Essay outline	20 minutes/ 100 words	20 minutes/ 150 words
10	Summative Assessment	Reading	Written assessment from a reading text	Note-making from a reading text	N/A	N/A
11	Summative Assessment	Speaking	Oral assessment	Group Presentation	10 minutes	15 minutes
12	Summative Assessment	Writing	Essay	Essay	40 minutes/ 200 words	40 minutes/ 300 words



Course Outcome for Each Level

Level	1	2
IELTS	5.5 ~ 6.0	6.5 ~ 7.0
Common European Framework of Reference Outcomes	B1	B2
Listening	Can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. Can understand the main point of many radios or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.	Can understand extended speech and lectures and follow even complex lines of argument provided the topic is reasonably familiar. Can understand most TV news and current affairs programmes. Can understand most films in standard dialect.
Reading	Can understand texts that consist mainly of high frequency every day or job-related language. Can understand the description of events, feelings and wishes in personal letters.	Can read articles and reports concerned with contemporary problems in which the writers adopt attitudes or viewpoints. Can understand contemporary literary prose.
Spoken Interaction	Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events).	Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible. Can take an active part in discussion in familiar contexts, accounting for and sustaining my views.
Spoken Production	Can connect phrases in a simple way in order to describe experiences and events, my dreams, hopes and ambitions. I can briefly give reasons and explanations for opinions and plans. Can narrate a story or relate the plot of a book or film and describe my reactions.	Can present clear, detailed descriptions on a wide range of subjects related to my field of interest. Can explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.



Level	1	2
IELTS	5.5 ~ 6.0	6.5 ~ 7.0
Common European Framework of Reference Outcomes	B1	B2
Writing	Can write simple connected text on topics which are familiar or of personal interest. Can write personal letters describing experiences and impressions.	Can write clear, detailed text on a wide range of subjects related to my interests. I can write an essay or report, passing on information or giving reasons in support of or against a particular point of view. Can write letters highlighting the personal significance of events and experiences.

Course Entry Requirements

- **Education:** None
- **Age:** Over 18 or more years old
- The table below reflects the English language entry requirements for each level of courses offered at Boston Institute.

Course and Level	PET Academic	IELTS Score	Placement Test Result
English for Academic Purposes Level 2	> 56	6.5	EAP Level 2
English for Academic Purposes Level 1	> 46	6.0	EAP Level 1
General English Advanced Level / English for Academic Purposes Level 1	> 36	5.5	Advanced/EAP Level 1
General English Upper-Intermediate Level	> 29	5.0	Upper-Intermediate
General English Intermediate Level	> 23	4.5	Intermediate
General English Pre-Intermediate Level	N/A	4.0	Pre-Intermediate
General English Elementary Level	N/A	3.5	Elementary
General English Beginner Level	None	None	None

Course Exit Requirements



- All students are required to achieve a minimum of 80% attendance and satisfactory academic results as per below.
- General English: Students need to complete a score of 60% overall and an individual overall score of no less than 50% for each level.
- English for Academic Purposes: See the details as per the table below.

IELTS Band	English for Academic Purposes
7.0	Level 2 required exit score of 70%
6.5	Level 2 required exit score of 65%
6.0	Level 1 required exit score of 60%
5.5	Level 1 required exit score of 55%

Course Dates, Course Breaks and Public Holidays in 2022 and 2023

Course Dates 2022	January 2022 ~ 16 th December 2022 (Weekly Monday Intake)
Official Holiday Break 2022	19 th December 2022 to 1 st January 2023
Course Dates 2023	2 nd January 2023 ~ 22 nd December 2023 (Weekly Monday Intake)
Official Holiday Break 2023	23 rd December 2023 ~ 7 th January 2024
Public Holidays	Visit the link provided below: https://www.nsw.gov.au/about-new-south-wales/public-holidays/

How to come to Boston Institute on your first day

The best way to get to Boston Institute is by train then walk. You can get off from below train stations, whichever ones are most convenient to you. Stations that you can get off are:

- Townhall station
- Museum station

Orientation Program

All students must attend the Orientation Program before attending any of their classes. It is held on your first day (stated on your Confirmation of Enrolment (CoE)) at Boston Institute, or on a different day if you arrive late. It will start at 8:30 am for the morning students and 1:00 PM for the afternoon students.



On orientation day, you will have an English placement test to find out your English level and which class you will attend. We will answer all your questions and you will get important information about:

- studying and living in Australia including social and cultural customs
- general safety information for when you are at college and in Australia, including beach safety
- student expectations, college rules, facilities, resources and premises including a campus tour
- critical incident and emergency evacuation procedures/emergency meeting point
- class timetables and study assistance/ academic intervention (Extra Class)
- course attendance and progress requirements
- visa requirements
- College Policies and Procedures including Refund
- complaints and appeals processes
- Student Handbook
- student support services including accommodation, welfare, emergency/health services, and legal including workplace rights and conditions

IMPORTANT: Students who are unable to attend their Orientation Program must contact the college. You will be informed of the date of your Orientation Program.

We take your photo at orientation, and you can pick up your ID card from Reception a week later. You cannot use your ID card for discounts on public transport fares because international students must pay the full fare. ID cards can be used as proof of identity and you must carry your ID card at all times while at Boston Institute for security reasons.

Recognition for Prior Learning (RPL)

RPL involves assessment of your prior learning. Boston Institute recognises formal English language proficiency documents such as IELTS, TOEFL, PTE or equivalent as a form of RPL. All supporting documents must be submitted (written and/or translated in English) during the enrolment process and certified by a Justice of the Peace, or a registered education agent, or where applicable validated by Boston Institute, before being accepted by Boston Institute. RPL approval will reduce the duration of your course.



A Teacher: Student Ratio

Boston Institute maintains a teacher: student ratio of 1:18. In our smaller class, there will only be ten students with one teacher, and in our medium classroom, there will be 15 students with one teacher, and in our largest classrooms, there will be 18 students with one teacher.



Timetable

English for Academic Purposes (EAP)					
TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	SATURDAY
3:00PM-4:00PM	Speaking	Writing	Reading	Listening	OPTIONAL FREE IELTS/PTE SESSIONS *Check with admissions for details
4:00PM-5:00PM	Writing	Reading	Listening	Speaking	
5:20PM-6:20PM	Reading	Listening	Speaking	Writing	
6:30PM-7:30PM	Listening	Speaking	Writing	Reading	

Direct Entry Pathway for Further Study

Boston Institute does not currently provide any direct entry programs.

Education Agent List

Currently there is no active education agent representing Boston Institute. Students who wish to enrol in Boston Institute must contact the college directly.

Deferment, Suspension and Cancellation of Course

Please read below for information about deferring, cancelling, withdrawing or suspending enrolment as requested by you for compassionate or compelling circumstances (beyond the control of the student and which have an impact on course progress or wellbeing), or initiated by Boston Institute for other conditions. Our Deferment, Suspension and Cancellation of Course Policy and Procedure is available from Reception on request.

Any change of enrolment may impact your student visa so, you must go to the Department of Home Affairs website (<https://www.homeaffairs.gov.au/>) or call the helpline (131 881) for further information.

If your request is not approved, the reason for the rejection will be explained in the letter you will receive. You have 20 working days from the date of our decision to make an appeal. Your enrolment is maintained until the Appeals process is finalised. Also, the balance of course fees is not refundable and cannot be transferred to another college or student.



Deferring Your Course

You can defer or postpone your course start date (before you commence your study) by submitting a completed Course Variation Form with any documentary evidence (written and/or translated in English) to support your situation. Boston Institute will inform you in writing of the result which may affect your student visa and your CoE. If your request is approved, your period of deferment will not be included in attendance monitoring. The new start date must be within six (6) months of the original start date.

Cancelling Your Course

You can cancel your course before it starts by submitting a completed Course Variation Form with any documentary evidence (written and/or translated in English) to support your situation. Boston Institute will inform you in writing of the result. Any fee paid will be subject to the Refund Policy.

Cancellation of Your Course After Commencement

You can only withdraw from your enrolment before completing your course, if your tuition fee payments are up to date. Boston Institute will inform you in writing of the result.

If you cancel your enrolment to move to another provider (Transfer), you must have completed six months of study in your principal course. If you have not yet completed six months of your principal course, your withdrawal request will be assessed against our Transfer between Registered Providers Policy and Procedure. Before any transfer can be granted, a student must first submit a Letter of Offer from the other education provider, together with their Course Variation Form. Your request will be assessed in line with our Refund Policy and Procedure.

Suspension from Your Course After Commencement

You must submit a completed Course Variation Form with any documentary evidence (written and/or translated in English) to support your situation. Also, all your course fees must be paid before your application is assessed. You can suspend your enrolment for a maximum of three (3) months and if your request is approved, your period of suspension will not be included in attendance monitoring.

Suspension or Cancellation Due to Unacceptable Behaviour

Boston Institute may suspend or cancel your enrolment because of unacceptable behaviour. We will write to you about our intention to suspend or cancel your enrolment, and the reasons for our decision. There is no refund in these cases.



Suspension Due to Non-Payment

It is a condition of enrolment that students pay tuition fees. If you do not, you may be suspended from your course until your course fee payment is up to date. No certificates will be issued until all course fees have been paid in full.

Overseas Student Transfers

Boston Institute will follow our Overseas Student Transfers Policy and Procedure to make a decision on Transfer Request Form applications. We will also consider your individual circumstances and any other relevant factors.

Student Surveys

You will be asked to complete surveys anonymously about your course, class, assessments, learning experience, college facilities etc during your studies with us. Your feedback is important and will help Boston Institute to improve its services and better meet your needs.

Course Progress

Attendance

As a student visa holder, you must attend a minimum of 80% of your scheduled classes to achieve satisfactory attendance for your course. Your attendance is based on the course duration on your student's CoE and is continuously monitored. If your current and overall attendance falls below the required 80%, Boston Institute may report you to the Department of Home affairs (DHA), which may affect your visa. If you are concerned about your attendance, speak to your teacher first.

Attendance Recording and Calculation

Attendance is marked daily for every lesson (60 minutes). It is based on a minimum of 20 hours of face-to-face delivery. Attendance for Extra Class will not be contributed towards the overall attendance.

Full Attendance is when:

- you arrive less than 15 minutes late at the start of the lesson and stay in class until the end of the 60-minute lesson = 1 hour of attendance
- you are in class for the whole 60-minute lesson = 1 hour of attendance

Absent is when:



- you do not attend class at all = 0 minutes of attendance
- you arrive late by 15 minutes or more for the lesson. Therefore, you will be marked as absent for the whole 60-minute lesson = 0 minutes of attendance.

Table 1: Below shows how your daily attendance is recorded and calculated.

Table 1: Daily Attendance Monitoring Calculation			
Class Time AM	Status	Marked As	Attendance in Minutes
10:00 ~ 11:00	15 minutes late	Marked as absent = 0	0 minutes
11:00 ~ 12:00	Fully attended	Marked as fully attended = 1	1 hour
12:00 ~ 12:20	Break		
12:20 ~ 1:20	Absent	Marked as absent = 0	0 minutes
1:30 ~ 2:30	Fully attended	Marked as fully attended = 1	1 hour
Total Attendance			2 hours out of 4 hours

IMPORTANT EXAMPLE: A student who is studying a 5-week course has a greater risk of not achieving satisfactory attendance, compared to a student studying a 10-week course. See Tables 2 and 3 below.

Table 2: Course Attendance Calculation – 10 Week Course

Week	Current Attendance %	Weekly Attendance %	Attended
1	90	0	0 hours
2	90	100	20 hours
3	85	50	10 hours
4	85	100	20 hours
5	82.50	75	15 hours
6	80	75	15 hours
7	77.5	75	15 hours
Overall Attendance in %		77.5	

Table 3: Course Attendance Calculation – 5 Week Course

Week	Current Attendance %	Weekly Attendance %	Attended
1	90	50	10 hours
2	90	100	20 hours
3	80	50	10 hours
4	80	100	20 hours
5	75	75	15 hours



Overall Attendance in %	75	
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Medical Certificate

If you are absent because you are sick, you should see a doctor and bring a medical certificate to reception. This document will state the reason for your illness and the date/s you were unable to attend college. Reception will make a copy of your medical certificate to keep in your student file. You will still be marked 'absent' but, it will be taken into consideration by the Department of Home Affairs (DHA) if your attendance falls below 80%. It is very important you keep all your original medical certificates for visa purposes.

Reporting Overseas Student Visa Holders

If you continue to fail the level/course, because of not fully participating in the Academic Intervention Strategy with unsatisfactory attendance, Boston Institute will follow the Monitoring Course Progress Policy and Procedure and send you a Notice of Intention to Report for unsatisfactory course progress. However, if you have a minimum of 70% attendance, and compassionate and compelling reasons with documentary supporting evidence (written and/or translated in English) for not achieving satisfactory course progress, Boston Institute will not report you to the Department of Home Affairs (DHA).

You have the right to access Boston Institute's Complaints and Appeals process within 20 working days. Boston Institute will follow the Complaints and Appeals Policy and Procedure to finalise the process.

Extending Your Course Duration

Your English course will only be extended if:

- you have compassionate and compelling reasons with documentary evidence (written and/or translated in English) to support the reason
- extending your English studies is helping you to successfully complete your required studies
- you experienced an approved deferment or suspension of studies

If the extended study period is longer than your current visa duration, you will need to

- i. apply for a new Student Visa (subclass 500) in order to complete the extended studies and



- ii. contact the Department of Home Affairs at <https://www.homeaffairs.gov.au/> or call the helpline on 131 881 because your new duration of study will have an impact on your student visa.

Attendance Monitoring

Your attendance is monitored to inform and help you if you are at risk of not meeting your attendance requirements. You may bring a support person to any relevant meeting.

STAGE	ATTENDANCE	CONSEQUENCES
0	When you are absent for more than 5 consecutive days without approval from Boston Institute	You will get an email from Student Services about your absence of more than 5 consecutive days to check on your welfare. You will be notified that you may be at risk of low attendance and breaching your student visa conditions. 
1	When your current attendance falls between 90%- 85%	You will get Attendance Warning Letter 1 about your attendance and Student Services will counsel you about your attendance based on the Attendance Policy, including the consequences of not meeting the attendance requirement as part of your visa conditions, and options for improving your attendance. 
2	When your current attendance falls between 85%- 82%	You will get Attendance Warning Letter 2 and the Academic Manager will counsel you about your attendance, inform you of the consequences of falling below 80% attendance and options for improving your attendance. 
3	When your current and overall attendance falls below 80%	You will get a Notice of Intention to Report letter and the Academic Manager will interview you. You will have a 20-working day appeal period. You will be able to make both an internal and external appeal (Overseas Student Ombudsmen). If you fail to make an appeal, then you will be in danger of being reported to the Department of Home Affairs (DHA) which may result in the cancellation of your student visa.  



Assessments

There are formative and summative assessments in all courses at Boston Institute. Results from each assessment is equally distributed towards the final score. The type of assessments you need to do are different depending on the course you study. Please read your Course Handbook for assessment information.

You must complete your course assessment tasks as required. If you do not submit your assessment, or are absent for an assessment, you will get a score of 0%. However, if you are absent because of illness and have a Medical Certificate, you can take the assessment on the arranged day. Also, you will get a score of 0% if you are caught cheating, and this may be possible if you plagiarise as well.

Academic Progress Requirements

Please refer the details in the Course Exit Requirements.

Monitoring Academic Progress

It is a student visa requirement that you make satisfactory course progress. Boston Institute will monitor your progress and inform you if are at risk of not progressing as per below:

- You are assessed during your study period.
- Your teacher provides you with continuous feedback including your Academic Progress Report Sheet, to help you improve your English and make progress in your course.
- You will be provided with Academic Support, which is an interview in the first week and at the end of every level.
- If you need extra support to successfully complete your level/course, then you will have a meeting with the Academic Manager about participating in the Academic Intervention Strategy. This is an individual support plan which includes attending compulsory Extra Class (at no cost).

Successfully Completing a Level

Successful completion of a level means a student has at least 80% attendance and achieved the required score as per the details provided in the Course Exit Requirements.

Certificate of Completion

You can get a Certificate of Completion for the last level you have successfully completed when you finish your studies. Successful completion of a level means you have at least 80% attendance and achieved the required score to successfully complete a level/course. Also, you must not have any outstanding payments due.



Letter of Attainment

Boston Institute will issue you with a Letter of Attainment if you have failed to achieve the required level to successfully complete the course.

Academic Progress Updates

Your teacher will give you your results/feedback after each assessment. This will include feedback on areas for you to improve in. All your results are on your Academic Progress Record Sheet, which will show if you have successfully completed a level or not. Your teacher will give you a copy of it at the end of each level, but you can ask your teacher to see it at any time. If you have any study issues, please talk to your teacher. Your teacher is there to help and support you to do better in your studies.

Academic Intervention Strategy (AIS)

Academic Intervention Strategy is used to identify if you are at risk of not making satisfactory academic progress in your course. If this is the case, you will be informed of your situation and have a meeting with the Academic Manager about participating in the Academic Intervention Strategy. This is an individual support plan for you which includes attending compulsory Extra Class (at no cost) and following your study plan to help you successfully complete your level/course.

Cheating and Plagiarism

You are expected to provide original work and must not copy the work of others. Please do not cheat in any exams and assessments. If you are caught cheating, you will automatically get 0% for your score. The Cambridge Dictionary refers to plagiarism as “using another person's ideas or work and pretending that it is your own”. It can be avoided by using accurate referencing.

IMPORTANT: You may face disciplinary action because of cheating/plagiarism, which could lead to the suspension or termination of your enrolment.

Facilities and Resources

Boston Institute is located in a modern and well-equipped building in a convenient location. We are a close walk to Townhall and Museum train station and shops.



Boston Institute continually monitors its facilities, equipment and premises to follow all the relevant government regulations and industry requirements to give students, staff and visitors a safe study and work environment. Also, it makes sure the facilities, equipment, learning resources and operations are appropriate for all students no matter their age or language ability.

Relocation

Boston Institute will notify our students if our college location has a plan to relocate at least 20 working days before the relocation. This notification will give details of the new address, a map and other details relevant to the relocation and students' studies during this transition period.

Facilities

Our facilities include:

- Air-conditioned classrooms (no food is allowed in classrooms)
- Smartboard in all classrooms
- Student computers (no food or drink is allowed near the computers)
- Free Wi-Fi (password information is available from Reception and on notice boards)
- Kitchen facilities (you must clean up after yourself)
- Breakout area where you can take a break and have a meal
- Student library with relevant resources
- Photocopying/printing (there is a small fee – ask at Reception)
- Quiet self-study area

Equipment and Learning Resources

You have access to:

- the student library with appropriate learning resources
- Student computers available in the campus

Getting Coffee or Eating Out

Boston Institute is located in the centre of Sydney CBD. Near the college, there are many great coffee shops and food courts you can visit for a short break or a meal. To find more information about it, please ask at Reception.

Safety at College

At Boston Institute, there are 24/7 security camera in place to monitor the people accessing the college location. These are in place to maintain the safe learning environment for students, staff and guests.



While Boston Institute is doing everything possible to make the safe learning environment, it is also important that every person in the college premises to take care of their own health and safety, and to follow safety rules to prevent injuries to themselves or any other students or staff who may be affected by their actions.

There are signs around the college building explaining the use of equipment and facilities including:

- Toilet facilities
- Classrooms and other study facility areas

If you have a health and safety question or concern such as seeing damaged/faulty equipment, please tell Reception or your teacher immediately.

Your Personal Belongings

You must take care of your own personal items at all times. Also, you agree not to hold BI responsible for any loss, accident or mishap to personal belongings. BI will not store or hold luggage or bags for students. If you have any concerns for your safety or personal items, speak to Reception or your teacher immediately.

First Aid

A regularly maintained basic first aid kit is available from Reception. If you see anyone hurt or you sustain a personal injury/accident at Boston Institute, you must report it immediately to your teacher/Reception/Student Support, and the details will be recorded on the Critical Incident Form.

IMPORTANT: Boston Institute cannot give students any medication including headache tablets.

Lost and Found

When you find an item in the College premises that does not belong to you, please take it to Reception for safekeeping. If you have lost an item, please check at Reception in case we may have your item with us.

IMPORTANT: Boston Institute is not responsible for any loss, accident or mishap to personal property.

No Smoking

Boston Institute is located in a non-smoking building. There is no smoking anywhere inside the College or the building. This includes in the toilets, stairs or lift and lobby areas.

Notice Boards

Notice boards are located in the College including the student common area.



IMPORTANT: Students MUST NOT put any unauthorised notices on any of the college notice boards. If you would like to put an ad or a notice for other students to see, please see Reception first. Notice boards display:

- Important announcements/events
- Class and Assessment timetables
- Health, safety and welfare information
- Emergency evacuation plans

Emergency Evacuation

Emergency evacuation plans explain what to do in a fire/emergency and the location of fire exits, fire hoses and extinguishers. They are in each classroom and on notice boards. Please read them and follow them in an emergency!

IMPORTANT: If you hear the fire alarm during class time, follow your teacher's instructions and leave the building using the nearest fire stairs. Do not use the lifts in an emergency! If you hear the fire alarm during break time, go to the reception area for instructions.

Once you leave the building, you must go to the designated emergency meeting point. It is important you stay with your teacher and wait for instructions. The designated emergency meeting point can be found in the evacuation plans available.

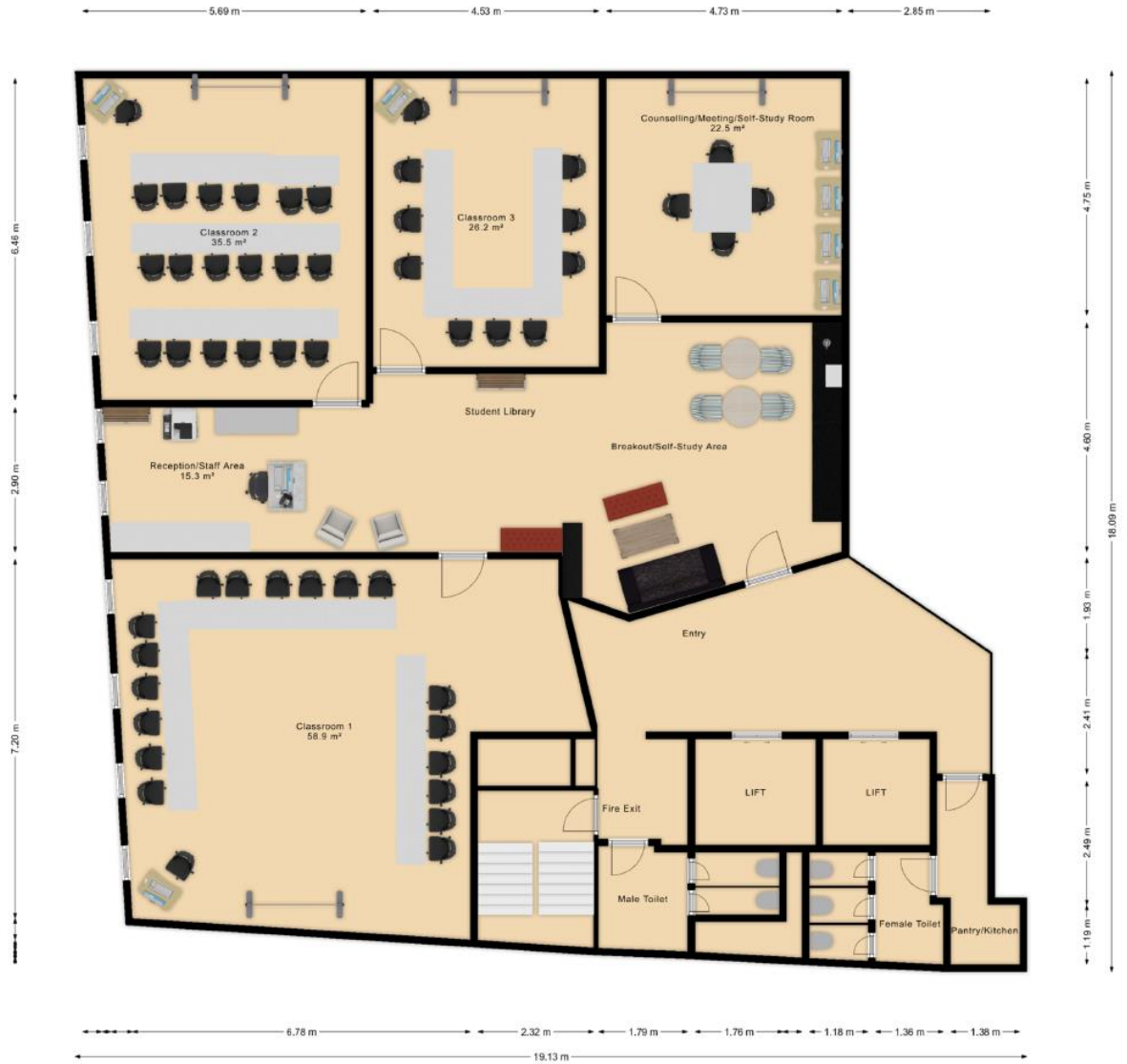
COVID-19 Studying from Home

When a travel restriction hinders students from travelling to Boston Institute to attend classes, all face-to-face courses will be available through Zoom as a distance learning. When this occurs, students will be notified of the distance studies starting date, Zoom ID and password that students can use to log in and attend classes remotely. Distance learning is only a temporary strategy to assist students from continuing their studies only when there is a travel restriction or it is unsafe to attend classes due to the pandemic. For more information, please get in touch with Boston Institute. To download the zoom application, please visit the link below.

<https://zoom.us/download>



College Floor Plan





Critical Incidents

Boston Institute is committed to providing its students, staff and visitors with a high standard of health and safety.

Critical incidents include but are not limited to:

- Missing students, family members or staff
- Severe verbal and/or psychological aggression
- Death, serious injury, or any threat of these
- Fire, storm, natural disaster
- Assault, shooting
- Suicide
- Issues such as domestic violence, physical, sexual assault, drug or alcohol abuse and
- Other non-life-threatening events.

Staff, students or visitors involved in or witnessing a critical incident should immediately tell Reception/Student Support/Academic Manager. Boston Institute has developed essential procedures and support systems to manage, follow up and record critical incidents such as, providing support services to those affected by the incident.

Privacy

Boston Institute is committed to protecting students' privacy and meeting its obligations under various NSW and Australian legislations relating to the personal information it holds about its students, which are held in paper-based and electronic records and systems. BI informs the Department of Home Affairs (DHA) about changes to your enrolment, or any student visa breaches. The authority to collect personal information including academic progress and personal welfare, is set out in:

- The Privacy Act 1988;
- The Education Services for Overseas Students Act (ESOS) 2000;
- The Education Services for Overseas Students Regulations (ESOS) 2001; and
- The National Code 2018.

If required, your information can be provided to the Australian Government and designated authorities, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. However, Boston Institute will not disclose personal information without the consent from staff and students unless it is authorised or legally required by law (ESOS Act 2000, Part 8, Section 175). If you are not happy with the result, you may also contact the Australian Privacy Commission on 1300 363 992 or visit www.oaic.gov.au.



Fees

Tuition Fees

Under the ESOS legislation, you are not required to pay more than 50 per cent of your tuition fees before you start the course but may pay more if you choose to. Your enrolment in a study period is not confirmed until you have paid the required fees for that period. Please read your written agreement. The 50 per cent limit does not apply to shorter courses with a duration of 24 weeks or less. Once you have started your course, you may need to pay extra tuition fees if you would like to make changes to your enrolment such as extending your studies.

Tuition fees cannot be transferred to another college or student.

IMPORTANT: Students who do not pay all fees owing by the due date may have their enrolment cancelled.

Non-Tuition Fees

Other fees include but are not limited to general fees such as the non-refundable enrolment fee, late payment fees, material fees, Student ID card replacement fee, airport pick up service and Overseas Student Health Cover (OSHC). Once you have started your course, you may need to pay an administration fee if you would like to make changes to your enrolment.

IMPORTANT: Students who do not pay all fees owing by the due date may have their enrolment cancelled. It is your responsibility to keep receipts of any fees you pay. All fees are in Australian dollars (\$AUD) and are subject to change or variation without notice. For the most up to date list of fees, please ask at Reception.

TYPE OF FEE	COST (\$AUD)
Enrolment fee (non-refundable)	\$250
Material fees	\$100 per level
Student ID card replacement fee	\$20
Airport pick up service	\$250 one way
Late payment fee	5% of the required fee
Course Variation Administration Fee	\$250
Photocopying/Printing fee	\$0.10 per copy (black and white)

Changes to the Fees

Boston Institute may change the tuition fees as well as non-tuition fees at any time. However, student will only be responsible to pay the tuition fees mentioned in the offer letter. Changes to the non-tuition fee will be informed to students at Reception or on the website when it occurs.



Refund Policy

You can request for a refund by submitting a completed Refund Request Form with documentary evidence (written and/or translated in English) supporting the reasons for the request such as a Visa Refusal letter. You will be informed in writing of the result of your refund request within 14 working days.

When Refund is Available

Boston Institute will provide a full refund of tuition fees paid when it receives evidence of the reasons below:

- the student's visa is refused
- Boston Institute cancels the enrolled course
- political or civil unrest or natural disasters prevent the student leaving their home country
- the student is unable to commence their course because of a serious and/or prolonged illness
- disability or death of a parent, sibling, spouse or child
- the offer of a place is withdrawn and
- the principal course application has been denied

If you request for course withdrawal for reasons that are not mentioned above, you will be eligible for a refund according to the table below:

Withdraw request lodge date	Refundable Portion
4 weeks (28 days) or more before commencement of studies	80% of the initial tuition fee paid
Before the commencement of studies, but less than 4 weeks (28 days) before the commencement of studies.	70% of the initial tuition fee paid
On or after the commencement of studies	No refund available

When Boston Institute grants a refund, the below fees are non-refundable.

1. The enrolment fee is non-refundable under any circumstances after accepting the offer.

When No Refund is Available

Boston Institute will not refund any tuition fees paid if:

- you cancel your enrolment after commencement
- Boston Institute terminates your enrolment
- you breach your visa conditions and
- your visa is rejected by the Department of Home Affairs (DHA) due to fraud



Overseas Student Health Cover (OSHC) Refund

You will receive a refund for OSHC:

- if you provide evidence of your visa refusal and
- according to the OSHC provider's refund policies and procedures

Airport Transfer Refund

The airport pickup arrangement fee is refundable if the arrangement is cancelled 1 week or more before the arranged arrival date.

How to Receive Refund

All approved refunds will be paid within 20 working days from the date of receipt of your completed Refund Request Form with the valid evidence. All refunds are paid in Australian dollars into the bank account you have written on the form. Boston Institute will not authorise tuition fee transfers to any other college or to other students.

Tuition Protection

If Boston Institute is unable to deliver the course in full, you will be offered the option to receive a refund of any remaining fees. This amount will be paid within 14 days after the course has finished in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act). Alternatively, students may be offered an enrolment at a different provider at no extra cost, within 14 days.

It will then be up to the student to decide which option to choose. If Boston Institute is unable to offer a refund or a place at another institution, then the Tuition Protection Service (TPS) will assist you to find an alternative course or obtain a refund if a course is not found for you. Visit <https://tps.gov.au/Home> for more information.

Appeals

If your refund request is denied, you may appeal the decision by following our Complaints and Appeals Policy and Procedure. If you are still not satisfied with the decision, then you can appeal externally through the Overseas Student Ombudsman www.ombudsman.gov.au.

The right to make complaints and seek appeals of decisions and action under various processes, does not remove the right of the student to take further action under Australian Consumer Law if the Australian Consumer Law applies.



Policies and Procedures

All the policies and procedures mentioned in this Student Handbook can be found at Reception on request.

Student Support

Professional Counselling Support

Boston Institute has an arrangement with qualified counsellors in Sydney for our students to seek professional counselling support when you need it. There is no fee involved in the college to assist you making the appointment with the counsellor. Furthermore, there is no fee involved for you to see a professional counsellor when you are recommended to see the professional counsellor by Boston Institute. If you have matters that concern you and would like to see a professional counsellor, please come to Reception for us to help you make an appointment.

Academic Support

Please speak to your teacher first if you have any questions about your studies. You can be provided with extra academic support, such as the Academic Intervention Strategy (AIS) for you to attend extra classes, and more learning resources to help you with your study needs.

If you have any questions about your enrolment, or further study advice, you can speak to the Academic Manager. Reception can also direct you to the right person to speak to or make an appointment for you to speak to the Academic Manager for academic counselling and welfare support.

Welfare Support

Welfare related support services are an important part of student support. We can help you with mental health and well-being matters and offer referrals to welfare/counselling services at no extra cost to you. If we cannot assist with your support needs, we will refer you to external professional support services such as a professional counsellor. Any referrals Boston Institute provide to external support services will not incur a fee.

Emergencies Contacts



If you have an emergency and need FIRE, POLICE or AMBULANCE SERVICES, call 000 from ANY public telephone or mobile telephone for free. Tell the operator you need ambulance, fire or police emergency assistance. Make sure you give your name and location. Emergency 000 lines are only for emergencies and not for general medical assistance.



Useful Contacts

- Lifeline (for all ages): Call 13 11 14 or visit <https://www.lifeline.org.au/> for access to 24-hour crisis support and suicide prevention services.
- Beyondblue: Call 1300 22 4636 or visit <https://www.beyondblue.org.au/> to get 24-hour support for mental health issues.
- Domestic Violence Line: Call 1800 656 463 for 24-hour telephone crisis counselling for women.
- MensLine Australia: Call 1300 78 99 78 or visit <https://mensline.org.au/> for telephone and 24/7 online counselling support for men with emotional health and relationship concerns.
- Link2Home: Call 1800 152 152 for free 24-hour housing/homelessness support.
- NSW Victims Access Line (VAL): Call 1800 633 063 for free support during Monday to Friday, 8am to 6pm.
- Multicultural Problem Gambling Service (MPGS) for NSW: Call 1800 856 800 or visit <https://www.dhi.health.nsw.gov.au/mpgs> for free counselling on problem gambling.
- NSW State Emergency Service (SES): Call 132 500 for emergency help with a damaged roof, rising flood water, trees fallen on buildings, or storm damage.
- Suicide Call Back Service (for ages 15 years and over): Call 1300 659 476 or visit suicidecallbackservice.org.au for immediate and 24/7 telephone counselling and support in a crisis.

Other Useful Contacts

If the service you are looking for is not listed, please ask at Reception.

SERVICE	CONTACT DETAILS	SERVICE	CONTACT DETAILS
Public Transport	www.opal.com.au / 13 67 25	Mental Health Line	1800 011 511
Visa	www.homeaffairs.gov.au / 13 18 81	Pregnancy Support Helpline	www.pregnancycounselling.com.au / 1300 737 732
JP Signature	www.jp.nsw.gov.au	Translating and Interpreting Services (24/7)	13 14 50 / www.tisnational.gov.au
Tenants' Union of NSW	https://www.tenants.org.au/	Drug & Alcohol	www.directline.org.au 1800 888 236
Crime Stoppers	1800 333 000 to report a crime or suspicious activities anonymously	Police Assistance Line	131 444 for non- emergency police assistance and general enquiries



Tax File Number	www.ato.gov.au / 13 28 61	Sydney Sexual Health Centre	www.sshc.org.au / 9382 7440
QuitLine (Quit Smoking)	13 78 48 / https://www.icanquit.com.au/	NSW Poisons Information Hotline	13 11 26 / https://www.poisonsinfo.nsw.gov.au/
1800 Respect	www.1800respect.org.au / 13 15 00 / 1800 737 732 for counselling and support for sexual assault, domestic or family violence and abuse	National Relay Service (NRS)	Helps people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls. Voice Relay number: 1300 555 727 https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service

Medical Assistance

If you need medical help, make an appointment to see a doctor, also known as a general practitioner (GP), at your local medical centre. You should go to a medical centre that can send the bill directly to your OSHC insurance provider. This is called “bulk billing” and means you will only have to pay the difference between what is owed to the doctor and what your OSHC will cover.

GPs can help with minor illnesses and offer general medical advice. In cases of medical emergency, you should immediately go to the emergency department of your nearest hospital, where medical staff can provide you with urgent attention. If you go to a private hospital, be aware that not all their services will be covered by your OSHC, so you may have to pay extra for these services. Contact your OSHC provider for more details. If you would like to know where the nearest GP is, please ask at Reception

Legal Services

International students can seek legal advice in relation to immigration, discrimination, and many other matters. You can access legal advice and assistance for free or at a minimal cost.

- Redfern Legal Centre's International Student Legal Service gives free, confidential legal advice to international students in NSW. Visit <https://rlc.org.au/our-services/international-students> or call 02 9698 7645.
- Legal Aid New South Wales: helps people with their legal problems through a range of services. Visit <https://www.legalaid.nsw.gov.au/> or call LawAccess NSW for legal help on 1300 888 529 from Monday – Friday between 9am – 5pm (excluding public holidays).



Airport Transfer Services

Boston Institute can arrange airport transfer services on request for a fee of \$200 one way. When you arrive and you wish to contact your family back home that you have safely arrive, we can arrange for you to give them a call. If you would like to request for this service, please contact the college.

Accommodation Option

Boston Institute does not arrange accommodation for students. However, we provide information where students can find their accommodation such as below:

- To look for a shared accommodation, please use the link below. Shared accommodation is where people share a room or a house/apartment with others. <https://flatmates.com.au/>
- To look for a rental property, please use the link below. Rental property can be found through contacting the real estate agent mentioned in the property on websites below.

<https://www.realestate.com.au/>

<https://www.domain.com.au/>



Students Do's and Don'ts

You must follow and respect the rules below. If you ignore or refuse to follow instructions from staff and teachers on any of these matters, it may result in your exclusion from class, suspension or termination of your enrolment.

If you have any questions, just ask. □

DO'S	DON'TS
● Take care of you own possessions (Boston Institute accepts no responsibility for personal property that is lost or stolen) ● Have a positive, friendly and cooperative attitude ● Wear appropriate clothing that is not revealing or may distract or offend others ● Act in a way that supports Boston Institute's reputation ● Follow instructions from staff and teachers at all times ● Turn off/silence your mobile phone before class starts ● Respect staff, teachers and other students ● Speak English during class and on campus ● Be punctual and well-prepared for class ● Participate in all class lessons ● Provide true and accurate information to Boston Institute	● Breach your visa conditions ● Interfere with other students' property ● Bring or use illegal drugs/alcohol to College or on College premises ● Harass, bully or discriminate against other students and staff ● Cheat in assessments or plagiarise in assignments ● Carry weapons or dangerous items ● Smoke in the College building ● Act violently or in a way that damages Boston Institute's reputation ● Make or receive phone calls during class time ● Send or receive text messages during class time ● Behave in a bullying, discriminatory or harassing way ● Use foul, abusive or insulting language, signs or gestures ● Misuse the College's facilities/resources such as computers and books ● Eat or drink in any space other than the designated areas



What to Do When You Have a Problem (Complaints and Appeal Process)

Follow the diagram below for steps to resolve your issue.

STAGE	1	2	3
INFORMAL (Internal)	 Discuss the issue with your teacher. Or you can make an appointment at Reception to speak to the Academic Manager. You may bring a support person to the meeting.	 You will be informed in writing of the outcome.	 If you are not happy with the result, you can talk to Reception or Student Services about taking the internal appeal process. Please submit a completed Complaints and Appeals Form with supporting documents (written and/or translated in English) to Reception.
FORMAL (Internal and External)	 Once you have lodged the internal appeal, it will be discussed by the relevant staff.	 There will be an interview where you may bring a support person. After the interview and investigation, you will receive a final answer in writing, within the 20-working day appeal period.	  If you are dissatisfied with the final outcome, you can appeal externally within the 10-working day appeal period through the Overseas Student Ombudsman Website: www.ombudsman.gov.au Email: ombudsman@ombudsman.gov.au Phone: 1300 362 072 (in Australia) or + 61 2 6276 0111 (outside Australia) Mail: GPO Box 442, Canberra, ACT 2601 Australia





External Appeals

If you are dissatisfied with the outcome of either Boston Institute's internal appeals process, or the following external appeals process, you can access multiple external appeals. However, Boston Institute does not have to help you with finding further appropriate appeals processes.

Living in Sydney

Welcome to Sydney! To help you start your new life in Australia with confidence, please read the useful information below and visit <https://www.cityofsydney.nsw.gov.au/> and <https://www.sydney.com/>. Or please come and talk to us!

Estimated Cost of Living

Living expenses can include accommodation, transportation, food, clothes, books and entertainment. As of October 2019, the Australian government advised the 12-month living costs for student a student is AUD\$21,041 (excluding tuition fees). However, the actual cost depends on your individual lifestyle, and you should budget for approximately AUD\$25,900 per year per adult. This figure does not include large items such as a refrigerator or a car.

The costs below are in Australian dollars, are an approximate guide only and don't consider your budget and spending habits.

Accommodation per week	\$235 to \$325 per week
Groceries and eating out	\$140 to \$280 per week
Gas, electricity	\$10 to \$20 per week
Phone and Internet	\$15 to \$30 per week
Public transport	\$30 to \$60 per week
Entertainment	\$80 to \$150 per week
Regular take away coffee	\$3 to \$5
Take away lunch	\$8 to \$15

For more information to help estimate your cost of living in Australia, visit:

- <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>
- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>
- <http://insiderguides.com.au/cost-of-living-calculator/>



Public Transportation

Sydney has an excellent network of buses, trains and ferries. To use any of them you will need to buy an Opal Card. It's a smart card that you load with credit and each time you travel you must tap on and tap off to pay your fare. You can get your Opal Card here: <https://www.opal.com.au/en/get-an-opal-card/>.

For timetables and public transport information go to:

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

www.sydneybuses.info

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

www.cityrail.info

Also, TripView is a helpful app with timetables and routes for Sydney's buses, trains and ferries. It is available for Apple, Android and Windows devices.

Banking

Opening a bank account in Sydney is easy. You will need photo ID (passport), proof of address and enrolment. Once you have opened your bank account, the bank will mail you your ATM card to your address.

Banks are usually open during business hours from 9.30 am to 4 pm Monday to Thursday and 9.30 am to 5 pm on Fridays. Some banks and branches may stay open longer or open on weekends. There are four major banks in Australia:

- [Australia and New Zealand Banking Group \(ANZ\)](https://www.anz.com.au/personal/) <https://www.anz.com.au/personal/>
- [Commonwealth Bank of Australia \(CBA\)](https://www.commbank.com.au/) <https://www.commbank.com.au/>
- [National Australia Bank \(NAB\)](https://www.nab.com.au/) <https://www.nab.com.au/>
- [Westpac Banking Corporation](https://www.westpac.com.au/) <https://www.westpac.com.au/>

Personal Safety in Sydney

Sydney is one of the safest cities in the world but crime does occur. It is important to follow some common-sense steps when living in Sydney. To keep safe:

Try and walk with other people rather than by yourself

Stay alert and be aware of who and what is around you

Don't carry a lot of money or put your bag down and leave it

Walk in areas where there are lots of people (at night)



For more tips on how to keep safe in Sydney, please visit:

- <https://www.study.sydney/live/safety>
- <https://www.cityofsydney.nsw.gov.au/community/health-and-safety/community-safety/safety-advice>
- <https://www.facebook.com/nswinternationalstudents> (NSW Police Force)
- <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/transport-personal>

Sun and Beach Safety

It's important to be SunSmart and beach safe so you can enjoy yourself more at the beach. Some advice is:

- Always swim between the red and yellow patrol flags at a beach patrolled by lifeguards
- Read the safety signs for information about the beach and ask a lifeguard for safety information
- Never swim alone or under the influence of alcohol or drugs
- If you need help in the water, stay calm and attract attention by raising one arm
- Wear sunscreen, a hat, sunglasses and drink water to stay hydrated

For further information and tips, visit:

- <https://www.surflifesaving.com.au/>
- <https://www.cancercouncil.com.au/cancer-prevention/sun-protection/>
- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water>
- <https://beachsafe.org.au/> or Download the Beachsafe App.

Transport Safety

It's important to be aware of road rules and transport safety.

Some important rules are:

- Australians drive on the left side of the road.
- Wearing seat belts is mandatory in private vehicles (including taxis and ride-share)
- Using your mobile while driving is prohibited in all Australian states and territories

For information about applying for a licence and tips/advice to help keep you road safe, please visit:

- <https://roadsafety.transport.nsw.gov.au/stayingsafe/index.html>
- <https://www.service.nsw.gov.au/services/driving-and-transport/using-roads-and-public-safety>
- <https://www.service.nsw.gov.au/services/driving-and-transport>
- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/transport-and-personal/transport-personal-safety>



Social Etiquette and Customs

There are many things in Australia that may be different to your home country. Here are some things you should know about Australian etiquette and customs:

- Seats at the front of buses are usually reserved for elderly/disabled/pregnant passengers
- Switch off your mobile phone when you are at the movies or watching a performance etc.
- On escalators: if you are standing still keep to the left, and if you are walking you keep to the right.
- Wait until everyone has exited a bus, train, lift etc. before entering (you should stand to one side while waiting).
- Do not ask inappropriate or personal questions of people you do not know well. It is acceptable to ask a person if they are married, but if they say “no” it is considered rude to ask “why not?” It is sometimes rude to ask a person how old they are or how much money they earn, especially if you do not know them well.
- Be aware of unwanted physical and verbal contact and respect someone’s personal space
- The following may be considered impolite or inappropriate in Australia:
 - Yawning without covering your mouth
 - Spitting in a public place
 - Being late for appointments
 - Don’t push in front of someone in line – queue properly!
 - Swearing or using inappropriate language
 - Chewing food with your mouth open, speaking with food in your mouth or making loud noises when eating (eg slurping, chewing gum etc.)

For more details, visit <https://www.gov.uk/foreign-travel-advice/australia/local-laws-and-customs>

COVID-19 Social Etiquette

Like in many countries worldwide, wearing a mask when leaving your house, especially when visiting shops and restaurants, has become a norm in Australia. Boston Institute asks students to wear a mask at the premises including in class. However, this regulation may change time-to-time and changes to the regulation is announced on the student noticeboard and on the government website below. So, do check the website for any COVID-19 updates. <https://www.nsw.gov.au/covid-19/stay-safe/rules>



Acknowledgement

I _____ (Student's full name) have read and understood the content in this Student Handbook. I have been informed to contact Boston Institute to access its policies and procedures, and to visit the college website to read the latest version of the Student Handbook, as changes can be made frequently.

Student's signature _____

Date ____/____/____
