

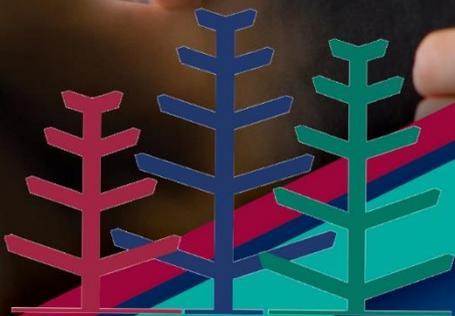
# Calamvale Community College

Department of Education and Training, Trading as Education Queensland International CRICOS Provider Code: 00608A

Version 1.1 2020



## International Student Program Junior School Student & Parent Handbook



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## Principal's welcome

Welcome to Calamvale Community College (CCC), a P-12 College providing thirteen years of education for your child on a single campus within a supportive framework of high expectation. Our College prides itself in providing a wide range of learning opportunities across the academic, cultural and sporting fields to provide your child with rich and rewarding learning experiences that will lead and support them as they grow from child into adulthood.

A P-12 College provides a unique opportunity for students to grow through their childhood and adolescent years within the nurturing environment of a single community. The stability and familiarity of that community allows the development of a culture of 'high challenge' in learning. We know that high achievement occurs when there is high expectation. We also know that children and adolescents need confidence to accept the challenges that are presented – our community enables both the high expectation and the confidence to accept the challenge and achieve to their highest level.

I am honoured to be College Principal of an institution that provides an individual learning journey for each and every one of our 2,400 students. Our College organisation defies the anonymity that new parents might expect within such a large student population; I can assure you that every student is known and planned for within the learning communities of the Junior School or the Houses of the Secondary School. As a parent with a question about a student, there is a school community leader who is the single point of contact ensuring accessibility when there is a query and that the communication channel is strong.

Our College motto is 'building on success' and from that first letter scribed or that first friendship made on the playground, through to the satisfaction of mastering complex problems or conquering a fear and performing on stage to achieving a personal best on the track; we will be there to encourage and celebrate those successes.

Building success is based on our values of respect, responsibility, resilience and initiative; all that we do and expect is inherent in these values. Our community comprises students, parents, extended families, affiliated associations and businesses, all of whom take their responsibility to educate our young people very seriously; we are in partnership as we take this journey through to Year 12 graduation and all the possibilities of what lies beyond.

I invite you to browse through our webpage to discover all that is on offer when you join the Calamvale Community and look forward to providing your child with every opportunity to fulfil their potential at CCC.

**Lisa Starmer**

**College Principal**

## International Student Program Staff

### **Ms Lisa Starmer** **Executive Principal**

Responsibility at EQ level for running the International Student Program



### **Mrs Jackie Welch** **Junior Principal**

Manages academic performance of Junior school International students



### **Mr David Hepper** **International and Business Manager**

Delegate for the Executive Principal for the management of the International Student Program



## **Mrs Christine Williams** **International Student Coordinator**

Mrs Williams will help you in all areas of your student enrolment

- Maintain records and registers
- Advocate for students
- Liaise between students and teachers
- Oversee academic progress
- Maintain contact between school and agents and school and parents
- Maintain contact with Homestay families
- Ensure the happiness and welfare of students
- Assists with integration



## **Mrs Leesa Mason** **International Homestay Coordinator**

- Ensuring all homestay families have Blue Cards
- All families are interviewed
- All homes are inspected
- All families are contacted regularly after a placement is completed
- Any issues are dealt with pro-actively in the best interests of all parties
- Any changes to homestays are organised through the Homestay Coordinator



## **Mrs Sarah Thomas** **Head of Languages**

The EAL/D teachers will provide you with guidance and support with any school work you are having trouble with.  
EAL/D lessons will be conducted for all International students.



## College Contact details

Calamvale Community College

11 Hamish Street

Calamvale Qld 4116

Calamvale Community College

Po Box 1653

Sunnybank Hills Qld 4109

General Enquiries

[admin@calamvalecc.eq.edu.au](mailto:admin@calamvalecc.eq.edu.au)

(07) 3712 6333

Student Absence Line

[student.absences@calamvalecc.eq.edu.au](mailto:student.absences@calamvalecc.eq.edu.au)

(07) 3712 6360

College Fax

(07) 3712 6300

International Student Coordinator

(07) 3712 6374

Student Services

(07) 3712 6390

(07) 3712 6323

Finance Office

(07) 3712 6332

Face book

Calamvale Community College

Website

[calamvalecc.eq.edu.au](http://calamvalecc.eq.edu.au)

### Emergency Contacts during school hours

David Hepper

International Manager

(07) 3712 6333

Christine Williams

International Student Coordinator

(07) 3712 6374

## Emergency Contacts after school hours



Your child's safety is our number one priority. Because of this, we work with our partners to ensure they enjoy a safe and high-quality study experience. All Overseas students studying an international program at an accredited International Student Program (ISP) school and their parents can use our student support service called 1800 QSTUDY (1800 778 839).

The 1800QSTUDY service provides support for you, your authorised contacts and Education Queensland International (EQI) homestay hosts, and responds to incidents that involve Overseas students outside school hours.

You can call 1800 QSTUDY before **9.00am** and after **3.00pm** on school days, and **24 hours** a day during weekends, public holidays and school vacations.

For more information read the [1800 QSTUDY brochure for international students \(PDF, 1.1MB\)](#).

### What is the free call 1800 QSTUDY? 1800 QSTUDY

1800 QSTUDY (+61 1800 778 839) is a free support phone service for Overseas students studying in state schools in Queensland. The service provides access to advice and assistance 24 hours a day, seven days a week. This also includes an emergency after-hours service which manages incidents for Overseas students participating in the International Student Program, Exchanges and Study Tours.

### When should I use the 1800 QSTUDY service?

During school hours, school staff are your main point of contact but when school is closed and you would like to phone free call 1800 QSTUDY.

At these times:

- Monday to Friday before 9am and after 3pm.
- Any time on the weekends (Saturday and Sunday).
- Any time during school holidays and public holidays.

#### Critical or life threatening situations - dial Triple Zero (000)

A critical or life threatening situation includes:

- immediate danger
- physical or sexual assault
- serious injury or illness
- student threatened with violence
- there has been a death.

You can download the [Emergency+](#) application (app) from the Apple, Google and Microsoft app stores. The [Emergency+](#) app helps provide critical location to emergency services.

Before you arrived in Queensland you would have been provided with a pin code to download your [Passport to Queensland](#).

The Passport to Queensland is a mobile app exclusively developed for you as an Overseas student studying an EQI high school program. This unique app contains lots of fun games, videos, activities and information designed to help you settle into your new life and school in Queensland, so you can focus on enjoying your study experience. It also includes modules showing you how to stay safe at the beach, in the bush and in the city.

You can learn more about the app on at the [Frequently Asked Questions](#) page. Alternatively, you can email any questions about the app by emailing [yourpassport@qed.qld.gov.au](mailto:yourpassport@qed.qld.gov.au)



## Mission and values

The primary purpose of our College is to deliver outstanding educational outcomes in an agile and thriving P-12 learning community where our people are: creative and critical thinkers; problem solvers; citizens of the world.

As a core part of achieving our purpose, our four core values underpin all elements of the day-to-day operations of our College, with all students and staff aware of the importance these values hold for our community. The development of these values was coordinated through a thorough consultation process with students, staff and parents.

**Respect** - Valuing ourselves, others and the diversity of our world.

**Responsibility** - Being accountable for one's actions and contributing through the service to the college and community.

**Resilience** - Identifying opportunities with a readiness to respond with innovation to achieve a positive outcome.

**Initiative** - Having courage to overcome challenges by building positive connections with self and others.

Through our values and college culture, we aim to:

- **Inspire learning**
- **Engage the community, and**
- **Challenge our people.**

Above all else, our College firmly believes that we are continually “Building on Success” in our quest to develop our students into curious, creative and clever members of the community.

## Cast – Extra Curricular Activities

**CAST** stands for:

**C – Clubs / Activities**

**A – Academic Competitions**

**S – Sport**

**T – Tutorials**

Positive Engagement is a key branch of the College's Positive Education framework.

The College strongly believes that participating in activities outside class times develops student skills in areas of interest, as well as improving personal wellbeing.

Please contact one of your teachers or the ISP coordinator for information on what activities are available each term.

## House Culture

When a student enrolls at CCC, they will be allocated to a house.

There are 4 houses – BOREE, COBAR, KEERA, and THARAH

House Culture is the driving force of the Junior School. The House Spirit Cup rewards students collectively for demonstration of College Values and the IB learner Profile through the 'That's Gold Positive Rewards Program.

Each term, the winning House celebrates with various activities, as well as being acknowledged by the other Houses with a splash of colour on House day.

House Spirit Coordinators and House Leaders run fortnightly House Rallies for Houses to get together and learn, inquire and build House Spirit. Additionally, the Student Council House Representatives support during House Rallies to help develop and demonstrate their leadership skills.

## Emergency Procedure

In the event of an emergency, an alarm will sound across the school campus to notify staff and students that either *evacuation* or *lockdown* is required. It is important to remain calm and follow your teachers instructions at all times. Please see below for procedure.

### Evacuation

**Signal** – Siren plays a continuous WHOOP, WHOOP sound

**Siren during class**

Follow the teacher's directions

If needed, consult the evacuation map on the exit door

Leave all equipment and bags at your classroom

Walk at a brisk pace in your class group to the evacuation assembly area (oval)

Teachers will assess the safest route to the ovals

**Siren during break time/or between classes**

Immediately make your way to the oval at a brisk pace by the safest direct route

Follow instructions by teachers

Leave your bags, as they are not to be taken to the oval

**Once on the oval**

**Junior School**

Stay with your classroom teacher and line up and sit down with your LC's group

**Secondary School**

Find your House/Connect Class, sit down in a line and remain with your Connect Class

Wait for further instructions

AN ALL CLEAR WILL BE GIVEN BY THE PRINCIPAL

### Lockdown

**Signal** – Siren plays a single repeated tone for 2 minutes and then STOPS

**Siren during class**

Follow the teacher's instructions

**Siren during break time/or between classes**

Walk briskly to the CLOSEST building

Sit on the floor, ensure you are out of sight of windows

Remain calm and quiet

An all clear will be signalled by the playing of the lockdown tone (single repeated tone) for 30 seconds.

Once the all clear has sounded, you may return to normal activities.

# College Map



## Bell Times

Lower Junior Bell Times	Monday	Tuesday	Wednesday	Thursday	Friday
	Session 1 9:00 – 11:00	Session 1 9:00 – 11:00	Session 1 9:00 – 11:00	Session 1 9:00 – 11:00	Session 1 9:00 – 11:00
	First Break 11:00 – 11:45	First Break 11:00 – 11:45	First Break 11:00 – 11:45	First Break 11:00 – 11:45	First Break 11:00 – 11:45
	Session 2 11:45 – 1:45	Session 2 11:45 – 1:45	Session 2 11:45 – 1:45	Session 2 11:45 – 1:45	Session 2 11:45 – 1:45
	Second Break 1:45 – 2:15	Second Break 1:45 – 2:15	Second Break 1:45 – 2:15	Second Break 1:45 – 2:15	Second Break 1:45 – 2:15
	Session 3 2:15 – 2:30	Session 3 2:15 – 2:55			
	Parade 2:30 – 2:45 <small>Odd Week – Parade Even Week – House Rally</small>				
Session 3 2:45 – 2:55					

Upper Junior Bell Times	Monday	Tuesday	Wednesday	Thursday	Friday
	Session 1 8:45 – 10:45	Session 1 8:45 – 10:45	Session 1 8:45 – 10:45	Session 1 8:45 – 10:45	Session 1 8:45 – 10:45
	First Break 10:45 – 11:15	First Break 10:45 – 11:15	First Break 10:45 – 11:15	First Break 10:45 – 11:15	First Break 10:45 – 11:15
	Session 2 11:15 – 1:15	Session 2 11:15 – 1:15	Session 2 11:15 – 1:15	Session 2 11:15 – 1:15	Session 2 11:15 – 1:15
	Second Break 1:15 – 2:00	Second Break 1:15 – 2:00	Second Break 1:15 – 2:00	Second Break 1:15 – 2:00	Second Break 1:15 – 2:00
Session 3 2:00 – 2:45	Session 3 2:00 – 2:15  Parade 2:15 – 2:45 <small>Odd Week – Parade Even Week – House Rally</small>	Session 3 2:00 – 2:45	Session 3 2:00 – 2:45	Session 3 2:00 – 2:45	

Secondary School Bell Times	Monday	Tuesday	Wednesday	Thursday	Friday
	Connect 8:30 - 8:40	Connect 8:30 - 8:40		Connect 8:30 - 8:40	Connect 8:30 - 8:40
	Session 1 8:40 - 9:50	Session 1 8:40 - 9:50	Session 1 8.30-9.40	Session 1 8:40 - 9:50	Session 1 8:40 - 9:50
	Walk 9:50 - 9:55	Walk 9:50 - 9:55	Walk 9:40 - 9:45	Walk 9:50 - 9:55	Walk 9:50 - 9:55
	Session 2 9:55 - 11:05	Assembly/Wellbeing 9:55 – 11:05 <small>Odd Week – Assembly Even Week - Wellbeing</small>	Sport 9:45 – 11:05	Session 2 9:55 - 11:05	Session 2 9:55 - 11:05
	First Break 11:05 - 11:40	First Break 11:05 - 11:40	First Break 11.05 - 11:40	First Break 11:05 - 11:40	First Break 11:05 - 11:40
	Session 3 11:40 - 12:50	Session 3 11:40 - 12:50	Session 3 11.40-12.50	Session 3 11:40 - 12:50	Session 3 11:40 - 12:50
	Second Break 12:50 - 1:20	Second Break 12:50 - 1:20	Second Break 12:50 – 1.20	Second Break 12:50 - 1:20	Second Break 12:50 - 1:20
Session 4 1:20 - 2:30	Session 4 1:20 - 2:30	Session 4 1:20 - 2:30	Session 4 1:20 - 2:30	Session 4 1:20 - 2:30	

## Student Information

### Student Meeting

Overseas students meet each week in the International room at 11.00am – 11.45am each Monday. The purpose of the short meeting is to check in with how your studies and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your International Student Coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

### What to do when

Late for school or class	Sign in at Student Services
Leaving school during the day	Present a note to Student Services
Feeling sick or unwell	Go to Student Services
Wanting to change subjects	See International Student Coordinator
Wanting to see a Guidance Officer	See International Student Coordinator
Lost Property	Speak to Student Services
Toilet access during class time	Speak to your class teacher

## Accommodation and Welfare

### Care arrangements

While studying, your student/s must live with you as the parent, legal custodian or Department of Home Affairs (DHA) approved guardian.

We will communicate with you as the parent, legal custodian or DHA approved guardian on all matters to do with your student's enrolment and schooling (including welfare matters). You can read more about EQI's Welfare and accommodation in the following documents:

- [Standard terms and conditions](#)
- [Accommodation and welfare](#)

## Culture shock

Culture shock is a common way to describe the feelings someone moving to a new and different culture might experience. Although moving can be an exciting and positive time, it can also be overwhelming with so many changes. It's natural to have difficulty adjusting at times, and important to remember that culture shock is temporary.

As a parent, being aware of your own and your child's culture shock can help you to manage the effects or seek any support you need.

Some signs of culture shock include:

- feeling isolated
- increasing frustration with your host country, the school and host family
- irregular sleep patterns
- spending a lot of time alone in your room
- easily upset and can't concentrate at school.
- culture shock can be described as consisting of at least one of four distinct phases: honeymoon, negotiation, adjustment and adaptation.

### Honeymoon phase

The first stage of culture shock is usually positive. During the honeymoon phase the differences between the old and new culture are seen in a romantic light. For example, in moving to Australia to study, you might love the new food, the pace of life, and the locals' habits. During the first few weeks most students are fascinated by the new culture.

### Frustration/ Distress phase

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

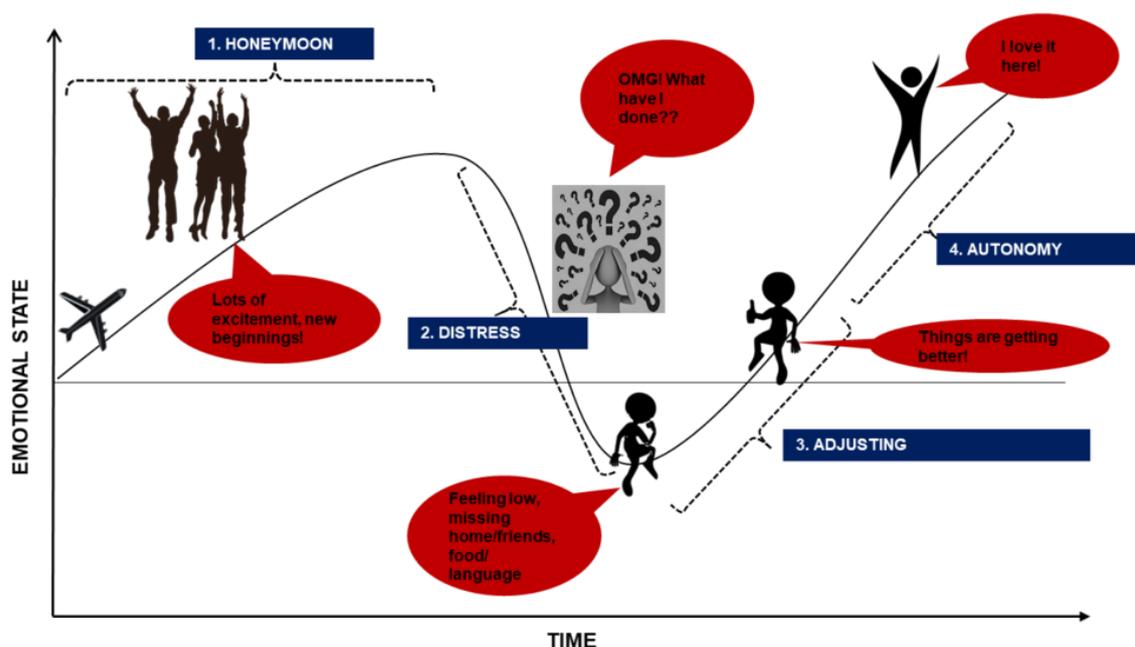
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

### Adjusting phase

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels very new. During this phase people develop problem-solving skills for dealing with the culture and begins to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

## Acceptance/ Autonomy phase

Individuals in the acceptance phase are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; people often keep many traits from their earlier culture, such as accents and languages.



If you think you or your child are feeling culture shock, here are some things that you can do:

- be patient with yourself and your child as culture shock is a normal reaction to a changed environment
- surround your child with familiar objects and routines
- watch for changes in your child's behaviour and listen openly
- talk about how you are feeling with family, friends, or someone at the school
- keep in contact with your loved ones back home
- socialise and make new friends

It is important to remember the following:

- culture shock is a perfectly normal part of the overseas study experience
- the uncomfortable feelings will pass
- this experience is an important learning opportunity, helping you to become versatile and adaptable to change. It will equip you with valuable life skills that are some of the greatest benefits of studying abroad
- step outside of your comfort zone, make new friends, and take full advantage of the once-in-a-lifetime experiences while you can

The international team are here to support you to have a wonderful experience at our College.

## Contact details

You must let your school know your residential address in Australia within seven days of arriving in Australia. You must also tell the school of any changes of residential address within seven days. Failure to do this may affect your student's visa.

We also need your current telephone number and email contact details. Any changes need to be given to us within seven days.

## EQI Standard Terms and Conditions

Before you arrived in Australia you were provided with a copy of the [EQI Standard Terms and Conditions](#). The Standard Terms and Condition outline EQI policies that relate your responsibilities and rights and EQI's responsibilities and actions required to be taken during your child's course of study in Queensland.

If you have not read the Standard Terms and Conditions please do so. The Standard Terms and Conditions are available in the following languages:

- [Simplified Chinese](#)
- [German](#)
- [Italian](#)
- [Japanese](#)
- [Vietnamese](#)

## Visa Conditions

### Attendance

Calamvale Community College's attendance policy aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled your student/s at our College it is your responsibility to ensure that they are at school every day and that they arrive on time, ready to start class.

Your student/s is expected to maintain 100% attendance unless they are sick. You should always tell the school if they cannot attend for all or part of the day.

In the event that your student/s are going to be absent from school ask your homestay parent to notify the school on the day of the absence via the absentee line 3712 6360 stating your student/s name and class, your name, the reason for the absence and the expected return date.

The school will record your students/s attendance or absence every day. All absences are recorded on their school report. Electronic rolls will be marked every period. An SMS message will be sent to you of an unexplained full day absence.

It is a condition of your student/s Sub-class 500 (schools) visa that they maintain satisfactory attendance during their period of study. Commonwealth law requires EQI to be proactive in notifying and counselling Overseas students who are at risk of failing to meet attendance requirements. EQI is required by law to report Overseas students who have breached attendance requirements.

#### **Important information about attendance**

Start and finish times	9.00am to 2.55pm Lower Junior 8.45am to 2.45pm Upper Junior
Late arrival process	Sign in at Student Services
School absence telephone number	3712 6360

#### **At risk of failing to meet attendance requirements**

In the [EQI Standard Terms and Conditions](#) your student is considered to be at risk of failing to meet attendance requirements if:

- the student is absent for five consecutive days or more;
- their attendance falls to 90% of the course contact hours in any [school term](#); or
- the school has concerns about their attendance record.

The International Student Coordinator will meet with you to discuss your student's attendance and ask you to provide evidence explaining the absences (such as medical certificates).

If attendance falls to 85% of the course contact hours in any term we will provide you as the parent, legal custodians or DHS approved guardian a written warning.

## Unsatisfactory attendance

If your student/s do not maintain at least 80% of course contact hours, EQI will notify you in writing of their intention to report your student to authorities for not achieving satisfactory attendance. EQI may exercise discretion not to report if:

- evidence is provided that demonstrates compassionate or compelling circumstances explaining the absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report; and
- your student/s' attendance record is at least 70% (if attendance falls below 70%, EQI is required by law to report your student).

If you receive a notice of EQI's intention to report your student to authorities, you have the rights set out under the Appeals Policy section of the [EQI Standard Terms and Conditions](#).

You can read in more detail about your attendance requirements at:

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)

## Course progress

Overseas students must maintain satisfactory course progress for each study period as required by EQI and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your student/s' student visa. If their course progress is not satisfactory, EQI will report it to authorities and the student visa may be cancelled.

At Calamvale Community College we provide written reports to you as parent, legal custodians or DHA approved guardian every semester as per the [P-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website.

Your student/s must complete their course within the time set out in the Confirmation of Enrolment that EQI sent you.

EQI may extend the time to complete a course only if:

- there are compassionate or compelling circumstances;
- the course load is reduced because of difficulty making satisfactory course progress; or
- a deferral or suspension of study is approved (see the [Deferral, Suspension and Cancellation Policy](#) section of the [EQI Standard Terms and Conditions](#)).

Where there is an adjustment to course length you must contact the Department of Home Affairs to seek advice about any potential impacts on your student's visa, including the need to obtain a new visa.

## **Unsatisfactory course progress**

Calamvale Community College will monitor your student/s workload and results to ensure they complete the course on time. We will also assist your student/s if they are having difficulties. If they are at risk of not meeting course progress requirements, we will implement suitable intervention strategies with enough time for them to achieve satisfactory course progress.

### **Formal intervention**

If your student/s are not making satisfactory course progress, the principal will give you, as the parent, legal custodian or DHA approved guardian a written warning. Your student will be required to meet with the principal to develop a plan to improve your student/s performance.

If your student/s' next study period report indicates continuing unsatisfactory course progress, EQI will notify you in writing of our intention to report to authorities for breaching the requirement of their visa to achieve satisfactory course progress.

EQI may notify you earlier if, in their opinion, your student/s will not be capable of meeting the course requirements. If you receive a notice of EQI's intention to report to authorities, your student/s have the rights set out under the **Appeals Policy** section of [EQI Standard Terms and Conditions](#)

You can read in more detail about course progress requirements at:

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools visa procedure\)](#)

## **Behaviour**

Calamvale Community College is committed to providing a safe, respectful and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire support of their lifelong wellbeing.

The Calamvale Community College Responsible Behaviour Plan/Student Code of Conduct is available on the school website. The Responsible Behaviour Plan for Students/ Student Code of Conduct is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

[EQI Standard Terms and Conditions](#) state that at school your student/s must:

- participate actively at school;
- take responsibility for their own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with the College's rules – Student Code of Conduct and school policy and procedures

At all times your student/s must:

- comply with Australian laws and with the conditions of their student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers their safety or the safety of other people; and
- not do anything that may bring their school or the International Student Program into disrepute.

If your student/s' behaviour is unsatisfactory, EQI may cancel or suspend their enrolment. This may affect their student visa.

## English as a Second Language

At CCC we welcome international students of all ages. We recognise that the English language needs are very different, and we have a team of eight caring and experienced educators to support students to make the progress they need to be successful in all subjects.

Making friends with their English-speaking class-mates, and engaging in regular lessons are all excellent ways of improving English through immersion. However, we also recognise the importance of students receiving dedicated English language lessons, where they learn vocabulary, grammatical structures and broader language skills.

On entry to the school, all students receive a language assessment to determine their level in each of the macro-skills (listening, speaking, reading and writing). Students are assigned a bandscale level (1-6) to ensure that they receive targeted support according to their specific needs.

In the Junior School (Prep to Year 6), students are withdrawn from their mainstream classes to receive very small group (8 max) English lessons. These lessons run 2-5 times a week, depending on the bandscale level. In Year 5 and Year 6, the aim of the lessons is to prepare students for entry into secondary school. Two afternoons a week, after school, we run a Support Club where EALD students can attend to receive additional support to complete homework. This is particularly beneficial where parents have limited English to help their children at home.

Throughout their time at Calamvale Community College, our international students feel well supported in their English and they make very good progress. Ultimately, our aim is that students confidently and successfully access the curriculum, eventually without support needed. We find our younger students learn English very quickly and within 2-3 years no longer need any additional help.

### Tips to Improve English

Read books, comics and English websites

Watch TV programmes and movies with English subtitles turned on

Make friends with English-speaking class-mates – arrange play-dates and activities at the weekend

Older students should be encouraged to live with an Australian family

Listen to English-spoken music

Keep a notebook to write all new vocabulary you learn throughout the day – and then try and use the new words yourself as quickly as possible.

## Legal services

**There are a variety of legal services in the community around our school. If you need to access legal services please see the International Student Coordinator.**

[Legal Aid Queensland](#) can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au) or call 1300 651 188 Monday to Friday 8:30am to 5:00pm.

For legal advice you can also contact a private solicitor or a [Community Legal Centre](#).

If you are unsure about your immigration rights and responsibilities, you can contact the [Refugee and Immigration Legal Service](#) (RAILS) for advice and assistance relating to immigration matters.

## Emergency & health services

If your student requires afterhours support or assistance with an urgent program matter you can call [1800 OYSTUDY](tel:18000STUDY) (1800 778 839). You can also call your student's Overseas Student Health Cover (OSHC) provider.

### **Overseas student Health Cover (OSHC)**

OSHC is insurance to assist Overseas students meet the costs of (Public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services, depending on the level of cover.

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

OSHC is considered adequate health insurance, however, if you find your student's OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

The OSHC provider can help you with a range of medical advice. You **should** check with your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

- medical assistance
- referral to a doctor for medical treatment
- getting access to an interpreting service
- counselling services
- referral to a legal service
- family and friends messaging services in the event of an emergency
- personal safety

### **OSHC providers in Australia include:**

Australian Health Management (ahm)	<a href="http://www.ahmoshc.com.au">www.ahmoshc.com.au</a>
Allianz	<a href="http://www.allianzassistancehealth.com.au">www.allianzassistancehealth.com.au</a>
BUPA Australia	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
Medibank Private	<a href="http://www.medibank.com.au/overseas-health-insurance/oshc">www.medibank.com.au/overseas-health-insurance/oshc</a>
NIB Health Funds Limited	<a href="http://www.nib.com.au/overseas-students">www.nib.com.au/overseas-students</a>

## Medical Matters

### Medical matters

#### *Health information*

To help us support you, we need you to tell us everything we might need to know about your student/s' physical and mental health, including medical history, conditions and allergies, and all medications so we can organise anything they might need and approve and monitor their support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

### Medication

If your student/s' needs to take medication while at school, the medication needs to have a pharmacy label and be handed in to Student Services. You will need to complete a consent to administer medical form. Your student/s will need to come to Student Services at the time the medication is required.

### Medical treatment

If your student/s needs medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact you as a parent or legal custodian as soon as reasonably possible.

We may, as we think appropriate and in your student/s best interests:

- provide or administer over-the-counter or prescribed medications; and
- administer first aid.

For further information please see the [EQI Standard Terms and Conditions](#)

## Doctors in the local area are:

Pacific Family Medical Practice  
Calamvale Central Shopping Centre  
Shop 5B, 668 Compton Rd, Calamvale QLD 4116  
(07) 3711 2280

Calamvale Medical Centre  
Calamvale Village Shopping Centre  
Cnr Kameruka St & Beaudesert Rd, Calamvale QLD 4116  
(07) 3272 5155

Algester Family Practice  
168 Algester Rd, Algester QLD 4115  
07 3272 2222

Calamvale Gowan Plaza Family Practice  
Corner of Gowan Road & Kameruka Street  
Shop 2/210 Kameruka Street  
Calamvale Qld 4116  
07 3726 1199

## After school care

Koala Calamvale Child Care Centre  
56 Kameruka Street  
Calamvale Qld 4116  
Phone: 3711 5115

Goodstart Early Learning  
10-16 Central Street  
Calamvale Qld 4116  
Phone: 3711 4500

C&K Calamvale Community Centre  
11 Hamish Street  
Calamvale Qld 4116  
Phone: 3711 2908

Calamvale Early Learning  
17 Hamish Street  
Calamvale Qld 4116  
Phone: 3272 1265

## Fees

### **Tuition fees for EQI (CRICOS Provider Code: 00608A) cover:**

- all curriculum schooling and teaching costs
- text books – online digital texts
- curriculum-related excursions
- school internet
- after school tutoring

### **You are required to pay for the following:**

- laptop - BYOD (Bring your own device)
- stationery and booklist
- extra-curricular activities
- school uniforms
- music uniforms

## Transfer policy

You may apply to transfer your student between Queensland Government schools, a non-government school or another institution registered under Australian law to provide education to overseas students.

Additional tuition or other non-tuition fees may apply for the new school, depending on the school and course chosen.

Before applying for a transfer, you should talk to your student/s' International Student Coordinator and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [Entry and course requirements](#)
- [Standard Terms and conditions](#)

## Complaints policy

Before you lodge a customer complaint with the department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course you should discuss this with your International Student Coordinator.

If you have an issue relating to the International Student Coordinator or a decision they have made, you should discuss this with your school Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's Customer [Complaints Management Framework](#) and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course.

You can make a formal complaint if you are dissatisfied about the service or action of a school, the department, its staff, or education agents with which EQI has arrangements deliver your course-related service. EQI does not charge a fee for accessing the complaints process.

You can ask for help writing your complaint (for example, from your parents, a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

More detailed information can be found in the links provided above.

## Appeals

You can appeal a decision EQI makes (**Internal Appeal**):

- to report you to authorities (see the [Attendance Policy](#) and [Course Progress Policy](#))
- not to defer or suspend your enrolment, as requested by you (see the [Deferral, Suspension and Cancellation Policy](#));
- to suspend or cancel your enrolment, as initiated by us (see the [Deferral, Suspension and Cancellation Policy](#));
- to refuse your request for a transfer (see the [Transfer Policy](#)); or
- as a result of your complaint to us (see the [Complaints Policy](#)).

EQI does not charge a fee for using the appeals process.

## External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au) or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

EQI will comply with any decision the Ombudsman makes.

## Refund policy

### Your rights

If your student/s do not complete their course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made to your Overseas student Health Insurance (OSHC) provider.

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

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- [Refund request form](#)

## School policies and procedures

- [Complaints policy](#)
- [Expectations matrix](#)
- [Dress code](#)
- [Responsible behaviour plan](#)

## School uniform

Junior School students wear the Formal Uniform to and from school each day, except on the one day each fortnight when students have their HPE lessons. This day they may wear the Sport Uniform. A hat must be worn at all times, when outside the classroom.

Item	Uniform Shop	How/When worn
<b>Junior School – Option 1</b>		
College formal shirt	✓	Collars down, worn over the school shorts/trousers
College navy formal shorts/navy trousers	✓	Must be worn around the waist
Plain white College socks		Folded to the top of the ankle
College navy jumper/Micro Fibre jacket	✓	Sleeves down to the wrists. No Hoodies
Reversible bucket hat	✓	Must be worn outdoors for protection from the sun
<b>Junior School – Option 2</b>		
College Dress or	✓	Worn to the top of the knee
College formal blouse	✓	Worn over the cullette/dress shorts/slacks
College navy skort	✓	Must be worn on the waist of a modest length
College navy formal shorts/navy trousers	✓	Must be worn to the top of the heel (at the back)
College tie	✓	Must be fastened to the blouse correctly
White socks/navy stockings/plain navy tights (NOT footless)		Socks to be folded to the top of the ankle
College navy jumper/Micro Fibre jacket	✓	Sleeves down to the wrists
College Reversible bucket hat	✓	Must be worn outdoors for protection from the sun
Hijab Plain Navy or White only	✓	Pin colours in navy, white or clear only. No patterns, embroidery or jewellery
<b>A. Junior School Sport</b>		
College sport polo	✓	Collars must be worn down
Navy unisex shorts	✓	Must be worn on the waist
Plain white College socks		Must be worn folded to the top of the ankle
College Reversible hat	✓	Must be worn outdoors for protection from the sun
<b>B. Sport Optional</b>		
College Micro Fibre Jacket	✓	College Micro Fibre jacket
Plain navy fleecy tracksuit including College navy jumper		Track pants must be worn on the waist
Navy College sport socks (Interscholar teams)		Must be worn pulled up

## Shoes

Permitted



NOT Permitted





Junior School



College Bags



College Sport

## Jewellery

- One small ear stud (up to 3 mm diameter) or small sleeper, per ear
- No facial piercings or tongue piercings allowed – including clear piercings
- All other visible piercings must be removed whilst students are in school uniform
- One small watch
- No other visible jewellery is permitted

NB: Students may be asked to remove these items in some practical lessons where they contravene workplace health and safety requirements. During this time they should be handed in to Student Services for safekeeping.

## Footwear

### **For Formal Uniform: - must be worn with Formal Uniform on all occasions**

Black, able to be polished leather, fully enclosed, school shoes. Students may NOT wear boots or shoes with raised heels (above 4cm). Students are NOT permitted to wear “T bar” or “Mary Jane” shoes. Ballet slippers must NOT be worn, nor ‘high tops’. Skate style or canvas shoes with a white rim are also NOT permitted. Senior boys may wear their black formal/dress shoes.

### **For Sports Uniform**

Athletic shoes with non-marking sole for indoor use. Gym boots, canvas shoes (such as Dunlop Volleys) and street shoes are not acceptable as they do not provide appropriate support for physical activity.

**NB: All users of the Sports Centre must have Sports shoes with non-marking soles so that the quality sports floor is not damaged.**

## Sun safe policy

Students in the Junior School are required to wear a College reversible bucket hat, which protects the face and back of the neck, for all outside activities.

## Hair

- Hair should be neat and of a natural colour. Long hair (beyond shoulder length) must be tied back at all times (this is a Workplace Health and Safety requirement).
- Hair accessories must be in College colours (Navy, Maroon, and Teal), white, black or a shade indistinguishable from the student’s hair colour.

- Hair styles must include no less than a blade 2 and hair must be blended. Mohawks, shaved tracks or patterns, rats tails and bandanas are not permitted.

## **Accessories**

- Make up and coloured nail polish are not permitted and students will be asked to remove this.
- Singlets must be plain white with no words or designs visible through the uniform.
- Other accessories worn due to cultural and/or religious beliefs must be black, navy or white and will need approval through a member of the Administration.
- Head scarfs (Hijab) should be one plain colour matching the school uniform navy or white as available at the uniform shop. Note: No patterns, embroidery or decoration allowed.

## **Tattoos**

- Having tattoos is strongly discouraged and any existing tattoo must not be visible at any time.

## **School Bags**

All students are required to use an approved school bag (backpack), bearing the College logo as part of their College Uniform or a plain backpack of the same colour and design, no prints or external logos. School bags can be purchased from the College Uniform Shop. The school bags are available in styles and sizes suitable for student requirements across the College.

## **Consequences of not wearing the correct uniform**

If a student does not attend school or school related activities in the correct Uniform, Education Queensland policy (Nov 2006) fully supports the Principal or nominee to take any or all of the following actions:

- student is provided with appropriate items from the bank of spare uniforms held at the College for this purpose
- student is referred to a Head of House for a pattern of infringements of the Uniform Policy
- parents are informed and the issues further discussed when necessary
- persistent failure to wear the correct uniform will be viewed as a breach of the Responsible Behaviour Plan for students.
- the College is happy to loan students uniforms to ensure they can meet our uniform standards; however, failure to return the uniforms will incur a charge to replace these items.

## Uniform Shop Hours

<b>Monday</b>	8:00 am to 12:00 pm
<b>Tuesday</b>	<b>CLOSED</b>
<b>Wednesday</b>	8:00 am to 12:00 pm
<b>Thursday</b>	2:00 pm to 5:00 pm
<b>Friday</b>	8.00 am to 12:00 pm

## Road safety

Australian roads can be quite busy during peak time (mornings and afternoons). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to **look right, look left, and then look right again before crossing.**

## Transport

You can use Translink transport vehicles which include: bus, train, ferry and tram services. Use the following link to plan your journey: [Brisbane City Council Journey Planner](#)

You should purchase a Go Card - Translink's electronic ticket to fast, easy and convenient travel.

Use your Go Card on transport services within Greater Brisbane, Sunshine Coast and Gold Coast regions.

**Where do I buy a Go Card?** 7-eleven stores and Newsagents or QLD Rail Station ticket offices.



When you purchase your Go Card you will pay a refundable deposit of \$5.

You can register your Go Card on line.

## Swimming

Before engaging in water sports (for example swimming and surfing) all international students are required to complete a water skills assessment. Please contact your International Student Coordinator to arrange a water skills assessment.

## Surf & Beach safety

Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe.

### Surf Life Saving Australia's 10 Surf Safety Hints

1. Always swim or surf at places patrolled by surf lifesavers or lifeguards.
2. Swim between the red and yellow flags. They mark the safest area to swim.
3. Always swim under supervision or with a friend.
4. Read and obey the signs.
5. Don't swim directly after a meal.
6. Don't swim under the influence of drugs or alcohol.
7. If you are unsure of surf conditions, ask a lifesaver or lifeguard.
8. Never run and dive into the water. Even if you have checked before, conditions can change.
9. If you get into trouble in the water, don't panic. Raise your arm for help, float and wait for assistance.
10. Float with a current or undertow. Stay calm. Don't try to swim against it. Signal for help and wait for assistance.

#### Useful links

- [Queensland Surf Lifesaving](#)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.



## Sun safe

Most of the sun's dangerous UV radiation (as much as 70%) occurs in the middle of the day, so if you are heading outside then you need to take particular care to seek shade, cover up, wear a hat and use sunscreen. Drink plenty of water in hot weather so as not to become dehydrated. Be sun safe by:

- avoid direct sun when possible
- drink plenty of water
- wear a long-sleeve shirt, wide brim hat and sunglasses
- regularly apply an SPF 30+ high protection sunscreen.