Welcome to

THE UNIVERSITY OF SYDNEY

ORIENTATION BOOKLET 2015
CENTRE FOR ENGLISH TEACHING
The University of Sydney Code of Conduct for Students

Your relationship with the University is governed in part by the policies of the University. You should review the policies and ensure you understand their relevance and effect on your activities and the outcomes of those activities. The University of Sydney Code of Conduct for Students applies to all students of the University, including students in the Centre for English Teaching.

The Code of Conduct provides clear advice on the University’s expectations of students in respect of academic matters and personal behaviour. Some key points in the Code of Conduct include:

In matters of personal conduct:

- You must treat all people with respect, dignity, impartiality, courtesy and sensitivity.
- You must be cooperative and collaborative in your relationships with people.
- You must respect their privacy, and must not unnecessarily impede them in going about their work.
- And, you must not become involved in or encourage discrimination or harassment or bullying of anyone.

In your academic conduct:

- You must ensure that your enrolment and progress is lawful and up to date.
- You must read all official correspondence from the University, including emails.
- You must act ethically and honestly in your academic work and during all forms of assessment, including assignments, formal examinations and informal tests.
- You must not do anything that would unfairly academically advantage or disadvantage another student.
- And, you must use University resources, including IT resources in a lawful and ethical manner.

This is only a summary of the Code of Conduct. The University’s Code of Conduct provides guidance on acceptable standards of behaviour. It is designed to help you make the right choices and decisions if faced with issues of ethical conduct during the course of your studies.

You must take the time to read the Code of Conduct. A copy is on the CET main notice board. Also, a copy is available online at the University policy portal. Go to:

CET Reception

Our CET concierge team can help you with general enquiries and make appointments for you to see staff.

Your Teacher

Your teacher can help you if you have questions about your English course, such as:

• The class is too easy or too difficult
• You are not happy with your course results

If you want to talk to your teacher (outside class time) you can arrange an appointment. Please see reception.

Student Support

You can make an appointment at reception to see our student counsellor if you need help with personal problems.

Education Managers

You can make an appointment at reception to see your Education Managers if your teacher is unable to help.

Library and computer labs

The university has 11 libraries. CET students can apply for library membership. The library staff can help you. You can also get help online at: http://www.library.usyd.edu.au/. In CET, our members of staff can also help with library information.

Internet

Your UniKey (username) and password will be given to you at registration.

Sydney Uni App

With your phone in hand you’ll be able to find your nearest ATM or bus stop, see what’s happening on campus and keep up with the latest news. You can also easily access Blackboard, search for books in the library and browse through your units of study. Download at http://sydney.edu.au/mobile/

The CET Team

Management

Director
Patrick Pheasant
Deputy Director (Operations)
Ward Lee
Deputy Director (Academic)
Carol Wing-Lun
Deputy Director (Academic)
Katherine Olston
Manager, International Relations
Jacqueline White
Business Systems Manager
Sandra Robertson

Education Managers

University Pathways Courses
Carol Wing-Lun
Professional Pathways Courses
Nicole Gallahar
Graduate Programs
Katherine Olston
Education Services Officer
Robert Chasse

Continuing Teaching Staff

Asher Skowronek
Maria Laudenbach
Dick Bird
Mark Gillespie
Geoff Hegarty
Nicholas Deamer
Jannette Greenwood
Walter Slamer
Kaye Solomon
Yi Tzing Lioe
Tony Hickey
John Gardiner
Lydia Dutcher
Student Support

Counsellor: Simon Messner
Student Experience Officer: Jennifer Lang
Teaching & Learning Assistants: Umeya Chaudhuri, Benjamin Richardson
Concierge Team: University of Sydney Students

Professional Staff

Admissions: Sandra Robertson, Helen White, Lucy Commis, Kathy Chen
Finance: George Varua, Samantha Rich, Michael Wang
Information Communications Technology: William Hutchison
Marketing & International Projects: Jacqueline White, Janelle Adams, Justine Barker, Iris Loba

Come and join us on social media where you can keep track of news, events and the latest videos from CET and Sydney Uni.

http://www.facebook.com/usyd.cet
http://www.youtube.com/user/cetsydney?feature=mhee
Class timetable

<table>
<thead>
<tr>
<th>CLASS TIMES</th>
<th>Monday - Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morning</td>
<td>8:00 - 12:05</td>
<td>8:00 - 12:00</td>
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Other Times

<p>| | |</p>
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<tr>
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<tbody>
<tr>
<td>RECEPTION</td>
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<td>7:30 - 17:30</td>
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<tbody>
<tr>
<td>CLEANER</td>
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<tr>
<td>Morning &amp; Afternoon</td>
<td>10:00 – 14:00</td>
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<tr>
<td>Afternoon &amp; Evening</td>
<td>15:00 – 19:00</td>
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<tbody>
<tr>
<td>SECURITY</td>
<td></td>
</tr>
<tr>
<td>CCTV Monitoring</td>
<td>24 hours / 7 days</td>
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<tr>
<td>Onsite Security Officer</td>
<td>*17:00 – 21:00 only when operating three class times</td>
</tr>
</tbody>
</table>

Frequently asked questions (FAQ)

To assist you with the class times we have compiled a list of FAQ for your information. You can view online [http://sydney.edu.au/cet/students/student_timetable.shtml](http://sydney.edu.au/cet/students/student_timetable.shtml)

Attendance policy

- If you are not in class, you will be marked absent.
- Please tell your teacher in advance if you know you will miss a class.
- You should provide CET with a doctor’s certificate if you are absent for three or more days.
- You are marked absent for exactly the time you miss from class. This is accrued until you reach 2 hours at which point your attendance will be officially recorded as a 0.5 absence.
- Your final attendance will appear on your course report.
- If you believe that you have been treated unfairly, you may make an appeal through the CET’s complaints and appeals process.
Do you have a problem?

The University’s procedure for student grievances, appeals and applications for review provides guidance on what to do. It is designed to help you make the right choices and decisions if you feel that you have a grievance during the course of your studies.

A full copy of the Grievance Procedures is on the CET main notice board. A copy is also available online at: http://sydney.edu.au/policies/showdoc.aspx?recnum=PD0C2011/188&RendNum=0

What can you do if you have a problem that we cannot help you to solve?

- You have the right to initiate the University’s grievance procedure if you need help with resolving your problem.

CET Special Consideration Policy

If you are unable to attend an assessment due to illness, bereavement or misadventure you must obtain documentation to verify the reasons for your absence. Such documents may include: a medical certificate, hospital admission report, death certificate, a police report or any other independent documentation that can verify the reason for your absence.

Students who miss an assessment and are unable to provide supporting documents will receive a grade of zero for that particular assessment. Please note that only circumstances that are sufficiently severe to prevent a student from attending the CET on the day of the assessment will be accepted. Minor illnesses or misadventures that are either foreseeable and/or avoidable will not be considered.

If you anticipate that illness or other misadventure may make affect your academic progression, please make an appointment to see the Student Counsellor, Simon Messner, as soon as possible. The counsellor is able to assist you to develop a plan for managing any expected problems. You can make an appointment at Reception to see the Student Counsellor.
1. If you have a question, issue, problem or request, please talk to your class teacher first.

2. If you need more help, please see the Student Concierge at Reception on Level 5, Wentworth Building to either assist you or make an appointment with:

   - An Education Manager (academic issues or requests)
   - The Counsellor (personal problems)
   - An Administrative Manager (non-academic issues or requests)
   - A University service (e.g. medical centre, Library, OSHC)

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If you are unhappy about a CET decision and wish to make a formal complaint, please follow this process:

1. See the Student Concierge at Reception, Level 5 Wentworth Building, to arrange a meeting with a Manager (Education, Finance or International Relations)

2. If complaint is unresolved, see the Student Concierge again, to arrange a meeting with a Deputy Director (Learning & Teaching, or Operations)

3. If complaint is unresolved, see the Student Concierge again, to arrange a meeting with the Director

4. If complaint not resolved, contact NSW Government Ombudsman:
   www.ombo.nsw.gov.au/contact us

5. If complaint not resolved, contact Department of Education ESOS Helpline:
   02 6240 5069

- At any time during the complaint and appeal process, you can be represented by a nominee (e.g. a relative, another student, a friend, an education agent) of your choice.
- You can also have a support person present at meetings, such as a friend, who does not necessarily act as a representative.
- If you are under 18 years of age, the person responsible for your welfare (e.g. a relative or guardian) must attend any Complaints & Appeals meetings with CET staff.

This policy conforms to the requirements of Part D, Standard 8 of the Education Services for Overseas Students Act 2000 - National Code 2007. The University of Sydney "Student Grievances, Appeals and Applications for Review" policy does not apply to CET students.

Approved by Director, CET, 19th August 2014.
Effective from 7th October 2014.
Review date: 19th August 2019.
Your personal information

You must keep your personal information up to date. Go to http://sydney.edu.au/cet/students/

www.sydney.edu.au/cet/students

Must be completed by all new students by Friday Week 1

Please use the computers in CET labs to fill in the form

Remember: update the form if your details change

Information for students on course assessment and progress

CET is required by the National Code of Practice to check your course progress to ensure that you are doing well with your studies. This is important for you because you are in Australia to study and achieve good results. Assessments of course progress will take place at the end of each module. Progression to a higher level class depends on you making satisfactory progress in your studies.

Assessment tasks will cover all four macro skills - reading, writing, speaking and listening.

Your teacher will also be assessing your language skills during class. You will make good progress with your English language studies if you use English as much as possible, participate regularly during classes and complete all of your homework, course assignments, tests and activities.

If your teacher considers that you are not making satisfactory course progress, he or she will meet with you to talk about it, or refer you to an Education Manager or student support. You may be given the opportunity to move to an easier class or to do extra activities to help you. Some of these may be:

- Developing a learning contract with your teacher or the counsellor
- Having some individual sessions with a teacher (there may be an extra cost for this)
- Having extra tasks set by your class teacher to work on a particular area of weakness, e.g. computer-assisted language learning, reading tasks, grammar exercises and trial tests etc.
- Having a student mentor appointed to help you during classes.

CET will do everything it can to help you with your studies. However, if you still do not achieve satisfactory progress after being assisted by CET, we must report this to the Australian Government. You will receive a notice of intention to report, which includes information on accessing an appeals process.

If you believe that you have been treated unfairly, you may make an appeal through CET’s complaints and appeals process.
Frequently asked questions

Can I be late for class?
No, please be punctual for your classes. You are marked absent for exactly the time you miss from class. This is accrued until you reach 2 hours, at which point your attendance will be officially recorded as a 0.5 absence.

Where are the toilets?
There are separate male and female toilets on each floor. A disabled toilet is also available on Level 3 of the Wentworth Building.

Can I use my mobile phone during class?
No. Please leave mobile phones switched off during class hours.

I have lost or found a wallet / mobile. What should I do?
Please see reception.

How can the counsellor help me?
In the past students have consulted the student support person for issues such as:

- Personal problems like feeling homesick, stressed, anxious, lonely
- Study problems like exam anxiety, not coping, time management
- Relationship problems with family, friends or school mates
- Accommodation and adjustment issues, and
- Job seeking skills and job search.

Note: Food and drink (except bottled water) are NOT permitted in classrooms or computer labs. This will keep your classrooms and environment clean and free of pests!

You can eat and drink on the level 5 balcony, on levels 2, 3 and 4 in the Wentworth Building or in any other union canteen.

Smoking is not permitted inside any university building.

The University of Sydney is a smoke free campus. Smoking is banned on all University campuses, except for within designated smoking areas.

For details of designated smoking areas, please visit the university website at: http://sydney.edu.au/ohs/wellbeing/smoke-free.shtml
Community borrowers

CET students can join the University Library as community borrowers. Here’s what you need to do to get a library card.

How do I apply?
Apply and pay for your card online.
Go to http://www.sydney.edu.au/card_centre/ and follow the Card Application Form link.

How much does it cost?
Community Borrower membership costs $40.00 for 3 months membership, $80.00 for 6 months membership or $160.00 for 12 months membership (GST inclusive).

How do I pay?
Pay online using your credit card.

What happens next?
The Card Centre will send you an email with instructions for collecting your card.

Special offer for CET students
Cet students who present their Community Borrower Card to CET will receive a once only $40.00 payment.
**Wireless hotspots**

**Activate wi-fi**

To connect your laptop, smart phone or tablet to the University wireless network:

1. Enable wireless on your device.
2. Select **UniSydney** from the list of available wireless networks.
3. Click **Connect** or **Join**.
4. When prompted for your credentials, enter the following:
   - **username:** your UniKey
   - **password:** enter your password
5. If you receive a warning to install/trust a security certificate, click **Connect** or **Accept**.


For in-person support, contact: **ICT Helpdesk on 9351 6000**

*Please note that use of the University internet service is governed by the University’s Student Code of Conduct and the ICT Resources Policy, and is subject to reasonable personal usage.*

**Computer labs**

CET computer labs are open from 8:00am until 4:30pm on weekdays. You can browse the internet, work on your assignments and use the CET eLearning service. University libraries and Learning Hubs also have general use computer labs. Use your UniKey to login. The nearest Learning Hub is on Level 4.

**NEED TO PRINT?**

**Nearest printer locations:**

- SciTech Library – Level 1 Jane Foss-Russell Building (G02)
- All libraries have photocopying and printing facilities and kiosks for purchasing a Printing and Photocopying Payment card (**PPP card**) and adding value to a PPP card. All copiers allow colour, enlargements, reductions and double sided.

**Printing costs**

To encourage sustainable printing practices, you pay per sheet of paper you use, not the number of sides you print on. In other words, if you print on one side of an A4 piece of paper it will cost you the same as printing on both sides of an A4 piece of paper.

- Size and colour costs per sheet:
  - A4 black and white 10c
  - A4 colour 50c
  - A3 black and white 60c
  - A3 colour $1

**Copy Cards**

- You can buy a Printing and Photocopying Payment card (**PPP card**) from the kiosk in any Library.
- The cost of the Library copy card is $2, which then gives you $2 copying credit.
- The kiosks allow you to add value to cards. These machines take $50, $20, $10, $5 notes, in addition to $2 and $1 coins.
- The kiosks do not give change. Change is available only in the Fisher Library.

For more information on university printing and photocopying services, go online to: [http://www.library.usyd.edu.au/about/printing.html](http://www.library.usyd.edu.au/about/printing.html)

**CET online: your pathway to self-study**

With eLearning you can practice your English skills outside of class. You can use these pages in the CET computer laboratory or via the internet at home. In the CET computer lab, this page is set as the homepage for all computers – so you can’t miss it!

eLearning has hundreds of activities to help you. Here you can:

- Practice your grammar with fun activities
- Listen to English and then practice your listening skills
- Learn lots of new vocabulary
- Learn about writing skills
- Learn about speaking and presentation skills
- Learn about Australia

If you are studying General English you are still able to practice the Academic English pages. Or, if you are an Academic English student, you can practise the General English pages. There are no limitations. In eLearning, there are some great fun activities to help you with your English skills.
**Emergencies**

*General emergency number 000*

Use the 000 (triple zero) number when there is an emergency - crime, fire or someone needs an ambulance URGENTLY. The 24 hour emergency number on campus is: (02) 9351 3333

*Non life-threatening / general enquiries*

NSW Police Switch (02) 9281 0000

Local Numbers for each station are listed in the White Pages telephone directory.

*What to do if there is an emergency at CET during class*

In case of a fire alarm or an emergency, follow your teacher’s instructions. All staff and students must leave their room and go to specified fire exits.

*Medical Emergencies*

If you feel ill while in class, please speak to your teacher. If needed, they can help you make arrangements for an appointment at the University Health Centre.

Please see reception about first aid issues. Someone will assist you.

*In Case of Emergency - ICE*

Under the word ICE (In Case of Emergency) put an emergency contact number in your mobile phone. This system has been designed to give immediate contact to your family and/or friends. It is recommended you give an Australian contact and another for your family back home.

**Important:** All students must give CET an emergency contact number.

*OHSRM - safety on campus*

Your safety on campus is important to us. However, your safety is your personal responsibility. We call this occupational health and safety risk management (OSHRM). Be sure to read the university occupational health and safety policy, and ask CET staff if you have any questions about safety. A copy of the policy is on the student main noticeboard outside Classroom 520.

*My safety*

Sydney is a relatively safe city. However, if you are travelling late at night on public transport, we suggest you travel as part of a small group. It may be wise if you are alone at night, to take a taxi. Always be mindful of your environment.

**Note:** In an emergency dial 000.

*Health*

*The University Health Service*

The University Health Service provides a full general service and emergency medical care to everyone at the University of Sydney. There is a health service centre located on the third floor of the Wentworth Building. Telephone (02) 9351 3484.

You can make an appointment to see a doctor or if you prefer sit in the waiting room and wait for the first available doctor.

When you make your first visit to the Health Service, you will be asked to complete a registration form and show your Health Insurance Card.
Chemist (Pharmacy or Drugstore)
There is a pharmacy on level 3 of the Wentworth Building. It may be difficult for you to purchase some medicines and drugs, which you can obtain easily in your own country. You may need to obtain a doctor’s prescription in order to buy these medicines.

Optometrist
There is an optometrist, who can test your vision and supply spectacles. The Optometrist is located on level 3 of the Wentworth Building. Telephone (02) 9552 3324.

Dentist
There is a dentist located on level 3 of the Wentworth Building. There are also a number of dentists located in the nearby suburbs of Newtown and Annandale.

Note: Dental costs are not covered by OSHC.

Hospital
The Royal Prince Alfred Hospital is located on Missenden Road (10-15 minutes’ walk from CET). If you need attention outside normal hours you should go to the Casualty at the hospital.

Healthy eating
Australia has a wonderful choice of fresh fruit and vegetables. You may be eating different types of food from what you are used to eating at home. These changes in your diet may give you an upset stomach during your first few weeks. This is a common reaction and is usually nothing to worry about. See your doctor if symptoms persist.

Microwave ovens are available for student use on Level 4 and Level 2 of Wentworth Building.

Boiling water is available for student use on Level 4 of Wentworth Building in the International Student Lounge.

Sports information

University sporting facilities
CET students may join Sydney Uni Sport and Fitness (SUSF). A fee is charged for SUSF membership.

Members have access to our many sport and recreation clubs, fitness programs, top-level sporting facilities, regular competition and social events and great member benefits. There is something for you, whether you just want to swim laps or you’re aiming for gold. The choices are dazzling all year round: swim squad or tennis tournaments, boxing or belly dancing; frisbee or football; first aid courses or fitness classes; surf, sail, scuba or ski.

Be sure to keep fit while you are studying. Ask the SUSF staff about the benefits of continuing your membership throughout your time at university.

For more information, go online to: http://www.susf.com.au/

The Women’s Sports Association is located on Western Avenue on the main campus. They will charge you a small joining fee.

Banking
Normal Bank Hours:
Monday to Thursday 9.30am - 4.00pm
Friday 9.30am - 5.00pm

Most banks are closed on Saturdays and Sundays. However, automatic teller machines operate 24 hours per day.
The following banks are located close to the Centre for English Teaching:

**National Australia Bank**
- Branch and ATM located in the Wentworth Building, Level 3

**Commonwealth Bank**
- ATM and Branch located in the Wentworth Building, Level 3

**ANZ Bank**
- ATM located in the courtyard of the Wentworth Building

Please refer to the campus map for other ATM’s on campus. Branches of other various banks (St George, ANZ, Westpac, etc) can be found along King Street Newtown or Broadway Shopping Centre.


**Different types of accounts:**

**Savings passbook account** - With this type of account you normally receive a small amount of interest (approximately 1%).

**Keycard account** - With this type of account you receive a card giving you access to the automatic teller machines outside banking hours.

**Note:** You must notify the bank immediately if your card is lost or stolen.

**Cheque account** - With this type of account you have to pay a fee for each cheque you write.

**Term deposit** - With this type of account you must deposit a minimum amount of money for a fixed period of time.

**Shopping information**

Shops in Sydney are normally open as follows:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tr>
<td>Monday</td>
<td>9:00am - 6:00pm</td>
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<td>Tuesday</td>
<td>9:00am - 6:00pm</td>
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<tr>
<td>Wednesday</td>
<td>9:00am - 6:00pm</td>
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<tr>
<td>Thursday</td>
<td>9:00am - 9:00pm</td>
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<tr>
<td>Friday</td>
<td>9:00am - 6:00pm</td>
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<tr>
<td>Saturday</td>
<td>9:00am - 5:00pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>10:00am - 5:00pm</td>
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**Note:** Not all shops are open on Sundays. Many supermarkets are open from 8:00am until midnight and some supermarkets are open 24 hours a day.

**Major department stores**
- David Jones (DJ’s)
- Myer
- Big W
- Target
- K Mart

**Major supermarkets**
- Coles
- Woolworths
Public transport to CET

Public transport discounts for international students

CET students are not eligible for public transport fare discounts.

Plan your travel

Visit the NSW Government transport info website at www.131500.com.au There, you will find route maps, fares and timetables for buses, trains and ferries.

Apps like TripView can show you Sydney Train/Bus/Ferry timetable data on your phone. It features a summary view showing your next services, as well as a full timetable viewer. All timetable data is stored on your phone, so it does not require any network access. http://www.grofsoft.com/tripview.php

Pay the fare before you travel

A valid ticket is necessary to travel on public transport. You cannot catch a bus or train and pay at the end of the trip. Beware; fines for not having a valid ticket are very expensive!

Bus, train and ferry tickets

Travelpass - If you need to travel these if you combine train, bus and/or ferry transport each day. You can buy a travel pass from the Newsagent on Level 3 Wentworth Building. For information on bus only tickets, visit Sydney Buses at: http://www.sydneymbuses.info/tickets/bus-only-tickets.htm

Bus

Catching the bus - Put your hand out to indicate you want the bus to stop for you.

To get off a bus - Push the button once to tell the driver to stop at the next bus stop.

Buses to get you to CET

<table>
<thead>
<tr>
<th>From:</th>
<th>Bus Number:</th>
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<tbody>
<tr>
<td>Bus transport to CET (via City Road)</td>
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<tr>
<td>Circular Quay</td>
<td>422,423,426,428</td>
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<tr>
<td>Railway Square (Central Station)</td>
<td>422,423,426,428</td>
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<tr>
<td>Coogee</td>
<td>370</td>
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<tr>
<td>Leichhardt</td>
<td>370</td>
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<tr>
<td>Marrickville</td>
<td>352</td>
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<tr>
<td>Bondi Junction</td>
<td>352</td>
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<tr>
<td>Bus transport to Broadway (via Parramatta Road)</td>
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<tr>
<td>Circular Quay</td>
<td>435, 436, 437, 438, 440,413, 461, 480, 483</td>
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<tr>
<td>Railway Square (Central Station)</td>
<td>435, 436, 437, 438, 440,413, 461, 480, 483</td>
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</table>
If you are unsure which stop to get off at, ask the driver to let you know when the bus is at:

- The corner of City Road and Butlin Avenue (if your bus transport is going to CET)
- Broadway (if your bus is going via Parramatta Road)

From Parramatta Road you can walk to CET - this should take about 10 minutes.

**Train**

If you are taking the train to CET please get off at the following stations:

**Central Station** - leave the station by the Devonshire Street tunnel and walk through to the Railway Square Bus Terminal. You can then catch any of the buses listed above. **Redfern Station** - is a 10-minute walk to CET.

**Taxis**

Taxis are more expensive than public transport. All taxis have meters. If you need a taxi, call 133 300 or 13 14 51.

**Seatbelts**

Please wear seatbelts at all times when travelling in a private car or taxi. Heavy fines apply if you do not wear your seatbelt.

More detailed information is available at [www.sydney.edu.au/cet](http://www.sydney.edu.au/cet)

We hope you enjoy your program!

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