



SHAFSTON

www.shafston.edu

Shafston International College ELICOS Student Handbook

Campus Locations

Brisbane: 188 Shafston Avenue, Kangaroo Point, QLD 4169

Gold Coast: 72 Nerang Street, Southport, QLD 4215

Sydney: L2/72 Mary Street, Surry Hills, NSW 2010

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.

This handbook primarily describes the Brisbane (Kangaroo Point) campus. Gold Coast (Southport) and Sydney (Castlereagh Street) students will receive campus-specific information at orientation, including local facilities, transport, and emergency contacts.

Mission Statement

Shafston is committed to providing a responsive learning environment for its students by providing a contemporary professional knowledge base and articulated practical experience to enhance and assimilate new knowledge.

Lifelong Learning

Choosing the right college is one of the most important decisions you will ever make, because your time as a student should be one of the most exciting periods in your life. Shafston was founded in 1996 and has continued to make a unique and substantial contribution as a vibrant international education provider with active and enthusiastic students and faculty.

In choosing Shafston, you will join celebrated alumni who have studied successfully here over the past 25 years. Major global economic trends are shaping future skill requirements for worldwide employment. Shafston seeks to create that opportunity for you within our intensive English programs and our vocational education courses. You will develop new skills or enhance existing skills to prepare you for future employment within the global economy.

All Shafston courses are ASQA (Australian Skills Quality Authority) accredited. The English Language Intensive Courses for Overseas Students (ELICOS) [03917H] and the Vocational Education Training (VET) courses also open pathways to further study at an Australian university or other higher educational institution. Shafston is a Registered Training Organisation (RTO) [45694] that can issue nationally recognised Vocational Education and Training (VET) qualifications. We believe that all students should be challenged to achieve their highest standards. This can only be attained through our sustained focus on the quality of our courses. Our courses are developed, delivered, and assessed by experienced English language teachers and VET trainers with industry experience. The dedicated teachers and support staff ensure that the College is a safe, happy, and caring environment for all. We are happy to see you at Shafston.

Historical Shafston House

The centrepiece of the Shafston Campus features historic “Shafston House” built in 1851. There are five acres of manicured lawns and gardens where students can gather and enjoy fabulous views of the Brisbane River and watch passing river traffic.

Studying at Shafston — First Day Orientation

- ✓ Shafston will provide an international student orientation before the commencement of your classes.
- ✓ It is a requirement of the ESOS (Education Services for Overseas Students) Act 2000 that an orientation is conducted prior to the commencement of classes.
- ✓ Staff running the orientation work hard to ensure that you, as a student, will be well-equipped and ready to achieve the best possible success with your studies.

Arriving early to attend 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 during orientation.
- Sit the English Placement Test.
- Provide feedback about your experience with Shafston to date.
- Go on a Campus tour to see: computer rooms, recreation and eating areas and facilities, classrooms and study areas, where to find out about Shafston social activities.
- Meet other students who are also starting their course.
- Look through the Orientation handouts – with information about Brisbane / Gold Coast, public transport, recreation activities, and 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.

Placement Test (ELICOS)

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.

- Our Director of Studies and Orientation staff will talk to you more about this when you are at orientation.
- We will keep your placement test result in your student file.

Digital Literacy

Shafston also assesses your digital literacy skills. Digital literacy includes using computers, the internet, email, and other digital tools that may be required for your studies. If you need support with digital skills, please speak with your teacher or Student Services.

Student ID Card

- Photographs for student ID cards are taken at Orientation. Student ID cards are available from reception a few working days after you have started class.
- If a student has not attended orientation, they can request a student card at ELICOS Reception with the presentation of their passport.
- If a replacement student card is required, a fee may apply.
- ELICOS students are not eligible to receive a discounted rate for public transport. Only full-time university students are eligible.
- Your Shafston student card should be on you at all the times when you are on the Shafston campus.

Attendance

- Your attendance is monitored by Shafston teaching staff for the duration of your Shafston studies. The class attendance roll is a legal document and all teachers must complete this for every session.
- This means that your Shafston teacher must mark the class attendance roll for every class session.
- If you are more than 15 minutes late to class – the teacher will mark you as absent.
- 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 and have a chat to them about your absence.
- If you are under 18 years old and you are not in class, Shafston teachers are obliged to report this absence immediately to senior Shafston academic staff, who will follow-up and attempt to contact you.
- Further information about Attendance is later in this Handbook.

Class Times

All classes are 20 hours per week, face-to-face with a member of our teaching team.

General English:

Session	Time
Start	8:30 – 9:45
Break	9:45 – 9:55
Class	9:55 – 11:10
Lunch	11:10 – 11:45
Class	11:45 – 1:15
Break	1:15 – 1:30
Shafston Plus	1:30 – 2:30

IELTS / Cambridge:

Session	Time
Start	8:30 – 10:30
Break	10:30 – 10:45
Class	10:45 – 12:45
Lunch	12:45 – 1:30

Afternoon Classes and Learning Resources

Class sets of books are used for some afternoon classes. This means your teacher will lend you a book for the afternoon session. This book must be returned to your teacher at the end of the session. If you would like to use the book for longer, you need to speak to your teacher or to the Academic Counselling staff.

Shafston ELICOS Courses**General English [106228K]**

Our General English programs consist of 20 hours per week of face-to-face classroom delivery. These courses prepare students for the kind of English they will need in everyday situations. The class programs are designed to effectively develop communication skills and fluency in speaking, listening, reading, writing and grammar (core skills).

Our teaching styles encourage interactive language use so you will have many opportunities to practise the skills you are learning. Progress reports are issued regularly so that you can see how you are going with your English development. There are also weekly review tests, as well as opportunities to sit Level tests when you are ready.

The morning classes focus intensively on core skills. The afternoon classes (at Beginner to Pre-Intermediate levels) focus on speaking, listening and pronunciation. Students at these levels are given extra help to improve their spoken English and comprehension quickly and effectively. Afternoon classes for Intermediate to Advanced level students consist of a range of afternoon electives, which allow students to concentrate on a particular area of need.

IELTS Preparation [106231D]

Our IELTS program consists of 20 hours per week of face-to-face classroom delivery. The course thoroughly prepares students for all sections of the IELTS examination – reading, writing, listening, and speaking. The IELTS exam is a comprehensive test of English language proficiency, designed to assess the ability of non-native speakers. Progress reports are issued regularly so that you can see how you are going with your English development. Regular ‘mock exams’ are also conducted throughout the course.

- Entry requirements: Pre-test required. Entry level – Intermediate + (B1+)

Cambridge Preparation Courses

- Shafston Flexi Cambridge [0101846] Entry level: B1
- Preparation for First Certificate [106234A] Entry level: B1 – B1+

- Preparation for Cambridge Certificate in Advanced English [106237J] Entry level: C1
- Preparation Course for the Cambridge Certificate of Proficiency Exam [106240C] Entry level: C1+

Our Cambridge Preparation programs consist of 20 hours per week of face-to-face classroom delivery. The course thoroughly prepares students for all papers of the various Cambridge examinations – Reading and Use of English, Writing, Listening, and Speaking. Cambridge exams are a comprehensive test of English language proficiency, designed to assess the ability of non-native speakers. Progress reports are issued regularly. Regular ‘mock exams’ are also conducted throughout the course.

- Entry requirements: Pre-test required.

High School Preparation [106230E]

Our High School Preparation program consists of 20 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 macro 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 equip 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.

Primary English Preparation [107819A]

Our Primary English Preparation program consists of 20 hours per week of face-to-face classroom delivery. The program targets young learners aged 7–12 years who are seeking to learn English and continue their schooling in Australia. Progress reports are issued regularly. Weekly review tests are also conducted.

The curriculum covers Grammar, Vocabulary, Reading, Writing, Listening, and Speaking skills. Students also engage with STEM, CLIL, and age-appropriate academic content to build the vocabulary and conceptual understanding necessary to participate confidently in primary school subjects such as science, mathematics, and humanities. PEP students prepare for the Cambridge A2 Key for Schools and B1 Preliminary for Schools examinations.

PEP has 4 levels (PEP1 to PEP4), each 10 weeks in duration. Students are expected to pathway to a mainstream Australian primary school or continue into the High School Preparation program at Shafston.

Classroom Security

- Do not leave your bag or personal belongings in the classroom.
- Always carry your wallet or purse with you.

- Never leave your wallet/purse in your bag in the classroom; and do not bring large amounts of cash to school.
- 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.
- If you are concerned about classroom security, please speak to your teacher or our friendly reception staff.

Grammar

You may not study as much Grammar as you did at home. Within our courses, there is a focus on ALL the language skills of writing, speaking, listening, and reading. Grammar will be taught but it will not be the most important part of your study. You will study grammar, but you will also learn how to communicate fluently and accurately.

If you would like to study more grammar, please speak to our Academic Counselling staff, who can help guide and give you information about some of the free resources available online, or you might like to borrow some books from the Shafston Independent Learning Centre.

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: 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.

Attend All Your Assessment Feedback Sessions: You will have an assessment feedback opportunity with each assessment task you complete. Your teacher will discuss your performance in any or all of the assessment activities to identify additional actions you can take to improve. You should use this opportunity to discuss with your teacher any questions or concerns you might have. This is also your opportunity to appeal an unsatisfactory result. To achieve academic success, you MUST satisfy all assessment tasks throughout your study plan.

Your Teachers: We usually use first names here at Shafston. Don't be nervous about calling your teacher by their first name.

Your Effort Inside and Outside of Class: You should use your time in Australia well. Do your homework, read English books and papers, go to the movies, watch DVDs, speak with Australians, and write a diary in English. All of this will help your English improve. Don't be afraid to ask the teacher for help if you don't understand something.

Academic Expectations and Obligations

Attendance

4. For students on a Student Visa, it is a requirement under visa condition 8202(2)(c) of the Migration Act that where a course runs for a semester or longer, the student must attend at least 80% of the contact hours for each term or semester. Where the course runs for less than a term or semester, the students must attend at least 80% of the course contact hours.
5. In the case of overseas students, absences are entered on Shafston's Student Management System on a weekly basis.
6. The data is provided by class rolls completed and signed by the relevant academic staff member. This, in turn, ensures a staff member can vouch for a student's attendance from the class rolls, as required in Standard 8 of the National Code.
7. Based on these records, the attendance percentage of the student is calculated automatically from the start date of the course until present.
8. Attendance of all students is recorded. Absences due to illness, as evidenced by a medical certificate or other exceptional circumstances, such as bereavement, are noted on the relevant student file.
9. Students are advised to provide Shafston administration with a copy of their medical certificates for inclusion in their student file. Students need to be able to provide the original to the Department of Home Affairs if necessary.
10. If a student is absent for more than five consecutive days without approval, Shafston administration staff members shall notify the student's teacher and/or the Head of School so that the student can be contacted and advised to return to their course immediately.
11. As per visa requirement conditions, if the student's attendance falls to 85%, the Shafston administration staff members will send an 'Attendance Warning' letter to the student. This will be posted to the last known address provided by the student. The student's data will be updated to record this action, in accordance with Standard 8 of the National Code.
12. If attendance continues to fall below 80%, an Intention to Report letter is issued to the student. This is e-mailed and posted to the student's last known address. Students who receive attendance letters are urged to meet with Shafston Academic Counsellors.
13. The Shafston administrative staff member shall forward one letter, via email, to the agent of the student (if applicable) for all students under 18 years old, which enables them to inform the family about the poor attendance. Additionally, they may communicate directly with the student.
14. Shafston administration staff calculate the number of hours each student is allowed to be absent for the entire length of course, i.e., 20%. This shall then be compared with the actual hours the student has been absent to date. If the number of hours that the student has been absent for is greater than the hours the student is allowed to be absent for the entire period of his/her course, the student needs to be reported, as they have already exceeded the allowable limit. Students can access the Complaints and Appeals process (FRM-CA01) if not satisfied with the outcome of meetings with Shafston staff.
15. Once the 20-working-day appeal has been exhausted, all other reasonable avenues have been explored and the appeal has been found to be unsuccessful, the file is forwarded to the PEO for reporting, as per Section 10 of the National Code. Registrars shall report the student through the PRISMS system, as required by Standard 11 of the National Code. A 'non-compliance' letter is generated by PRISMS signed by the PEO, and shall be sent to the student for his/her information. The reporting of the student(s) should be done as soon as practicable, as required by Section 19 of the ESOS Act 2000. The student will need to present to an Immigration office within a 28-day-period. Shafston will maintain the student's enrolment during this process, until a determination is made.

16. After the student has been reported, the Department of Home Affairs shall be provided with copies of attendance records, upon request, which enables it to verify the situation and to confirm that Shafston has reported the non-compliance within an acceptable time frame.

Classroom Etiquette

The classroom should be a learning-centred environment, in which faculty and students are unhindered by disruptive behaviour. 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.

English Only Rule

Remember to speak only English in class. When you joined Shafston College, you agreed to this rule. If you cannot understand your teacher – ask your teacher to help you.

Graduation Certificate

Your class teacher will give you your Shafston Certificate on the last day of your Shafston course. This confirms your course and proficiency level upon exiting your Shafston course. There are descriptors on the back with information about what you can do with your exit level.

Learning Materials

- A core textbook is given to each student studying for longer than 3 weeks. You need this book for every lesson. We also use other materials with this book.
- Always bring your book to class.
- Do not write in your student book until you are sure that the class is the right level for you. If the class is easy or difficult, you may need to change class.
- If your book is clean, with no writing, you may be able to exchange the book and change class, but if you have already started writing in this, you will need to buy a new book. Remember, if you are unsure of your level, ask your teacher or speak to the Academic Counselling staff.

Mobile Phone

We know your mobile phone is very important but please remember to:

- ✓ Keep it on 'silent' when you're in class.
- ✓ Tell your teacher if you need to take an important phone call during class time. Make sure you leave the room to take your call when it comes.

General Code of Conduct

Shafston has a diverse, multi-cultural student and staff body. The college welcomes people from a wide range of ethnic groups and religious backgrounds. We expect all students will respect the lawful beliefs and customs of fellow students and staff. Conduct which constitutes a danger to anyone's health, safety, or personal well-being, including verbal or physical threats or threatening behaviour, will not be tolerated.

Conduct expected of students:

17. English is the language of communication in the program and should be the only language spoken during class.
18. Students must be in the classroom by the commencement of class.
19. Smoking is strictly prohibited in any Shafston classroom or building. It is against the law for anyone to sell tobacco products to a minor (under 18 years old).
20. Alcohol is not permitted on Shafston property. Students are not to attend class under the influence of alcohol. It is against the law for any person to sell or give alcohol to a minor. Drinking and possession of alcohol is also banned in public places.
21. Students must not attend class while under the influence of alcohol or an illegal substance.
22. Mobile phones are to be switched to silent mode during class.
23. Classrooms must be kept clean and tidy, and all furniture returned to its original position.
24. Students should not obstruct any teaching activity, examination or official meeting on the Shafston campus.
25. Students should not disobey any reasonable instruction of Shafston staff.
26. Students must not act in a way that interferes directly or indirectly with the learning of others or that hinders staff from carrying out their duties.
27. Students should not damage, misuse or wrongfully deal with any property in or on the campus. Legal action may be taken if you break the law. College property includes but is not limited to buildings, vehicles, computers and software, cameras and other portable equipment, plant and equipment, learning materials, fire alarms and equipment, lifts, telephones, keys, library materials and safety and security devices.
28. Students should not engage in any abuse or harassment of staff or other students, physically, verbally, written, electronic or otherwise.
29. Students should not engage in any threatening behaviour (including stalking and bullying) that causes any other person to fear physical abuse.
30. Students should not harass, nor act in a discriminatory way to others.
31. Stealing will not be tolerated.
32. Personal information of fellow students is to be kept confidential and not misused.
33. It is illegal for any student to have possession of, or use firearms or dangerous weapons of any kind. Australia has strict rules about ownership of firearms and other weapons. Students are not permitted to carry knives at any time while studying at the college.

34. If you are unsure about what is the right thing to do in any circumstance, you are encouraged to seek advice from college staff. If they are unable to assist you immediately, or do not know the answer to your question, they will do their best to address the issue in a timely fashion.

Penalties for Misconduct:

35. Students who breach the General Code of Conduct (above), as per Standard 9 of the National Code, will be issued with an Intent to Suspend/Defer/Cancel the student's enrolment. The student will have 20 working days to appeal the Intent Letter, as per Shafston's Complaints and Appeals Policy (OPOL009) and Complaint and Appeal Form (FRM-CA01). Students have a right to access the college's Complaints and Appeals process.
36. The college will keep written records of all reported breaches. The Principal Executive Officer (PEO) will be given copies of all correspondence relating to the above.
37. If you break the law while on college grounds, the matter may be reported to the police.

Maintaining Course Progress

38. Shafston advises that the best way to achieve a competent result in each unit is to attend and participate in all scheduled 20 hours per week, face-to-face in classroom contact hours.
39. 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.
40. All classwork and assessment tasks need to be completed to a satisfactory standard. There are weekly review tests with your class teacher and regular level-up tests.

Course Progress Letters

Cautionary Warning Letter: You will receive an Academic warning letter and course progress notification from Shafston if the teachers are concerned about your progress. Remember, making satisfactory course progress and attending class are part of your student visa obligations. If you get this letter, please make an appointment with the Academic Counselling staff or ask to speak to your teacher after class if you are concerned about this.

- If there is demonstrated non-compliance, then you may be reported. You will receive letters from Shafston about this situation. If you do, please speak to Shafston staff about it straight away.
- NOTE: You only have 20 working days to access your right to an appeal or to rectify your results. See the Director of Studies as soon as you receive this letter to either submit an appeal with supporting documents or agree to a study plan to address the unsatisfactory course progress.
- If you do not make an appointment and see the Director of Studies and either appeal or rectify your course progress within 20 working days, you can be reported to Immigration for a breach of this Student Visa Condition. This may have serious implications for your student visa and future study options in Australia.
- If a student is reported to the Department of Home Affairs (DHA) for Unsatisfactory Course Progress, the DHA will consider all the information available and if they decide to consider cancellation, the DHA will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel a student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

Counselling and Disability Support

Shafston offers counselling and disability support services to assist students with additional needs. If you require support, please speak to your teacher, the Director of Studies, or Student Services. External counselling services are also available – see the Useful Contacts section at the end of this Handbook.

Policies and Procedures

Complaints and Appeals

- 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.
- 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.
- Complaints and Appeals Policy (OPOL009) and Complaint and Appeal Form (FRM-CA01) are available from reception and the Shafston website at shafston.edu/forms-policies-and-procedures/

Your complaint will be acknowledged within 5 business days. You will receive a written outcome within 20 business days. Your enrolment is maintained during the process.

If you are not satisfied with the internal outcome, external review options include:

- National Training Complaints Hotline: 13 38 73
- Overseas Students Ombudsman: www.ombudsman.gov.au | 1300 362 072
- Anti-Discrimination Commission Queensland: 1300 130 670

Academic Integrity and Artificial Intelligence (AI)

All students are expected to maintain high standards of academic honesty and integrity. The following are considered academic misconduct:

- Plagiarism — presenting someone else's work or ideas as your own
- Cheating — using unauthorised materials or assistance during assessment
- Submitting AI-generated content — presenting work independently produced by artificial intelligence tools (e.g. ChatGPT, translation tools) as your own
- Collusion — working with others when individual work is required
- Fabrication — falsifying data, evidence, or references

If AI tools have been used to assist with preparation, you must be able to demonstrate your own genuine understanding. Consequences of academic misconduct may include formal warnings, cancellation of assessment results, or cancellation of enrolment (which may affect your student visa).

Anti-Discrimination and Vilification

Shafston does not tolerate discrimination, harassment, bullying, or vilification of any kind. This includes vilification based on race, religion (including antisemitism and Islamophobia), sexuality, gender identity, or any other protected attribute. Cyberbullying is also prohibited.

If you experience or witness any such behaviour, report it immediately to Shafston staff or use the Complaint and Appeal Form (FRM-CA01). Refer to the Anti-Discrimination Policy on the website.

Health and Safety

Fire and Evacuation Procedures

- 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.
- **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.
- 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.

Injury, Accidents, and Insurance

- Accidents sometimes happen, or you may get sick. If you need medical help, speak to your homestay family, your teacher or to Shafston staff.
- Students on a student visa must have OSHC (health cover). Students may have OSHC provided by OSHC Bupa.
- Ask at main reception for more information. In the event of a critical incident, Shafston recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services. Please refer to the Critical Incident Policy on the Shafston website for further information.

Under Standard 6 of the National Code 2018, Student Support Services, registered providers must support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Shafston recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

Incident Form

An Incident Form needs to be completed for accidents or sudden illness which may occur on campus, or while completing practical training. This form can be obtained from ELICOS Reception. The form should be completed and duplicated, one copy for the student and a copy to be sent to Shafston Administration via Reception.

Medical Help

- If you need to see a doctor – ask ELICOS Reception. They will find the nearest doctor and can assist you with making an appointment if requested. You can find public and private hospitals in the phone book.
- All international students on a student visa must have health insurance. This means some of the costs of seeing a medical practitioner are covered by your insurance. Speak to your health care insurance provider for more information. Sometimes you may need to pay first, then take the receipt to your OSHC provider and they will assist you with the claim.

Overseas Student Health Cover (OSHC)

- All persons entering Australia with a student visa are required by law to have health cover. Applicants normally pay for OSHC as part of their initial payment to study at Shafston.
- You will then receive membership details on arrival to the college. You are covered from the day you start your course.

If Shafston is unable to deliver your course, you are protected under the Tuition Protection Service (TPS): tps.gov.au.

Personal Hygiene

Please consider others in the Shafston community and shower regularly, so that you feel clean and fresh. The Australian sun can make our bodies hot and sweaty so don't forget to put on deodorant and smell nice.

Privacy and Confidentiality

- Shafston International College Pty Ltd is committed to respect 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 enrol. Related purposes include correspondence with students, day-to-day administrative matters, provision of information about courses and events and compliance with legislative reporting requirements.
- 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.

Student Visa and Department of Home Affairs

- ✓ 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 Home Affairs: 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.

Accommodation

Shafston has an extensive homestay network for homestay accommodation. Many students also live in share houses. Living with a homestay family can be a wonderful part of your Australian experience. Students can experience Australian food and enjoy being a member of a caring Australian family. All

families are reasonably close to the College and public transport. You can choose “Regular Care” or “Extra Care” homestay. You will get information about this on your first day. Speak to our accommodation staff for more information.

If you have problems in your accommodation that affect your studies, speak with our Student Services department and we will help you to the best of our ability.

Airport Transfer and Under-18 Years Check-in Process

- To ensure a convenient and comfortable arrival to Brisbane or the Gold Coast, 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 under 18 students.

ATMs & EFTPOS

- You can get cash at any time from Automatic Teller Machines (ATMs). They are in shopping centres, outside of banks and in the city centre. Most ATMs will accept international cards.
- You can also use Electronic Funds Transfer Point of Sale (EFTPOS), which allows you to pay for things using your card, and you can also withdraw cash using EFTPOS. Be careful of the security of your card numbers and cash when using these machines.

Holiday / Application for Study Leave

- Students must apply for authorised leave during your enrolment at Shafston, regardless of your visa type.

There are two different holiday leave forms:

- Application for Holiday Leave (up to 4-weeks)
- Application for Deferral and Suspension of Studies (more than 4-weeks)
- All applications for authorised leave are available from Shafston Reception.
- Students under 18 years of age applying for authorised leave must have signed consent from parent(s) / legal guardian.

For all types of leave:

- You must submit a leave application form at least 2-weeks before you intend to go on leave.
- Student visa holders are not permitted to take more than 4-weeks holiday/study break leave.
- Students applying for more than four (4) weeks leave must use the ‘Application for Deferral and Suspension of Studies’ form.

Application for Study Leave (up to 4-weeks):

- Your attendance must be above 80% and you must have satisfactory course progress.
- The authorised leave must be within the length of your eCOE. This means it is important that you have checked your visa end date. You must be able to complete your course within the time of your visa.

Application for Deferral and Suspension of Studies (more than 4-weeks):

- This is the form you must use because of Compassionate and Compelling circumstances. These are defined as circumstances that are beyond the control of a student and which have impact upon the student's course progress or wellbeing.
- You will need to attach supporting documents (such as medical certificate(s), flight details / death certificate, etc) to support your application.
- This form is assessed internally and you will be notified by email by the Shafston Admissions team.

For more information about your leave application, please speak to the ELICOS Reception staff.

Personal Safety

- Carry your mobile phone with you at all times.
- Tell your friends, homestay or flatmates where you are going if you go out alone.
- Be careful when walking late at night. Never walk home alone at night.
- If you go out at night, try to go with a friend. Do not leave your drink unattended when out at a nightclub/bar.
- Never accept a car ride from strangers and never hitch-hike.

Safety Card

There is a small wallet-sized Safety Card inside your blue Shafston orientation bag. Make sure you keep this in your wallet. There are important numbers on this – you can also write some numbers on this card. If you have questions about the card, please speak to ELICOS Reception staff / Director of Studies at any time.

Shafston Job Ready Program

The Shafston Job Ready Program provides information, support and assistance to students about potential employment in Australia. There is information about:

- ✓ Introduction to Jobs
- ✓ Letters of Application and Writing a Resume
- ✓ Barista Course
- ✓ Waiter Training

The Barista course is only available for students who are in pre-intermediate level or higher and are 18 years or older.

Student Social Activities

- There are many beautiful parks and places near Shafston for you to enjoy with your friends. Many students enjoy Mowbray Park (near the Brisbane Campus) and Southbank Parklands (in the city) or Broadwater Parklands (near the Gold Coast Campus).
- There are free barbeque facilities in these places for you to enjoy. Make sure you clean them after using them. Remember to clean up any rubbish and empty bottles after you have finished having fun with your friends. You are not allowed to drink alcohol in public places.
- The drinking of alcohol is not allowed in public parks. Please do not drink in public places. The Police and Council Officers can fine you (instant, on-the-spot). The parks are free for everyone in Australia to enjoy – so please respect these beautiful places and keep them clean.

Transport

- Queensland uses an electronic ticket system called 'Go Card'. A card can be purchased from newsagents or railway stations and can be used for all types of public transport (Bus, Train, Tram and Ferry).
- Single trip tickets are also available when you board the CityCat or when you get on a bus.
- For more information on timetables and fares, check: www.translink.com.au
- ELICOS students do not get a discount when travelling on public transport.

Gold Coast students: Public transport on the Gold Coast operates via Translink (same Go Card system). The G:link tram runs along the coast. See translink.com.au for Gold Coast routes. Sydney students: Sydney uses the Opal card system. See transportnsw.info for routes and fares.

Remember – we are all here to help you during your time at Shafston. Please ask our Shafston team at any time.

Useful Contacts

This list provides details for most major services in Australia that you may need to contact. If you have any queries, please see our ELICOS Reception staff. Please make sure you know the address and telephone number of where you are staying at all times.

Contact	Phone / Website
Shafston International College Reception	Brisbane: (07) 3249 4111 Gold Coast: (07) 3249 4111 www.shafston.edu
Shafston After Hours Emergency	Brisbane / Gold Coast / Sydney: 0438 888 001
Shafston Homestay Emergency	0438 888 001
Emergency – Police, Ambulance & Fire	000 www.emergency.qld.gov.au
General Police Number (Non-Emergency)	131 444 www.police.qld.gov.au
Australian Tax Office	13 28 65 www.ato.gov.au
Department of Home Affairs (visa)	13 18 81 www.homeaffairs.gov.au
Lifeline – Mental Health Emergency	13 11 14 www.lifeline.org.au
Overseas Students Health Emergency (OSHC) Bupa	1 800 888 942 www.bupa.com.au/students
Overseas Students Ombudsman	1 300 362 072 www.ombudsman.gov.au
Public Transportation Information	13 12 30 www.translink.com.au
Queensland Transport Department	13 23 80 www.transport.qld.gov.au
Translating and Interpreting Service	13 14 50 www.tisnational.gov.au
Tuition Protection Service (TPS)	(02) 6271 3440 www.tps.gov.au
National Training Complaints Hotline	13 38 73
Anti-Discrimination Commission QLD	1300 130 670
Yellow Cabs / Taxi	13 19 24 www.yellowcabs.com.au

Version History

Date	Summary	Version
Aug 2023	ELICOS Student Handbook Version 4 finalised.	4
Oct 2025	Updated to v5.0. Added Sydney campus to cover and contacts. Removed personal names from welcome and emergency contacts. Added Digital Literacy section. Expanded Academic Integrity to include AI/ChatGPT/translation tools. Added Anti-Discrimination and Vilification section (incl. antisemitism, Islamophobia, cyberbullying). Updated Complaints to OPOL009 v2.0 and FRM-CA01 with 5BD/20BD timelines and external review options (13 38 73, Ombudsman, ADCQ). Added TPS reference. HSP course hours corrected to 20hrs/week. Added PEP course description (107819A). Added Gold Coast/Sydney transport info. Updated Grievance references throughout to Complaints and Appeals (OPOL009/FRM-CA01). Added National Training Complaints Hotline and ADCQ to contacts.	5.0