



SHAFSTON

www.shafston.edu

Shafston International College

HSP Student Handbook

Campus Locations

Brisbane: 46 Thorn Street, Kangaroo Point, QLD 4169

Gold Coast: 72 Nerang Street, Southport, QLD 4215

Shafston International College
CRICOS Code 03917H
RTO Code 45694

WELCOME TO SHAFSTON

The Shafston motto:

Friendship and Learning

We are happy to welcome you to Shafston! We know you will make new friends from all over the world and learn English together with our friendly teaching team.

Remember, an important way to learn a language is to use it often, so take the time to see the city, meet people and use your English skills with your new Australian friends. Both Brisbane and the Gold Coast have wonderful places for you to visit and enjoy. We hope you find time to visit some of these places and add these to your happy memories of your experience in Australia.

MR. Adrian Wyeth

ELICOS Quality Assurance Manager

Study & Make Friends

High School Preparation [106230E]

Our High School Preparation program consists of 25 hours per week of face-to-face classroom delivery. Progress reports are issued regularly so that you can see how you are going with your English development. Weekly tests are also conducted.

This program of study is designed to prepare international students from a wide range of cultural backgrounds, aged between 12 – 17 years old, for an entry pathway into mainstream study at an Australian high school.

- ✓ All your Shafston classes will be in English.
- ✓ Our intensive High School preparation program is designed to help you improve the core skills – Speaking, Reading, Writing, Listening and Grammar.
- ✓ In addition to this, you will study English for STEM (Science, Technology, Engineering and Mathematics), CLIL (Content Language Integrated Learning) and do an Intensive Reading program. You will also participate in Independent Skills workshops, with a special focus on learning essential foundation academic skills to help you to achieve successful study outcomes, such as note-taking, mini presentations, and individual project work.
- ✓ The Shafston program offers a variety of classroom activities - participating in group work tasks, as well as activities to become successful autonomous learners.

Successful English language learning

- Our teachers are here to assist you with your English studies. The style of teaching in Shafston may be different to that in your country.
- If you have any questions or would like to talk about successful English language learning, please speak to your teacher or come chat to our Academic Counselling team.

Key to Academic Success

Time Management

- Plan your days and weeks out in a diary once assessment tasks have been advised.
- Managing your studies and working hard are both essential aspects to achieving good academic results.
- Remember, if you are on a Student Visa, your first priority is attending class and achieving academic success.

Developing Self-Discipline

- For many students, this will be their first time away from family and provide the first chance to live independently.
- As an adult student/learner in a foreign country, it is important that you understand your responsibilities under your student visa and adhere to them.

Ask Questions, Think Critically, Become involved in your classes

- Get to know your teacher and ask for additional information to help you with your learning. This study experience offers exciting opportunities that will give you skills and knowledge that may change your life.

Orientation gives you the chance to:

- Meet and talk to some of the important people you will need to know at Shafston.
 - Director of Studies / ELICOS Campus Administration Manager / Senior Teacher
 - Student Services and Support Staff
- Have your Student Card photo taken
- Sit the HSP Placement Test

As part of orientation, you will complete the registration process and be given a placement test. We use these results to place you into an English class to match your proficiency level.

- Provide feedback about your experience with Shafston to date
- Go on a Campus tour to see:
 - Computer rooms, recreation and eating areas and facilities

- Where to find out about Shafston social activities
- Classrooms / study areas
- Meet other students who are also starting their course.
- Look through the Orientation handouts – with information about
 - Brisbane / Gold Coast
 - Public transport
 - Recreation activities
 - Other important information regarding safety, legal matters and external support

Your time at Shafston and in Australia should be a fun time where you can experience the Australian culture and lifestyle. Whilst it is important to study, it is also important that you are safe and understand people and situations you will encounter.

Day One Commencement and Registration Information

Orientation

PROGRAM FOR THE FIRST DAY

1. After you attend orientation and registration, you are ready to attend your first class.
2. Refer to your class allocation sheet / timetable with the class times and classroom number for your first class.
3. Please be on time for class. You will meet your teacher and the other students in your class, plus receive your first learning resource.

Timetable (subject to change)

Current Timetable	
8.30 – 10.15	Class
10.15 – 10.30	Morning Break
10.30 – 12.15	Class
12.15 – 1.00	Lunch Break
1.00 – 2.30	Class

- Full-time attendance is required by all students. If you are more than 15 minutes late to class – the teacher will mark you as absent.

Student Facilities

- Student Common Room has facilities to store and heat your food that you have brought from home. There are hot-water urns and fridges available for student use. Please keep the area neat and tidy.
- Sporting equipment for sports such as badminton, ping pong, and football is available from Student Services.
- The library is available to borrow books from or to use as a quiet study area.
- The notice boards in each classroom will be updated regularly with academic and social activities. Your teacher will also keep you up to date.

Attendance

- You must attend at least 80% of your classes to meet Student Visa regulations.
- If you are more than 15 minutes late to class – the teacher will mark you as absent.
- As you are under 18 years of age and in the HSP program, and if you are not in class, Shafston teachers are obliged to report this absence immediately to senior Shafston academic staff, who will contact you and your guardians.
- If you are not able to attend class because you are unwell, your teacher will mark you as Absent.
- If you are feeling unwell and need to see a doctor and cannot go to class, remember to ask the doctor for a Medical Certificate. When you are feeling better and come back to class, also bring your Medical Certificate to ELICOS Reception.

Attendance Policy

- o When your attendance drops to 90%, you and your guardian will receive a text message reminder.
- o When your attendance drops to 85%, you and your guardian will receive a written warning letter, and you will be asked to attend a meeting with the Shafston HSP Academic Team.
- o If your attendance falls below 80% to the point where the 80% minimum attendance requirement over the period of your CoE cannot be met, a Notice of Intention to cancel enrolment will be sent to you and your parents or guardians, informing you of the intention to cancel your enrolment and to inform the Department of Home Affairs (DHA) of the breach in visa conditions.

English Only

- o Shafston International College is a multi-national educational institution. It is important and for your benefit that you always use English when on campus. If you need help in class, please ask your teacher.

Excursions

- o All HSP excursions will be supervised by a Shafston International College staff member. You must listen carefully and follow all instructions given by the Shafston International College staff. When going on the activity, you must bring/wear the following:
 - (i) Water bottle and lunch
 - (ii) Shafston International College HSP Uniform
 - (iii) Sunscreen and hat

In the Classroom

The classroom should be a learning-centred environment, in which faculty and students are unhindered by disruptive behavior. You are expected to act in a mature manner and to be respectful of the learning process, your teacher and your fellow students. Faculty members have the authority to

manage their classrooms to ensure an environment conducive to learning. This is what you should do:

- ✓ Take responsibility for your studies.
- ✓ Attend every class.
- ✓ Get to class on time.
- ✓ Greet your teachers and classmates.
- ✓ Use your manners - 'please' and 'thank you' go a long way in maintaining respectful relationships.
- ✓ Do not have private conversations.
- ✓ Turn mobile phones to 'silent' mode.
- ✓ Do not dominate other students' opportunity to learn by asking too many questions.
- ✓ Respect your teacher / other students.
- ✓ Respect and support your classmates.
- ✓ Come to class prepared.
- ✓ Ensure your personal presentation, hygiene and laundry practices are of a quality standard.

Maintaining Course Progress

- Shafston advises that the best way to achieve a competent result in each unit is to attend and participate in all scheduled 25 hours per week, face-to-face in classroom contact hours.
- Our experienced and qualified teachers will teach you all you need to know about each unit. They are in class for you to ask questions and offer you guidance. Class participation helps you to build on the knowledge that you are being given. If you are regularly attending class, your teachers are able to identify areas of improvement for you or identify strengths that you have.
- All classwork and assessment tasks need to be completed to a satisfactory standard. There are weekly review tests with your class teacher and regular mock Cambridge KET/PET/FCE tests.

Classroom security

- o Do not leave your bag or personal belongings in the classroom.
- o Always carry your wallet or purse with you.
- o Never leave your wallet/purse in your bag in the classroom; do not bring large amounts of cash to school.
- o Losing your money, camera and passport is a very bad experience and extremely inconvenient. If you have lost something important, please speak to ELICOS Reception staff immediately.
- o If you are concerned about classroom security, please speak to your teacher or Student Services.

Health and Safety

Fire and evacuation procedures

In the case of a fire or emergency evacuation, an alarm will sound in the building.

- o There are two tones that you will hear. The first tone is the warning tone. When this sounds, please gather your belongings and wait for the evacuation tone and instruction from your teacher. The tone will change to the evacuation tone. Please evacuate with your teacher to the designated area outside the building.
- o IMPORTANT - please stay with your class and teacher so we know where you are. Fire wardens will search the building so please advise your teacher if you think someone might still be inside the building. Do not return to the building to look for a friend. Please evacuate using the staircase. Do not use the lifts. The stairwell doors will close automatically - you can enter into the stairwell through the doors and you will only be able to exit at an exit point on the ground level.
- o Report any fire on campus to your teacher immediately. There is a break glass fire alarm on all floors. If you break this glass, the alarm will sound and the Fire Department will attend. Fines apply for false alarms where no fire or emergency is evident.

- In the case of fire emergency evacuation at the Gold Coast Campus, when the alert sounds, students are taken by the fire wardens out of the building through the fire exit or the main entrance.

Student Visa and Department of Home Affairs

- You must remember your obligations as per the conditions on your student visa. The important things to remember are ☒ Your attendance must be satisfactory ☒ You must maintain satisfactory course progress ☒ You must tell us if you change your address. ☒ You must uphold your enrolment obligations at Shafston at all times and meet all the conditions as per your visa.
- If you have questions about your visa, please speak to the staff at the Department of Immigration and Border Protection.
www.homeaffairs.gov.au
- DHA (Brisbane) Ground Floor, 299 Adelaide Street, Brisbane QLD 4000.
- Office hours: Monday – Friday 9 – 4 pm (Wednesday 9.00am – 1.30pm). Telephone: 131 881.
- It is best to phone and make an appointment with an Immigration Officer who will be able to tell you what documents to bring to your appointment.

Airport transfer and under-18 years check-in process

- To ensure a convenient and comfortable arrival to Brisbane or the Gold Coast, the Shafston airport transfer service is available upon request. If you request this service/s, you will receive a Flight Transfer Confirmation that contains detailed information and directions for when you arrive at Brisbane or Gold Coast Airport.
- A member of the Shafston team will be waiting for you in the arrivals hall with a sign displaying the Shafston logo. You will be taken directly to your accommodation where our driver will ensure you are settled in your new home.
- Airport and Under 18 Check-in services are compulsory for students under the age of 18.

Personal safety

- Carry your mobile phone with you at all times.
- Always be home by the curfew time. If you are running late, please contact your homestay family.
- Always tell your family, guardian, or homestay where you are going.
- Be careful when walking late at night. Never walk home alone at night.
- Never accept a car ride from strangers and never hitch-hike.

Policies and Procedures

Complaints/Appeals Policy and Procedures

1. Students who have complaints are encouraged, in the first instance, to speak immediately with the teacher or relevant staff member to informally resolve the issue.
2. If the matter cannot be resolved informally with the immediate staff member, the student should make an appointment with the relevant Academic or Administrative Manager to discuss, and attempt to resolve, the matter.
3. "Complaints/ Appeals Policy and Procedures for All Non-Academic Decisions" is available from Student Services and the Shafston website at www.shafston.edu

Privacy and Confidentiality

- Shafston International College Pty Ltd is committed to respecting privacy and confidentiality in relation to the collection, maintenance, use, archive or disposal of student graduation records / information. This information cannot be disclosed to a third party.
- Shafston is required to gather information from students for the primary purpose of providing them with the courses of study for which they enroll. Related purposes include correspondence with students, day-to-

day administrative matters, provision of information about courses and events and compliance with legislative reporting requirements.

- o Shafston will safeguard the confidentiality of information about students or staff and ensure that, except for that which is required by law, information about students is not disclosed without their written consent.