

Upper Coomera State College

Learning Pathways to the Future



Upper Coomera State College

International Student
Orientation Handbook



Excellence Accountability Responsibility
Productive Relationships Respect Enjoyment Safety

Welcome to Upper Coomera State College...

You are embarking on a new adventure and we are thrilled to share with you this great experience of studying in a Queensland school. Even though this is a very exciting time for you, you may also find the first few days overwhelming and tiring. Please be assured that there are many people including staff and students who are willing to help make your transition a smooth one.

The aims of the orientation program are to:

- Facilitate a successful adjustment to living and studying in Queensland.
- Provide information and skills to become an independent resident and learner in Queensland and more particularly Upper Coomera State College.

The purpose of this booklet is to provide a guide so that you are familiar with the expectations of being a student at Upper Coomera State College and the procedures and expectations of the Queensland Education system. It will also serve to orientate you with the local area.

Your orientation will be an ongoing process with the focus initially being on school routine and expectations.

We hope that you enjoy your stay in Australia, at Upper Coomera State College and on the Gold Coast.

Yours faithfully

International Student Program Team:

International Student Coordinator : Mel Gurney

International Homestay Coordinator: Sandy Fisher

Emergency Contacts:

ISP Coordinator Mel Gurney 0408 710 894

Principal Kylie Gurney 0475 970 737

Upper Coomera State College: 5580 7555

In case of a student needing some advice concerning problems of a personal nature please refer to ISP Coordinator.

Support Team

Upper Coomera State College has a great support team that is here to provide a confidential service to support you in any way we can, including emotional and spiritual support.

Chaplains Room: Brad Godby

Guidance Officer: Helen Morris

Nurse: Kim Halcrow

In Case of Emergency

At Home In case of an emergency at home make sure that you have your Host Families numbers in your phone. It is also a good idea to have their emergency numbers in your phone in case you can't reach your Host Family. Always try them first. If you can't reach you Host Family call your ISP Coordinator or Homestay Coordinator they will be able to help assist you.

Dial 000 in case of an emergency and ask for Police, Ambulance or Fire Rescue

At School: In case of an emergency at school follow school emergency procedures you will be instructed by a teacher on what to do.

Statement of Purpose

Vision

To be regarded locally and internationally as a leader in the provision of an inclusive and innovative P-12 educational service of the highest quality that inspires learners to achieve excellence.

Mission

Upper Coomera State College provides every student with a seamless P-12 quality education that enables them to discover and develop their interests and talents, pursue their goals and dreams and to reach their full potential so that they may succeed in their chosen pathways and actively contribute to a global society.

Values

Excellence

Accountability

Productive Relationships

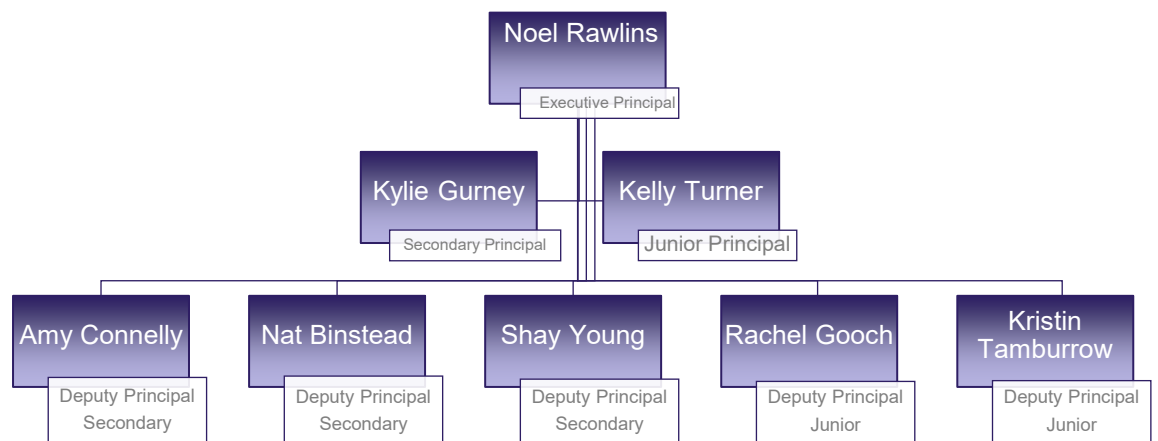
Responsibility

Respect

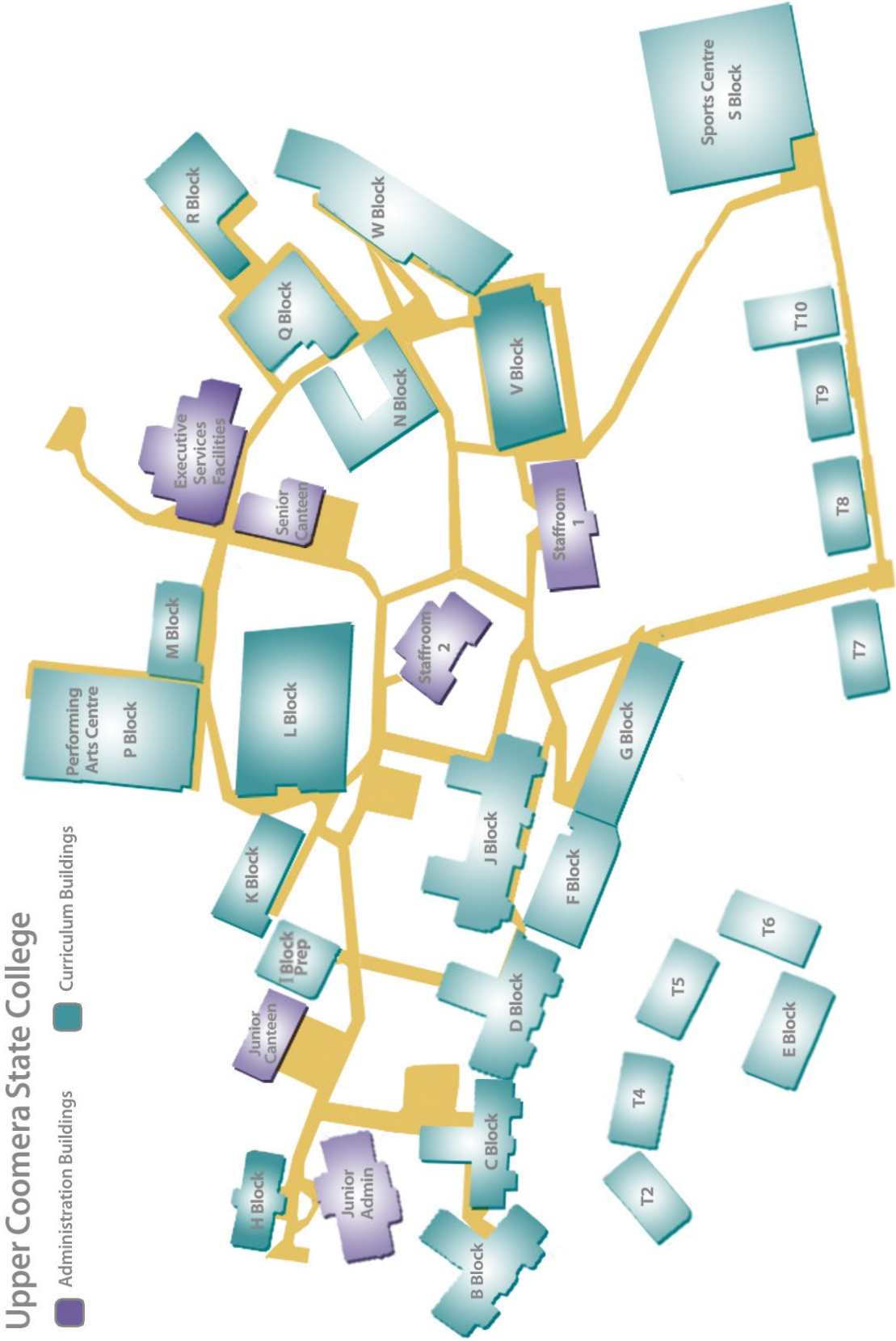
Safety

Enjoyment

UCSC Administration Staff



College Layout and Facilities



Facilities

Upper Coomera State College offers outstanding facilities to our students and wider community. Our students have access to industry standard facilities in many learning areas.

Students at Upper Coomera State College utilize the following facilities:

- A state of the art information services center. W Block
- Dedicated music and dance studios. - K Block
- A performing arts Centre including editing suite. – P block
- Comprehensive industrial design laboratories. Bottom of Q Block and R Block
- State of the art science laboratories. – Top of Q Block
- Hospitality and business centers. – N Block
- Multiple fully equipped computer laboratories.
- Computer workstations in every classroom.
- Toilet amenities for each set of four classrooms.
- 'Wet Area' rooms in close proximity to general classrooms for non-specialist art, cooking, and construction.
- Two campus canteens. Junior Canteen and Senior Canteen
- Video 'green screen' editing suite.- P Block

Buddy System

As you are new to the school, your Pathways Teacher may offer you a Buddy to help show you around the school and introduce you to other students.

Location – ISP Coordinator

You can find your ISP Coordinator Mel Gurney in the Staffroom 2.

Subject Selection and Subject Changes

Secondary students from year 8 onwards are required to select their subjects by completing a subject selection form; changes to this should be handled internally by the school in the usual way. Consultation with the ISP Coordinator and Deputy Principal should occur.

Checklist: As you become familiar with the topics below, place a tick beside each one to indicate that it has been covered.

TOPIC NUMBER	TOPIC	FURTHER INFORMATION
ONE	Visa Obligations	School orientation Living in Queensland Booklet
TWO	Adjustment	School Orientation
THREE	Studying at Upper Coomera State College - School map/tour - Buddy system - School expectations/rules - Subject selection and subject changes - Timetable - Assessment/assignment policy - School reports - Exam/assignment support - Use of library - Extra-curricular activities - Safety (lock down/fire evacuation)	School orientation Guidance Officer
FOUR	Local area (maps)	School orientation
FIVE	Legal matters (alcohol/drugs/driving in QLD)	School orientation
SIX	Transport/money/banking	School orientation
SEVEN	Communication	School orientation
EIGHT	Health - Overseas Student Health Cover - Claims - Prescriptions - Healthy/Safe living in QLD	School orientation
NINE	Homestay - Expectations - Communication/house rules - Food	School orientation

CLASS TIMES

Secondary School (Year 7-12)

Form Class	8.40am to 8.50am
Period One	8.50am to 10am
Period Two	10am to 11.10am
LUNCH ONE	11.10am to 11.50am (bell will ring at 11.45am signaling movement to class)
Period Three	11.50am to 1.00pm
LUNCH TWO	1.0pm to 1.30pm (bell will ring at 1.25pm signaling movement to class)
Period Four	1:30pm – 2:40pm

EXAMPLE WEEKLY TIMETABLE

Day 1	Day 2	Day 3	Day 4	Day 5
Form 08:40 - 08:50	Form 08:40 - 08:50	Form 08:40 - 08:50	Form 08:40 - 08:50	Form 08:40 - 08:50
8B FLAVJE J105	8B FLAVJE J105	8B FLAVJE J105	8B FLAVJE J105	8B FLAVJE J105
Lesson 1 08:50 - 10:00	Lesson 1 08:50 - 10:00	Lesson 1 08:50 - 10:00	Lesson 1 08:50 - 10:00	Lesson 1 08:50 - 10:00
SCI081B HYATPH Q104	ENG081B FLAVJE J105	MUS081A CUMMJO M007	ENG081B FLAVJE J105	JAP081B KANGJI J101
Lesson 2 10:00 - 11:10	Lesson 2 10:00 - 11:10	Lesson 2 10:00 - 11:10	Lesson 2 10:00 - 11:10	Lesson 2 10:00 - 11:10
JAP081B KANGJI J101	HIS081B FLAVJE J105	HPE081B PREVCA T072	MAT081B HEMMFE V004	MAT081B HEMMFE V004
Break 1 11:10 - 11:55	Break 11:10 - 11:55	Break 11:10 - 11:55	Break 11:10 - 11:55	Break 11:10 - 11:55
Lesson 3 11:55 - 13:05	Lesson 3 11:55 - 13:05	Lesson 3 11:55 - 13:05	Lesson 3 11:55 - 13:05	Lesson 3 11:55 - 13:05
MUS081A CUMMJO M007	ENG081B FLAVJE J105	MAT081B HEMMFE V004	SCI081B HYATPH Q104	HIS081B FLAVJE J105
Lunch 13:05 - 13:35	Lunch 13:05 - 13:35	Lunch 13:05 - 13:35	Lunch 13:05 - 13:35	Lunch 13:05 - 13:35
Lesson 4 13:35 - 14:45	Lesson 4 13:35 - 14:45	Lesson 4 13:35 - 14:45	Lesson 4 13:35 - 14:45	Lesson 4 13:35 - 14:45
MAT081B HEMMFE V004	SCI081B HYATPH Q104	ENG081B FLAVJE J105	HIS081B FLAVJE J105	HPE081B PREVCA T072

EXTRA AND CO-CURRICULAR ACTIVITIES

There are many cultural and sporting programs available to all students throughout the year. A significant number of subjects include class-time excursions in their programs. A register of the extra co-curricular programs is available from the International Student Coordinator, Mel Gurney.

Uniform Shop

Upper Coomera State College has a uniform shop where all of our official school uniforms for students in prep to year 12 are to be purchased. Our college has a strict Dress Code Policy to which students must abide for the purpose of ready identification of students and non-students at school and also gives students a sense of personal pride in their own appearance. The college urges all parents to encourage their child/ren to be a responsible member of our community by supporting the accepted standard of dress at Upper Coomera State College.

Canteen

Upper Coomera State College provides school canteen facilities to enable students to purchase lunch if they need to. Parents and students are able to select lunch options for a wide range of healthy food and drinks.

The college is also registered with Flexi-Schools. This facility allows parents to order and pay for lunch for their child/ren online. Students simply pick their lunch up from the relevant canteen without needing to bring money to school. To order lunch for your child online set up a Flexi-Schools account by viewing the [Flexi schools](#) website.

VISA REQUIREMENTS

Attendance

DIAC requires students to maintain at least 80% attendance. EQI Policy states 100% of a student attendance is desirable.

If you are sick, you need to visit a doctor and obtain a medical certificate. If a medical certificate is produced, the absence is considered acceptable.

Achievement and Assessment

Students must complete all school work. Students must achieve a minimum of a Sound Achievement for all subjects. More than one Limited Achievement or Very Limited Achievement must be reported to EQI. Passing subjects is a condition of your Student Visa. Poor results may result in the cancellation of your visa. If you are having difficulties with any of your subjects, you must discuss your concerns with your teacher immediately, or discuss with your International Student Coordinator

Application to work part time

If you have not signed an agreement with you your agent, you may work part time. Students under 16 years old can work up to 12 hours per week during course time, and up to 20 hours per week during holiday periods. Students aged over 16 can work up to 20 hours a week during term, and full time during the holidays. Students wishing to work have strict conditions. You need permission from you school, your Host family and your parents. Your work must not interfere with you study.

Duration of Visa

Your student visa is issued for the duration of your school program. If you think you may want to extend you stay at our school, you must see a member of the ISP faculty at least 8 weeks before your visa is due to expire so a new visa can be arranged.

Complaints and Appeals

The National Code of Conduct 2007 ensures international students have access to a fair and inexpensive complaints and appeals process that includes access to an independent external body, if necessary.

EQI has a complaints handling and appeals process that provides international students with the opportunity to formally present their case, if the matter cannot be resolved informally.

Please see back of Handbook for further information

Deferral, Suspension and Cancellation of Enrolment

Requests for students to defer from study on grounds of compassionate or compelling circumstances will be assessed by the College. If you wish to defer your studies, you will need to submit your request to the International Student Coordinator who will work with the Principal to approve the temporary suspension or deferment.

International students will be subject to disciplinary consequences as per the college Responsible Behaviour Plan for Students. This means that in situations where serious breaches occur the Principal may decide to temporarily suspend you from attending classes

Provider Initiated Cancellation refers to cancellation of an international student's enrolment with EQI in PRISMS according to specific conditions as set out in section 8.2 of the EQI International Student Program Terms and Conditions.

GENERAL SCHOOL RESPONSIBILITIES

The student diary details student responsibilities. Please refer to your copy of the student diary for information on:

- **Student Code of Ethics**
- **Absentee Information**
- **Homework policy**
- **Student Management Framework**
- **Uniform Policy**
- **Assignment and Assessment Policy**
- **Computer Network Acceptable Use Policy**

LEGAL DETAILS

Driving

The legal driving age in Australia is 17. International students can drive on an International License for 3 months, but then must take the test to obtain a Queensland License. Heavy fines apply for students found to be driving on an International License after 3 months.

If you are riding a bicycle, you **MUST** wear a bike helmet or you will be fined.

International students enrolled in an Education Queensland International course may only drive a vehicle (car, motorbike or truck) here in Australia if they have obtained an Australian driving licence

Applying for a Learner's Permit

A student must have turned 16 years of age to apply for a learner's permit. When applying for this permit the student must take with them 3 forms of identification. Their passport with their current student visa, their student identification card and a Credit/debit card will be sufficient forms of identification. Students should also take with them a letter on school letterhead signed by an authorised school representative stating the student's full name, date of birth, student ID number, Residential address and duration of stay in Australia. International students are obliged to undertake all the required licensing requirements which must include driving lessons with a professional driving school and instructor. (Fees do apply.) Students must not expect their homestay parents' to provide driving lessons to meet the licencing requirements.

Further information about the licensing requirements can be found at:

<http://www.tmr.qld.gov.au/Licensing/Getting-a-licence.aspx>

Please speak with you ISP Coordinator if you would like to drive in Australia they will be able to help with the paperwork if required

Drugs and Alcohol

It is illegal to drink alcohol until you are 18 years old in Australia. Nightclubs and bars require identification to prove you are 18 years old before entering. All non-doctor prescribed drugs are illegal (for example - Marijuana, Speed, Ecstasy etc.). Your visa may be cancelled if you are caught in the possession of drugs.

MEDICAL

Overseas Health Cover

EQI will organize your health cover for you for the length of your stay. If you extend your stay, you will have to renew your OSHC yourself. The International Student Coordinator will help you renew your cover at the nearest Medibank Private or Allianz Office. If you have a smart phone there is an app you may download to help with any medical enquiries you may have.

Visiting a Medical Specialist

If you need to visit a medical practitioner, ask your homestay family to help you make the arrangements. The International Student Coordinator is also available to help you make the appointment and take you there. Keep any payment documents and take them to your ISP Coordinator and they will be able to help with any insurance claims.

Valuable Items

At Upper Coomera State College, students leave their bags outside their classrooms during class. It is important that you do not leave any valuables (for example - money, cameras and passports) in your bag. If you must bring valuables to school for a specific purpose, ask the I.S.C. to lock them away for the day. On your arrival, you will be asked to provide the I.S.C. with a copy of your passport and visa. These records are kept in case a passport is lost.

Surf and Beach Safety

The Gold Coast is a beachside community, and the beaches are amongst the best 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.

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.

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 in the water. Even if you have checked before, conditions 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.



SETTLING IN

Culture Shock

The confusion that goes with living in a new country is called "CULTURE SHOCK". It is a reaction most people experience when they are removed from their familiar surroundings.

Culture shock is not always easy to notice because it usually builds up slowly, and the signs are not always obvious. People experience culture shock to different degrees. Some don't notice it at all, while others are affected very much. Some people go through it in the first month, while others don't notice it until months later. However, most people follow the adjustment pattern below. As you can see, you may have adjustment problems after you come to Australia, and again when you return to your home country. This is a normal reaction!

Here are some signs of culture shock:

- You begin to dislike your host country, the school system, your host family
- You begin to spend a lot of time alone in your room
- You are easily upset, can't concentrate at school, and sleep a lot.

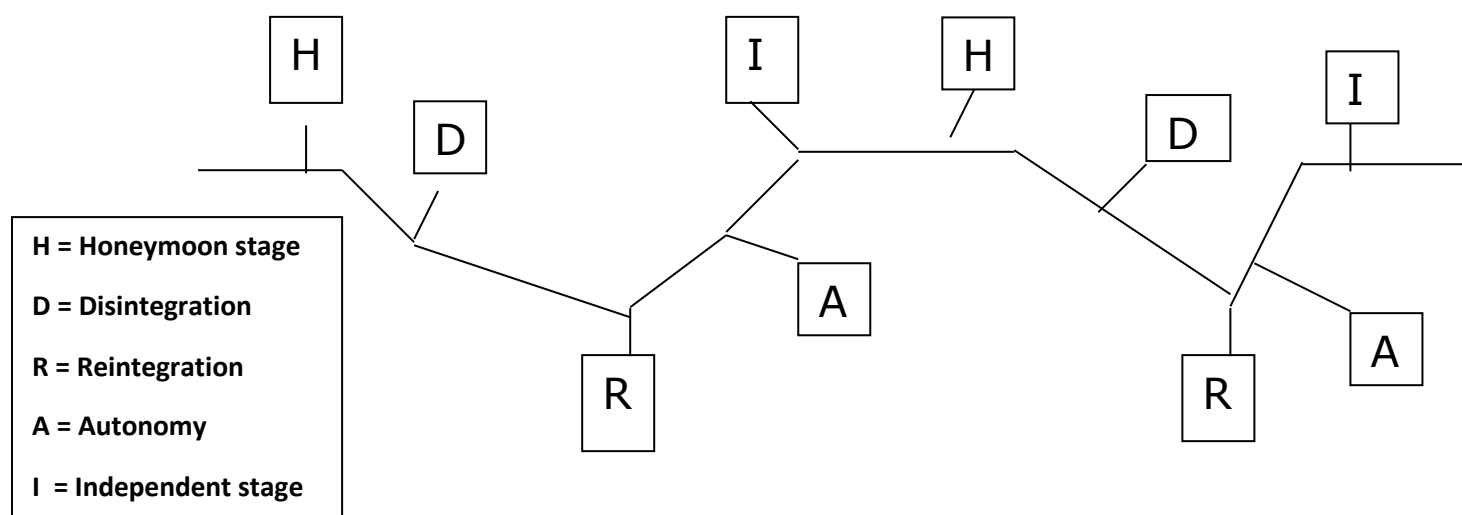
What can you do about it?

- Talk about how you are feeling with your host family, friends, or a member of the International Studies Faculty

- Try to keep busy

Be aware that this is a normal reaction and talk it over with other International students

REMEMBER: COMMUNICATION IS THE KEY TO A SUCESSFUL EXPERIENCE



****Please see additional useful information at the back of this booklet**

HOMESTAY

Your homestay family is very important to your success and happiness in Australia. Please make a huge effort to make friends with them as this will provide you with many things in return to make your life easier. Whatever the make-up of your host family, each one has decided to welcome an International student into their home, so feel welcome and enjoy your time with them.

Your homestay family will provide you with a room of your own, a place to put your belongings, and a place to study. You will be given three meals a day and have access to the laundry and the main living areas in the house. You will also be given an opportunity to learn about Australian culture within a caring family environment.

Homestay and Cultural Differences

The way Australian families live may be different from the way you live in your home country. When you live in homestay with an Australian family, you are considered part of the family. The Australian families that take international students for homestay are generally considerate, kind people who try to understand the cultural differences between themselves and their international students. You, also, need to try to understand these differences so that your homestay is a good experience for you.

Australian Families

Australian families, like families everywhere, differ from each other in many ways. This is especially so because Australia is a multi-cultural country. It has been settled by people from all over the world, including Europe and Asia. There is freedom of religion in Australia and people practice many different religions (for example - Christianity, Buddhism, Islam, Hinduism, Judaism).

In general, Australians live in nuclear families (that is, mother, father and children) rather than with grandparents, uncles and aunts, although they often have regular contact with their relatives. In recent years, the number of single parent families (one parent and children) and childless families (husband and wife only) has increased.

Everyone Helps

In Australia, families do not normally have household help and, frequently, both parents work. Therefore, it is usual for all members of the family to be expected to help with household tasks. These might include helping with food preparation and clean-up, keeping their own room clean, and washing and ironing their own clothes. In many families, the children prepare their own breakfast and lunch and either the mother or the father prepares the evening meal.

Mealtimes

The food eaten by Australian families and the customs associated with eating depend on the cultural background of the family. For example, families from a European background eat mainly European food, although many families like to try different types of food and may buy or cook dishes from China, Mexico, Thailand, Lebanon, etc. Breakfast, for many Australians, consists of cereal or toast, and perhaps fruit and a juice drink. Lunch is often sandwiches and fruit or cake. Your host family will try to cook food that you like, so tell your family if there is anything you cannot eat or do not like. Go shopping with your host mother so that you can show her anything you particularly like that she may not have at home. Cook a meal occasionally for your family. They will love you for it. Your host family may make lunch for you on school days, give you money to buy lunch, or you may make your own lunch. Discuss this with your host mother.

All members of the family normally eat their evening meal together. This meal is often a time for discussion and sharing of information about what has happened during the day. European families, while encouraging their children to join in discussion at mealtime, consider noisy eating (for example - loud chewing, slurping, chewing with your mouth open) to be impolite.

Expressing Emotions

Australians, especially European Australians, tend to express their emotions openly. They are usually not embarrassed about showing others that they are angry, happy, sad, etc. Many Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive, reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals (for example, guidance officers in schools). Australian parents encourage their children to say 'please' and

'thank you' when they ask for something and to apologize (say 'I am sorry') when they upset someone.

Australian Homes

Most Australian homes have a kitchen, living room (where the family may watch TV, entertain friends, etc.), bedrooms, laundry and bathroom. The bathroom usually contains a bath or shower or both. Sometimes the toilet is also located in the bathroom and toilet paper, not water, is used.

When Australians bathe, they usually do so in the bath or shower cubicle so water does not splash on the bathroom floor. If there are many people in the family or if there is a

Drought, water (especially hot water) may be scarce and family members must limit the length of time they spend bathing to 4 minutes per shower.

Insects

Many Australian families have insects called cockroaches in their homes.

Cockroaches are difficult to eliminate from homes as the Queensland climate is a perfect habitat for cockroaches. Seeing a cockroach is not a sign that a home is dirty.

Sand-flies and mosquitos are also insects that are common in Queensland. During the summer months around dusk, mosquitos and sand-flies are most noticeable. Insect repellent applied to uncovered skin will prevent bites.

Talking to your Host family

It is normal to feel nervous when you first meet your homestay family. You will begin to feel happier when you get to know the family better. Talking to your homestay family about any worries or questions you have when you first arrive will help you adjust to living in a new country. If you do not speak English well, you can still communicate. Write down what you want to say. Use your bilingual dictionary. Mime or act out your message. Ask another student to interpret for you or use the telephone interpreter service (your homestay or school can tell you about this). If you spend most of your time in your room with the door closed, the homestay family may think you do not like them. Spend some time each day with the family talking, watching TV, or helping the family with household tasks. Tell the homestay family about your culture and find out about theirs.

Transport to School

If you live close to the school, you may walk to school or ride a bike. If you live further away, you may catch a bus or your host parent may drive you. International students are not eligible for a bus pass, so you will have to pay the bus fare to and from school. There is also a public bus service on the Gold Coast so that you can go to the shops or the beach after school or on weekends.

Social Life

You will make lots of friends while you are in Australia, and will want to go out with them. Be considerate of your host family, always ask their permission and let them know where you are and when you will be home. As a general rule, socializing should be limited to weekends as week nights are for study and to spend time with your host

family. If friends ask you to stay over, discuss this with your host family. They may also allow you to have friends to stay, but remember not to inconvenience your host family by always having your friends in the house.

Making the most of your homestay experience

Staying in homestay gives you an excellent opportunity to:

- Learn about Australian culture
- Make friends with Australians
- Improve your English language skills
- Share information about your culture and
- Adjust to a new country while living in a safe and caring environment.

Tips and hints

- Be open-minded
- It's not wrong, just different
- If things go wrong, don't panic – stay calm!
- Create your own opportunities – be enthusiastic, committed and motivated
- Watch what is going on around you
- Communication is the key to a successful stay – talk over your problems immediately
- The more interest you show, the more people will try to help you
- If homesick, get busy and more involved
- Accept cultural differences, don't resent them
- Be prepared to try new things
- Make the most of every day – don't think of the things you miss about home, think of what you will gain by being here
- Be patient, things won't be perfect from the start – you have to work at it!
- Always remember why you came to Australia and what you hope to achieve during your stay. It will give you more motivation when times are tough.

Here are some ideas on how to make sure that you have a good relationship with your host family:

- Offer to help with household chores. Ask for a specific job that you can do to help and do it!
- Keep your room tidy. Some families are tidier than others, but make sure that your room is ALWAYS tidy.
- Don't leave clothing and towels on the floor of the bathroom.
- Put your dirty clothes into the family clothes hamper if you want them washed with the family washing.
- Let your homestay family know where you are AT ALL TIMES. Your host family is responsible for you while you are here, so you must tell them where you are going, give a contact number so they can reach you, and tell them when you will be home. If you are going to be late for a meal, let your family know.
- Ask before inviting friends over. Most homestay families will be happy for you to have friends over to visit or stay but you must always ask first and obey the rules they set.
- No smoking or alcohol.
- Be kind and patient with your host brothers and sisters.

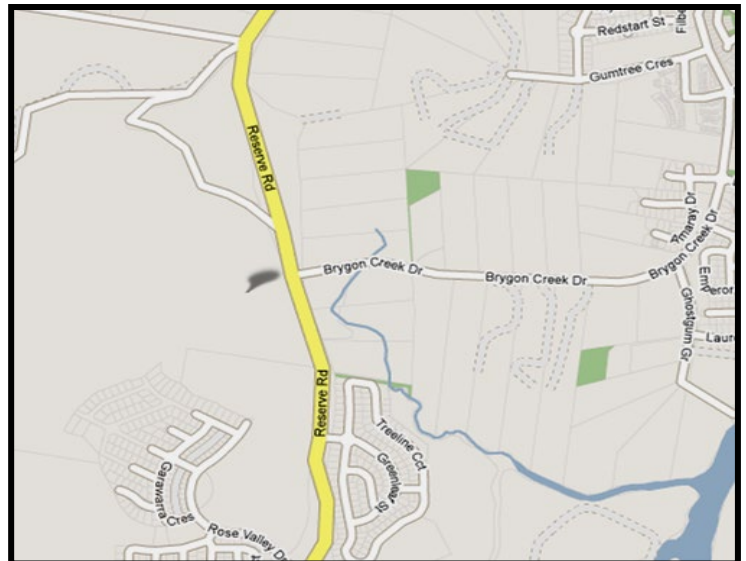
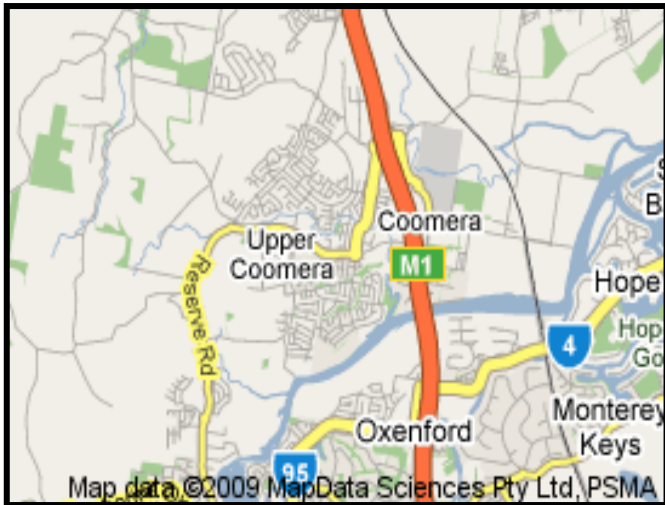
If you are not happy in your homestay, the Homestay Coordinator will follow these steps:

- Talk to both parties separately to obtain each person's point-of-view about the concern
- Talk to both parties together (an interpreter may be necessary)
- Attempt to resolve the problem by generating strategies and making a time in the near future to talk about the result of these strategies
- If the problem cannot be resolved, new homestay arrangements may have to be made.

Helpful Things To Ask Your Host Family

- What would like me to call you?
- What do you expect me to do daily?
- Where do I put my dirty washing?
- Can I use the washing machine or iron at any time?
- What are the best times to use the bathroom?
- Can I help myself to food and drink at any time?
- Are there "private" areas in the house?
- Can I move my bedroom furniture around if I wish?
- Is there a special getting up time on weekends?
- Is there a bedtime?
- Can I invite friends around?
- What are the rules for using the telephone?
- What time am I expected home on the weekends?
- Can I use household appliances when I wish?
- When and how loud can I play music?
- What are the general procedures in the household?

LOCAL AREA MAPS



School Bus Service

There is a school bus service catering for students attending Upper Coomera State College. If you are travelling to school by bus, your host family will be able to assist you with this. A fare is payable at the time of travel. Weekly tickets or term passes are also available.

Local Bus Service

Surfside Buses will pick you up anywhere on a designated route network as long as it is safe to do so.

Travel to Brisbane

The closest station is Coomera – a short bus ride from Upper Coomera State College. Trains are available regularly from Brisbane to Robina on the Gold Coast. Timetables can be found online or at the station.

Student Travel on Holidays and weekends

Students' wishing to travel at the end of Term or School Year need to complete a Travel Document so you're ISP Coordinator knows who you will be with and where and when you will return to your Host Family/Family. These documents need to be submitted no less than 7days prior to travel. This includes weekend away.

Required document are: Type 2 Local overnight Travel request from

Type 3 Outside local are travel/ holiday requirement

If you have any questions please see your ISP Coordinator.

INTERNATIONAL STUDENT ORIENTATION

SCHOOL ORIENTATION

1. Is your timetable easy to follow? Yes _____ No _____
2. Who is your pathways teacher? _____
3. Where is your pathways room? _____
4. On which day do you attend assemblies? _____
5. Do you have your school I.D card? _____
6. Have you received your text books? _____
7. Do you have access to a map of the school? _____
8. Have you been able to locate all your classrooms? _____
9. What major differences have you encountered at UCSC compared with your own school?
Please list below:
 - _____
 - _____
 - _____
 - _____
 - _____
10. Do you have year level buddy? What is their name? _____
11. Who do you see to organise internet password and email accounts? _____
12. Who do you see if you need to discuss subject choices and changes? _____
13. If you need assistance with assignment support, who do you contact? _____
14. Where can the above person be found? _____
15. If you have concerns about your homestay, who do you see?

USE THE SPACE BELOW TO WRITE ANY QUESTIONS THAT YOU MAY HAVE:

- _____
 - _____
 - _____
 - _____
-
- _____
 - _____

16. Fill in the table below:

CONTACT	RESPONSIBILITIES	LOCATION
International Student Program Coordinator _____	• • • •	
Homestay Coordinator _____	• • • •	
Guidance Officer _____	• • • •	
English Support Teachers _____	• • • •	

17. Do you have contact numbers in case of emergencies? List these.

- _____
- _____
- _____

18. Who do you see if you need to discuss subject choices and changes?

19. If you need assistance with assignment support, who do you contact? Where are they?

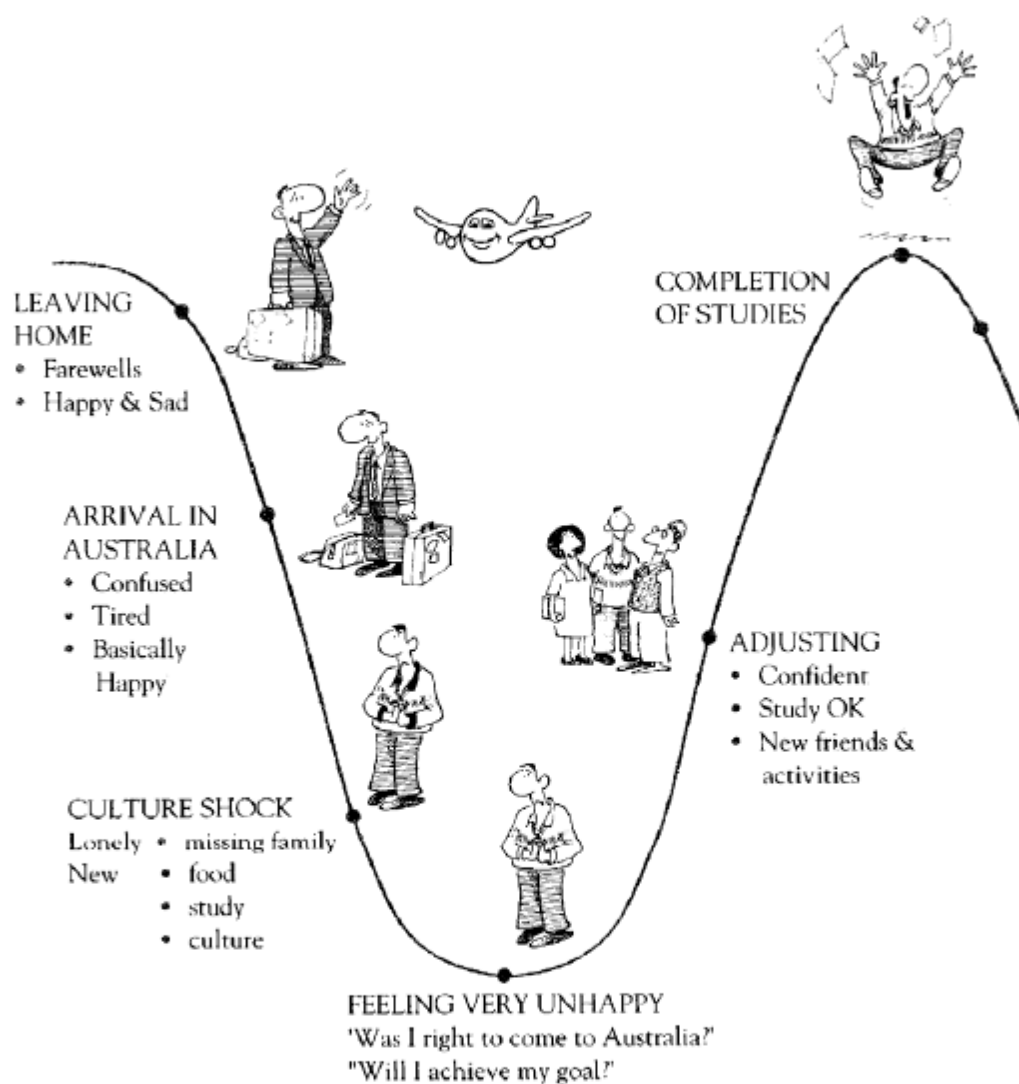
WHAT SHOULD I DO IF...

QUESTION	SOLUTION
If I cannot find my class?	
If I get lost?	
If I need to leave school during school time for any reason and do not have homestay or parental written permission?	
If I have to see a teacher in a staffroom?	
If I have issues with homestay?	
If I am having difficulties at school?	
If I am having difficulty settling into the school routine?	
If I want advice regarding my personal life?	
If I have problems accessing computers or difficulties logging on the school system?	
If I want to use my mobile phone at school?	
If I wish to travel on my own or with my homestay family?	
If I am late to school and don't make it to my pathways class?	
If I am not wearing the correct uniform?	

If you don't understand something, get advice quickly so it does not become a big problem. **REMEMBER** we are here to help you have an enjoyable experience while studying and living on the Gold Coast.

USEFUL INFORMATION

The Process of Adjustment



Source: AusAID

CULTURAL PASSAGE FOR INTERNATIONAL STUDENTS

	TIME					
	At Home	1st Month	2nd Month	3rd Month	4th & 5th Month	6th Month
Possible feelings	Anticipation	Exhilaration & anxiety	Restlessness & impatience	Discouragement & irritability	Gradual improvement of mood	Normal feelings
Significant events	Planning, packing, partying & saying good-bye	New housing, school, sights, shops, orientation, classes begin	Beginning of classes, unfamiliar language, food & smells	Cut down or stop language study, look for familiar recreation, midterm grades	Acceptable class performance, final exams	Normal class performance, new term begins
Possible emotional reactions	Excitement, enthusiasm, fear of the unknown, concern about leaving family	Tourist enthusiasm	Uncertainty, anger, withdrawal, increase in unhealthy behaviours	Discouragement, bewilderment, concern about sanitation, missing home	Interest in new culture or acceptance of differences	Balance of likes & dislikes
Possible attitudes & behavioural responses to events	Anticipation, loss of interest in current activities at home	Curiosity about Australians, enthusiasm for classes/colleagues	Suspicious, frustrated & questioning values of self & others	Avoid contact with local people, become hostile & or fearful, stereotyping people	Constructive attitudes & accommodations	Balanced attitudes
Possible physical responses to events	Fatigue	Stomach ache & sleeplessness	Colds, headaches, stomach aches	Minor illnesses (cold or flu)	Improved health	Normal health

Adapted from "Culture Shock - Stages & Symptoms" International Center, University of Michigan.

CULTURE SHOCK

Symptoms and Strategies for International Students

Common Symptoms

Feeling Nervous or Overtired?

You may feel tired, have colds or feel drained and need to sleep a lot when you first arrive. This might continue for up to a month.

Feeling Homesick?

Missing your family, friends and community is a normal feeling. If you only think of home and cry a lot, you may be suffering culture shock or culture fatigue.

Feeling Angry or Anxious?

You may feel frustrated by small problems that would usually not bother you or make you feel anxious. You can discuss these feelings with your International Student Coordinator.

Are you only mixing with other students from your home country?

Friendships are very important, and mixing with other students from your home country can make you feel comfortable. Try to mix with the Australian students as well as this will help you to understand the culture of your study destination.

Worried about the decision you have made to study in Australia?

You may worry that you will not be able to do well in your courses or that you will disappoint your family with your results. It is normal to feel this way in new situations. Give yourself time to adjust to a new environment.

Do you feel that there is no-one that you can speak to about how you are feeling?

Not getting involved in your new culture may make you feel alone. You might not know who you can speak to about how you are feeling. You can always speak to your International Student Coordinator or the Guidance Officer at school who will be able to listen to your concerns.

Coping Strategies

Adjusting to a new culture

Adjusting to life in a new culture will take time. It does not happen overnight.

There are new experiences, people act in different ways, say things in different ways.

You need to understand that people are acting according to their own set of rules from a culture that is most probably different to yours.

Try to face new situations as a challenge. If you find that you are having difficulties adjusting to the new culture, talk to your International Student Coordinator or the Guidance Officer at school, who will be able to talk to you about some strategies that you can use. Adjusting to a new environment takes time and you need to be patient with yourself and with others around you.

Adapted from "Culture Shock - Stages & Symptoms" International Center, University of Michigan.

Department of Education and Training CRICOS No. 00608A

EQI Complaints and Appeals Policy - General

Education Queensland International (EQI) is registered on the *Commonwealth Register of Institutions and Courses for Overseas Students* (CRICOS) as a Registered Provider of courses to students in Queensland. EQI provides primary and secondary school courses to international students through selected Queensland Government Schools. As a Registered Provider, EQI must comply with the provisions of the *National Code of Practice for Providers of Education and Training to Overseas Students 2007* (National Code 2007).

The *National Code 2007* sets out the requirements of education providers in relation to the educational outcomes and services which must be delivered to students on student visas.

Standard 8 of the *National Code 2007* requires Registered Providers to have appropriate dispute resolution procedures including a documented complaint handling and appeals policy freely accessible to students.

This policy sets out EQI's General Complaints and Appeals procedure. It applies to all complaints and appeals except for complaints and appeals where EQI has decided to suspend or cancel a student's enrolment in a course provided by EQI. Where EQI has decided to suspend or cancel a student's enrolment, reference should be made to the "Complaints and Appeals Policy - Suspension or Cancellation of Enrolment".

A copy of this policy must be provided to each prospective international student before a contract about the student is entered into or before an amount is paid by the student or the student's parents for the student's participation in a registered course. A copy of this policy must also be provided within 7 days after a student starts attending a registered course conducted by EQI in which the student is enrolled.

Complaints and Appeals

1. If the parent/legal custodian and/or the student:

(a) has a complaint about EQI, a school, an approved homestay family or the program or

(b) disagrees with a decision which has been made by EQI, a school or an approved homestay family which cannot be resolved informally, the parent/legal custodian and/or the student may initiate this complaints and appeals process within 20 working days of the relevant decision or act or omission of EQI, a School or an approved homestay family about which the parent/custodian and/or student wishes to complain.

2. In the event of a complaint or appeal by the parent/legal custodian and/or student, the parent/legal custodian and/or student may nominate a support person to assist and accompany the parent/legal custodian and/or student at any stage of the complaints and appeals process.

3. Complaints must be made in writing and lodged with the relevant school Principal.

4. Subject to paragraph 5, upon receipt of a written complaint from a parent/legal custodian and/or student, the school Principal will:

(a) investigate the complaint and

(b) respond in writing to the parent/legal custodian and student within ten (10) working days after the receipt of the complaint.

5. If, upon receipt of a written complaint from a parent/legal custodian and/or student, the school Principal is of the view that the complaint or appeal should be immediately referred to the Director International Student Program (ISP), then the school Principal may immediately refer the matter to the Director ISP.

6. If the parent/legal custodian and/or student are not satisfied with the response given by the school Principal, the parent/legal custodian and/or student may appeal in writing to the Director ISP within five (5) working days of receiving the written response of the Principal.

7. Upon the referral of a complaint from a school Principal, or receipt of a written appeal from a parent/legal custodian and/or student, the Director ISP will:

(a) investigate the complaint and

(b) respond in writing to the parent/legal custodian and student within ten (10) working days after the receipt of the complaint or appeal.

8. If the parent/legal custodian and/or student remain unsatisfied with the response given by the Director ISP the parent/legal custodian and/or student may appeal in writing to the Director General, Department of Education and Training within five (5) working days of receiving the written response from the Director ISP.

Director- General
Department of Education and Training
PO Box 15050
City East Qld 4002

9. If the above process does not resolve the dispute with the parent/legal custodian and/or student, the parent/legal custodian and/or student may initiate an independent review of the conduct and process followed by the Department in handling the complaint.

10. EQI has an arrangement in place with the Queensland Ombudsman who will conduct an independent review for unresolved matters.

11. To initiate an independent review, the parent/legal custodian and/or student must, within five (5) working days of being notified of the outcome of the parent/legal custodian and/or student's complaint lodge a written request to the Queensland Ombudsman:

By email: ombudsman@ombudsman.qld.gov.au

By letter: GPO Box 3314, Brisbane QLD 4001

In person: Level 17, 53 Albert Street, Brisbane QLD 4001

12. The independent review will not consider new evidence or materials relating to the substantive merits of the original decision or the outcome of the Internal Review. However, the parent/legal custodian and/or the student may provide additional materials and evidence relating to the procedure that was followed by EQI in the conduct of the Internal Review.

13. The outcome of the independent review will be notified in writing to the parent/legal custodian and/or student and EQI.

14. If at any time during the student's enrolment at a Queensland Government School, the parent/legal custodian and/or student is concerned about certain actions undertaken by the School or EQI, the parent/legal custodian and/or student may lodge a written complaint to the State Authority for CRICOS Registration, through the Office of Training and International Quality of the Queensland Department of Education and Training. Complaints should be addressed to:

The Director General

Attn: Manager, International Quality (Schools) Unit
Department of Education and Training
LMB 527
Brisbane Qld 4001

The parent/legal custodian and student acknowledge that the Director-General of the Department of Education and Training has the power to suspend or cancel a school's registration or a course if a breach of the requirements of registration provision is proven.

15. The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws. Furthermore, this policy does not prevent an international student from exercising their rights to other legal remedies.

1. Emergency contacts (after school hours and on the weekends)



Your safety is our number one priority. Because of this, we work with our partners to ensure you enjoy a safe and high-quality study experience. All Overseas students studying an international program at an accredited International Student Program (ISP) school 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 on 1800 QStudy please go to the following link [1800QStudy](https://www.1800qstudy.com.au)

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 urgent assistance, then 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.**

2. 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.

3. School emergency and lock down procedure

FIRE AND EVACUATION PROCEDURES

IN THE EVENT OF A FIRE OR EVACUATION A CONTINUOUS SIREN WILL SOUND

In the event of a **FIRE** or **EVACUATION** all teachers are to direct students to:

1. All leave the room, supervise and walk class as a group to the meeting point via evacuation route (walk behind the group to collect stragglers moving between classes, in toilets, etc.)
2. No bags are to be taken, leave all bags hanging on the racks, Teacher actively supervise classes.
3. Close doors and windows upon leaving the room where appropriate
4. Assemble Area in Separate Sub-schools Secondary, Primary (see *attached diagram of oval for year level form class locations*)

SECONDARY SCHOOL

PLEASE NOTE - Form Class is now the Friday Period 1 timetabled class on students' timetables.

1. Year level **Wellbeing & Engagement HODS** are to collect Friday Lesson 1/Form class roles from relevant Junior, Middle, Senior **DP1,2,3 (Yellow helmet)** and distribute to Year level Form class teachers 7A -7J, 8A-8J, 9A-9J, 10A-10J, 11A-11J, 12A-12J. Wellbeing & Engagement HODS are to check if there is a Friday period 1/Form class teacher present to mark the roll, if no teacher is present they must mark the roll or assign a teacher who is not on a class to mark it.(See **PURPLE Teaching staff not assigned to classes assemble point**)
2. **Form class teacher** is to stand at front of form class line (refer map) in location indicated on the walkway fascia (e.g. **7A -7J, 8A-8J, 9A-9J, 10A-10J, 11A-11J, 12A-12J**). Class should be in an orderly straight single file line quiet and facing the front, teacher must wait for roll to be given to them from Wellbeing & Engagement HODS and mark accurately.
3. **Class must remain seated at all times** when teacher has accounted for every student in front of them they are to take their allocated marked roll and **move to the rear of their class line** and wait for **DP3** to collect roll from them. **Teacher** is to maintain their class in a neat seated line, silent and orderly with all students facing the front.
4. **Wellbeing & Engagement HODS** will collect the marked form class rolls from the teachers standing at the rear of the class lines and hand them over to the relevant junior, middle,



senior DP (**Yellow helmet**) noting discrepancies from collected rolls. Teachers are to remain with their classes at all times and wait for the Chief Warden (Red Helmet) to give the ALL CLEAR – the evacuation is completed when the evacuation alarm is switched off by the IT personal and all clear siren has sounded.

PRIMARY SCHOOL

Primary teachers must sweep their building to ensure all students are out of the building.

1. Teachers to take Red Emergency Evacuation folder from classroom (where possible). Collect fire/Evac roll from DP (Yellow helmet) – if required as could not access in class folder
2. **Class must remain standing** until teacher has accounted for **every student** in that class
3. Teachers need to ensure their class is in a neat line and silent (refer to Map).
4. Once all students have been accounted for, seat your class, hold up the green class sign in your evacuation folder towards the Principal (delegate), to account for yourself and your class
5. If there are any discrepancies, hold up the red class sign to the Principal (Blue Helmet) in person immediately
6. Teachers must be situated, where practicable, at the head of their class for the duration of the procedure.
7. Wait for the Chief Warden (Red helmet) to give the ALL CLEAR. Follow Chief Warden's instructions to dismiss students safely

PRIMARY SPECIALIST STAFF:

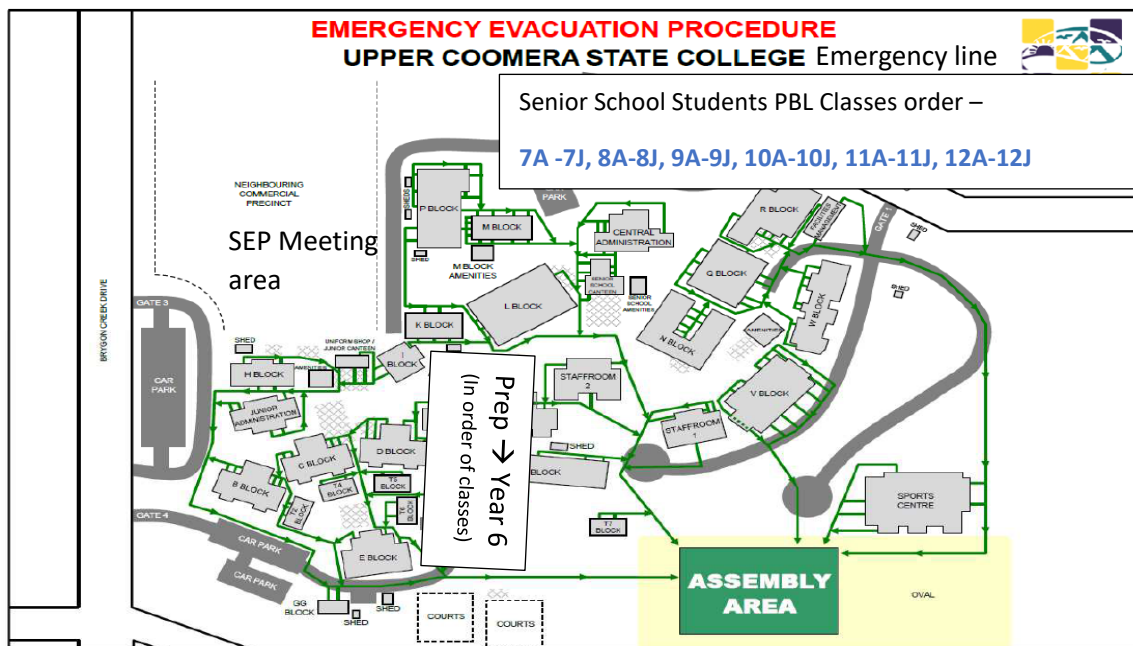
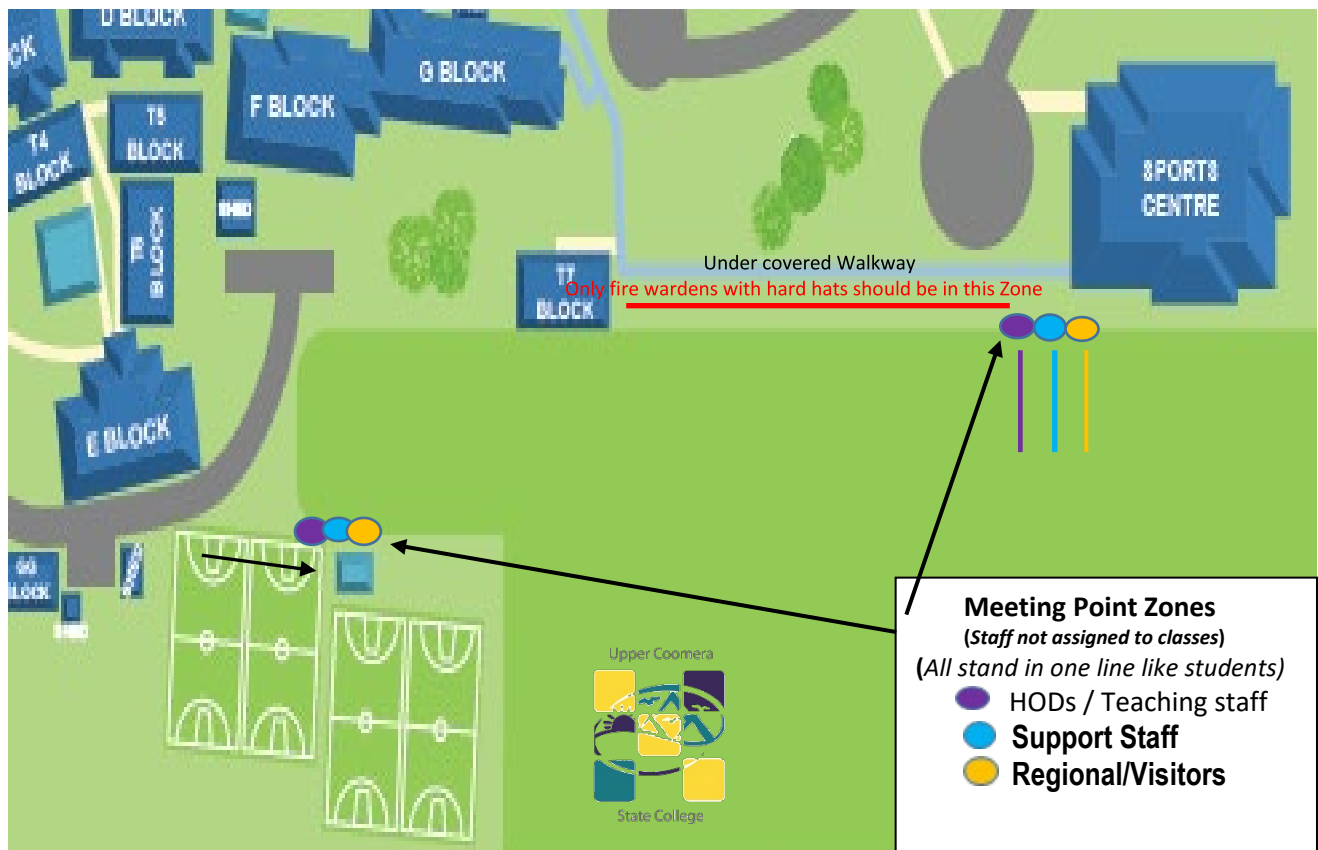
1. Stay with your allocated class until the classroom teacher arrives. Report to Deputy Principal (Yellow Helmet) at the meeting point to be accounted. Return to allocated class.
2. Remain at the designated meeting point until given the "ALL CLEAR" by the Chief Warden
3. Assist in crowd control (maintaining silence and attention toward Chief Warden)

The Chief Warden is the only person who can give the "ALL CLEAR" signal.

- Follow Chief Wardens' instructions to dismiss students safely
- Report any issues you encountered to the WHS officer at your earliest convenience for continual improvement in procedures.

Secondary & Primary meeting points Map







SECONDARY SCHOOL:

1. Year level Wellbeing & Engagement HODS Responsibilities - are to collect form class rolls from Admin DP3 (**Yellow helmet**) and distribute to form class teachers standing at the front of their class lines. Spare secondary HODS will check if there is a form class teacher present to mark the roll, if no teacher is present they must mark the roll or assign a teacher who is not on a form class to mark it. (See **PURPLE Teaching staff not assigned to classes assemble point**)
2. Form Class teacher Responsibilities - is to stand at front of year level form class line (refer map) in location indicated on the walkway fascia (e.g. 7D) and wait for Secondary year level Wellbeing & Engagement HODS on oval to distribute class rolls to them. Classes should be in an orderly straight single file line quiet and facing the front with gaps either sides to walk down, teacher must mark roll accurately.
3. Class must remain Seated at all times when teacher has marked their evacuation class roll and noted discrepancies, they are to take their allocated marked roll and move to the rear of their class line. Form class teachers will wait at rear of line for Wellbeing & Engagement HODS to collect roll. *Point out discrepancies to HODS at this time so they can note them when returning rolls to the DP3 (**Yellow helmet**).*
4. Teacher is to maintain their class in a neat seated single file line, silent and orderly with all students facing the front and a walking gap between each class.
5. Follow Chief Wardens' instructions to dismiss students safely– the evacuation is completed when the evacuation alarm is switched off by the IT personal and all clear siren has sounded.

SUPPORT PERSONAL MEETING ZONES:

PURPLE ZONE - Non-form class teaching staff & HODS:

1. Report to **PURPLE ZONE** meeting point to be accounted by Secondary Principal (Blue Helmet)
2. Assist roll marking of classes if asked by W&E HODS where teacher for that class may be absent
3. Follow Chief Wardens' instructions – the evacuation is completed when the evacuation alarm is switched off by the IT personal.

CSOs/NON-TEACHING COLLEGE SUPPORTSTAFF:

1. Report to **BLUE ZONE** HR Manager at the meeting point (*on the Sports hall end of emergency line*) to be accounted for, stay in the line until evacuation is over. HR officer to delegate cleaning staff check list

CSOs PRIMARY SCHOOL:

1. Report to your sub-school Deputy Principal (Yellow Helmet) at the meeting point **BLUE ZONE** to be accounted





2. Return to sub-school area to assist with student supervision until Chief Wardens' "ALL CLEAR"
3. **YELLOW ZONE** – Regional Visitors - EQ SPECIALIST SERVICE PROVIDERS:
4. Report to DP (Yellow Helmet) to mark themselves as present
5. VOLUNTEERS/PARENT HELPERS/RELIGIOUS INSTRUCTION TEACHERS/VISITORS:
6. Senior - Report to HR Manager (White Helmet) at the meeting point **YELLOW ZONE** to be accounted
7. Primary - Report to Deputy Principal (Yellow Helmet) at the meeting point **YELLOW ZONE** to be accounted

BUSINESS MANAGER - to facilitate outside support – Fire Brigade/Police etc

Remain at the designated meeting Point until given the "ALL CLEAR" by the **Chief Warden**

LOCKDOWN PROCEDURES

LOCKDOWN PROCEDURES WILL BE ACTIONED WITH THE SIGNALLING OF AN

INTERMITTENT SIREN

There are some emergent situations that require staff and students to either retreat or stay indoors. These situations include such threats from:

- Dangerous persons;
- Toxic spill (chemical truck accident in vicinity of school);
- Livestock running loose; and
- Bad weather
- Police warning

In the event that all children must return to, or remain in their classrooms, the following procedures will be followed.

ADMINISTRATION STAFF ACTIVATE ALARM

Intermittent siren will be activated from Central Admin in identification of threat on the campus.

NOTIFY POLICE





Advise police immediately of the situation. Try to provide them with as much information as possible, for example

- Time of incident
- Nature of occurrence
- Details of the offender and if the offender is armed
- Type of weapon

ON HEARING THE ALARM -Including Breaks

CLASSROOM TEACHERS Responsibilities

- All children are to return quickly and quietly to their classroom or nearest building containing College Staff.
- Teachers / staff must lock all doors and windows, and turn off classroom lights.
- Children must sit on the floor below window level. Teacher may utilise withdrawal rooms, storage rooms and passageways at their discretion.
- Do not walk around, remain on the floor.
- Teachers to monitor emails for advice information.
 - No one is to leave the room for any reason.
 - Monitor phones for classroom messages.
 - When situation is resolved, the ALL CLEAR will be rung to indicate "ALL CLEAR" Two tone alarm with an accompanying PA announcement.

SPECIALIST TEACHERS

- Children attending specialist lessons will remain with the Specialist Teacher and follow classroom procedures.
- The HPE teacher will use discretion to return to the nearest classroom or building.

CSOs

- All teacher aides will remain with the classroom teacher and follow class procedures.
- If in the grounds, proceed to the nearest classroom.
- If in the administration building, proceed to the hallway outside the Conference Room, lock all doors and windows and turn off lights.

CANTEEN STAFF

- The canteen workers will lock all windows and doors.
- All workers will remain in the canteen until the all clear is given.

ADMINISTRATION OFFICERS

- Lock all office windows and doors and turn off lights.
- Primary School Administration officers to contact Kindy to notify of lockdown situation.





VOLUNTEERS, VISITORS OR EQ SPECIALIST SERVICE PROVIDERS

1. Return quickly and quietly to the nearest building with College staff.
2. Sit on the floor/chair below window level.
3. No person is to leave the building until ALL CLEAR signal.
4. All report back to the Primary/ Senior Office after the ALL CLEAR

ALL CLEAR SIGNAL

The all-clear signal will be a **TWO TONE SIREN** followed by a PA announcement and all staff will receive an all clear email). **DO NOT PHONE THROUGH TO YOUR DEPUTY DURING THE LOCKDOWN.**

CLASSROOM TEACHERS

- Teachers are to check their email and listen for PA/Phone announcement

SPECIALIST/ SECONDARY TEACHERS

- Contact DP to report yourself as accounted for if not timetabled for supervising students.

VOLUNTEERS, VISITORS OR EQ SPECIALIST SERVICE PROVIDERS

- All report back to the Primary/ Senior Office after the ALL CLEAR

School Response Controller may organise through campus Principals a special assembly to address the staff, students and parents.

Administration officer (Secondary) - When directed by the Principal Give All Clear announcement over the P/A and send out all staff email to inform them that the Lock Down is completed.

Normal school routine should re-commence as soon as possible after the event.
Staff to be vigilant in reporting the entry of unauthorised person or persons onto the school grounds.



4. Orientation

The Upper Coomera State College [Overseas student orientation](#) has been designed to have been designed to:

- **support your wellbeing**
- **help you adjust to study life in Australia**
- **support your academic success.**

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.

