



**SHAFSTON**

www.shafston.edu

Shafston International College

**UNDER 18**

**Long-Term 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

## Dear Parents and Guardians

Thank you for choosing Shafston International College for your child's education in Australia. We understand that sending your child overseas is a significant decision, and we want to assure you that your child's safety, wellbeing, and academic progress are our highest priorities.

This handbook explains how Shafston cares for students under 18 years of age in our long-term programs: High School Preparation (HSP) and Primary English Preparation (PEP). It covers your child's welfare arrangements, the rules they are expected to follow, what happens if a problem arises, and how to contact us at any time.

Please read this handbook carefully and discuss the key points with your child before they arrive in Australia. If you have any questions, please contact our Student Services team at any time.

*Shafston International College*

## PART A

### Welfare, Safety and Your Child's Care

#### How We Keep Your Child Safe

Shafston is committed to the safety, welfare and wellbeing of every student under 18. Our child safety practices are guided by:

- The National Principles for Child Safe Organisations (endorsed by COAG 2019)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 5)
- Standards for Registered Training Organisations 2025
- Education Services for Overseas Students (ESOS) Act 2000
- Queensland Child Protection Act 1999 and Working with Children legislation
- Commonwealth Criminal Code Act 1995 (child offences provisions)

In practice, this means:

- ✓ All staff who work with students under 18 hold a valid Blue Card (QLD) or Working with Children Check (NSW).
- ✓ Shafston has zero tolerance for child abuse or neglect.
- ✓ Staff are trained to identify and report welfare concerns.
- ✓ Your child is informed of their right to feel safe and to speak up if something is wrong.
- ✓ We have child-friendly processes for raising complaints.

#### Who Is Responsible for Your Child's Welfare?

Because your child is under 18 and studying in Australia on a Student Visa (Subclass 500), Australian law requires that clear welfare arrangements are in place at all times. How this works depends on your child's living situation:

##### Option 1 — Shafston Issues a CAAW

If Shafston issues a Confirmation of Appropriate Accommodation and Welfare (CAAW), it means Shafston takes formal responsibility for your child's accommodation, support, and general welfare. This is the most common arrangement for students who do not have a parent living in Australia.

Under a CAAW, Shafston will:

- ✓ Arrange and approve your child's homestay accommodation.
- ✓ Monitor the homestay placement and check in regularly.
- ✓ Report any significant welfare changes to the Department of Home Affairs (DHA) via the PRISMS system within required timeframes.
- ✓ Review your child's homestay every 6 months.
- ✓ Maintain responsibility even if your child's enrolment is suspended or cancelled, until the CAAW period ends.

CAAW responsibility is non-delegable. This means Shafston cannot transfer this responsibility to another party. Your child must not change their accommodation without Shafston's written approval.

## Option 2 — Parent, Custodian, or DHA-Approved Relative

If you (the parent or legal custodian) are living in Australia with your child, or if a DHA-approved relative has been nominated (Form 157N), that person is the primary welfare provider. Shafston's welfare obligations still apply during school hours and Shafston-organised activities, but day-to-day accommodation and welfare responsibility rests with you or the approved relative.

If you are unsure which arrangement applies to your child, please contact Shafston Student Services. We will explain your child's welfare arrangements and answer any questions.

## Rules Your Child Must Follow

Please discuss these rules with your child before they arrive. These rules exist to keep your child safe and to meet Australian legal requirements:

1. Attend all scheduled classes and maintain at least 80% attendance (visa requirement).
2. Follow Shafston's Code of Conduct and classroom rules.
3. Respect their homestay family's house rules, including curfew times.
4. Tell Shafston staff immediately if they feel unsafe, unwell, or unhappy.
5. Not leave the campus during school hours without permission.
6. Always carry their Shafston student ID card and mobile phone.
7. Always tell their homestay family, parent, or guardian where they are going.
8. Not change accommodation without Shafston's written approval (CAAW students).
9. Obey Australian laws at all times. This includes: no smoking, no alcohol, no drugs (it is illegal for minors in Australia).

## Attendance Monitoring

Your child's attendance is monitored closely. Full-time attendance is required. If your child is more than 15 minutes late to class, they will be marked as absent.

Because your child is under 18, any unexplained absence is reported immediately to senior staff, and Shafston will attempt to contact your child and their guardian.

### Shafston uses a three-tier system:

Attendance	What Happens
Drops to 90%	You and your child receive a text message reminder.
Drops to 85%	You and your child receive a written warning letter. Your child will be asked to attend a meeting with the Shafston Academic Team.

Below 80%	If attendance falls below 80% and the minimum requirement for the CoE period cannot be met, Shafston will issue a Notice of Intention to Cancel Enrolment and report the breach to the Department of Home Affairs (DHA). This may affect your child's student visa.
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If your child is sick, please ensure they visit a doctor and obtain a Medical Certificate. They should bring this to ELICOS Reception when they return to class.

## Code of Conduct

Shafston is a diverse, multicultural community. We expect all students to:

- ✓ Speak English on campus and in the classroom.
- ✓ Be punctual and prepared for class.
- ✓ Be respectful to teachers, staff, and other students.
- ✓ Keep classrooms clean and tidy.
- ✓ Keep mobile phones on silent during class.
- ✓ Not engage in bullying, harassment, or discrimination of any kind.

### The following are strictly prohibited:

- Smoking, alcohol, and drugs — it is against Australian law for minors.
- Physical or verbal abuse, threats, stalking, or bullying (including cyberbullying).
- Possession of weapons of any kind.
- Theft or damage to property.

If your child breaches the Code of Conduct, Shafston may issue an Intent to Suspend/Defer/Cancel their enrolment. Your child will have 20 working days to appeal through the Complaints and Appeals process (OPOL009 / FRM-CA01). You will be notified of any disciplinary action.

## Academic Integrity

Your child is expected to complete all work honestly. Academic misconduct includes plagiarism, cheating, submitting work generated by AI tools (e.g. ChatGPT or translation tools) as their own, collusion, and fabrication. If your child uses AI tools to assist with preparation, they must be able to demonstrate their own understanding. Consequences may include warnings, cancellation of results, or cancellation of enrolment.

## Anti-Discrimination

Shafston does not tolerate discrimination, harassment, bullying, or vilification of any kind — including behaviour based on race, religion, gender, sexuality, disability, or any other personal characteristic. If your child experiences or witnesses such behaviour, they should report it to Shafston staff immediately, or you may submit a Complaint and Appeal Form (FRM-CA01) on their behalf.

## Health, Safety and Insurance

### If Your Child Is Sick or Injured

If your child needs medical attention, Shafston staff will help them see a doctor. In an emergency, we will call 000 (ambulance) and notify you immediately. All incidents are documented.

### Overseas Student Health Cover (OSHC)

All students on a Student Visa must have OSHC by law. This is usually paid as part of initial tuition fees. Your child is covered from the day their course starts. If you need to make a claim, contact the OSHC provider (typically Bupa: 1800 888 942).

### Tuition Protection

If Shafston is unable to deliver your child's course, they are protected under the Australian Government's Tuition Protection Service (TPS): [tps.gov.au](https://tps.gov.au).

### Fire and Evacuation

Shafston conducts regular fire drills. In an emergency, students follow their teacher to a designated safe meeting area. Students are instructed to use stairs (not lifts) and to stay with their class at all times.

## Homestay

Most long-term under 18 students live with a Shafston-approved homestay family. Homestay provides a safe and supportive home environment where your child can practise English and experience Australian family life.

### What you should know:

- All homestay families are screened and approved by Shafston, including Blue Card checks.
- CAAW students: Shafston reviews the homestay placement every 6 months. Your child must not change accommodation without Shafston's written approval.
- Non-CAAW students (living with parent/custodian/approved relative): day-to-day accommodation matters should be raised with the responsible person directly. Shafston can assist if needed.
- If your child has any problems with their homestay (safety concerns, communication issues, living conditions), they should tell Shafston staff immediately. You can also contact us directly.
- Shafston has a formal Homestay Issue Lodgement process. If an issue cannot be resolved informally, you or your child can submit a form and Shafston will investigate and respond within 3 working days.

## Personal Safety and Curfew

Please remind your child of these safety rules:

- Always carry their mobile phone.
- Always be home by curfew (set by the homestay family or guardian).
- Always tell their homestay family or guardian where they are going.
- Never walk alone at night.

- Never accept rides from strangers.

Excursions are supervised by Shafston staff. Students must wear their Shafston uniform, bring water, lunch, sunscreen, and a hat. Students must not leave the group at any time.

## If Something Goes Wrong — Complaints and Appeals

If your child is unhappy about any aspect of their experience at Shafston, or if you have concerns, the following process applies:

10. First, encourage your child to speak with their teacher or a Shafston staff member to try to resolve the matter informally.
11. If the issue cannot be resolved, you or your child can complete a Complaint and Appeal Form (FRM-CA01), available from Reception or [shafston.edu/forms-policies-and-procedures/](http://shafston.edu/forms-policies-and-procedures/)
12. Shafston will acknowledge the complaint within 5 business days and provide a written outcome within 20 business days.
13. Your child's enrolment is maintained throughout the complaints process.

### If you are not satisfied with the outcome, you can contact:

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

As a parent or guardian, you have the right to submit a complaint on behalf of your child at any time. Shafston's complaints process is designed to be fair, transparent, and accessible.

## Emergency Contacts

Please save these numbers and share them with your child:

Contact	Phone
Emergency (Police, Ambulance, Fire)	000
Shafston Reception	(07) 3249 4111
Shafston After Hours Emergency (24/7)	0438 888 001
Kids Helpline (free, confidential, 24/7)	1800 551 800
Child Protection (QLD Dept of Child Safety)	13 QGOV (13 74 68)
Lifeline – Mental Health (24/7)	13 11 14
Department of Home Affairs (visa)	13 18 81
OSHC Bupa	1800 888 942
Tuition Protection Service (TPS)	(02) 6271 3440   <a href="http://tps.gov.au">tps.gov.au</a>
National Training Complaints Hotline	13 38 73
Anti-Discrimination Commission QLD	1300 130 670

Translating and Interpreting Service	13 14 50
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Keep the Shafston After Hours Emergency number (0438 888 001) saved in your phone and your child's phone. This number is available 24 hours a day, 7 days a week.

## PART B

### High School Preparation (HSP)

#### Course Overview

Detail	Information
CRICOS Code	106230E
Campus	Brisbane, Gold Coast & Sydney
Hours	20 hours per week, face-to-face
Duration	2 – 64 weeks
Ages	12 – 17
Levels	6 levels: HSP1 to HSP6 (each 10 weeks)
Entry Requirements	Beginner English or higher. IELTS/AEAS or Shafston Online Pre-entry Exam.
Intake Dates	Start any Monday (excl. public holidays)

The HSP program prepares your child for entry into an Australian high school. The curriculum includes:

- ✓ Core English skills: Speaking, Reading, Writing, Listening, and Grammar.
- ✓ English for STEM (Science, Technology, Engineering, Mathematics) and CLIL (Content Language Integrated Learning).
- ✓ Academic skills: note-taking, presentations, project work, and independent learning.
- ✓ Preparation for Cambridge examinations: A2 Key for Schools, B1 Preliminary for Schools, and B2 First for Schools.
- ✓ Post-graduation support for the first 5 weeks at high school.

#### HSP Entry and Exit Levels

Level	Entry	Exit	Cambridge Exam*	EQI Entry**
HSP1	IELTS 3.0	IELTS 3.5	Shafston internal exam	N/A
HSP2	IELTS 3.5	IELTS 4.0	A2 Key for Schools at Pass A	Year 7 & 8
HSP3	IELTS 4.0	IELTS 4.5	B1 Preliminary for Schools at Pass B	Year 9
HSP4	IELTS 4.5	IELTS 5.0	B1 Preliminary for Schools at Pass A	Year 10
HSP5	IELTS 5.0	IELTS 5.5	B2 First for Schools at Pass C	Year 11
HSP6	IELTS 5.5	IELTS 6.0+	B2 First for Schools at Pass B (6.0) / Pass A (6.5)	—

\*Shafston internal exam or external Cambridge exam. \*\*EQI = Education Queensland International; guide only, subject to change.

#### Course Progress

Your child's academic progress is monitored through weekly review tests, regular mock Cambridge exams, and 10-week level assessments. If your child is not making satisfactory progress:

14. They will meet the Director of Studies and receive a formal Warning Letter.

15. If unsatisfactory progress continues, a second warning is issued and your child may be offered the option to repeat the level with additional support.
16. If progress remains unsatisfactory and attendance is below 80%, with no documented compassionate or compelling circumstances, Shafston will notify you and may report the breach to DHA. This may affect your child's student visa.

Your child's Student Visa (Condition 8202) requires satisfactory attendance AND satisfactory course progress. If you have concerns about your child's progress, please contact the Director of Studies.

### **Student Visa Obligations**

As the parent of a Student Visa holder, please ensure your child:

- ✓ Attends class regularly (at least 80%).
- ✓ Makes satisfactory academic progress.
- ✓ Notifies Shafston of any change of address.
- ✓ Upholds all enrolment obligations and visa conditions.

For visa enquiries: Department of Home Affairs — [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) | 131 881.

## PART C

### Primary English Preparation (PEP)

#### Course Overview

Detail	Information
CRICOS Code	107819A
Campus	Brisbane & Sydney
Hours	20 hours per week, face-to-face
Duration	1 – 40 weeks
Ages	7 – 12
Levels	4 levels: PEP1 to PEP4 (each 10 weeks)
Entry Requirements	Beginner English or higher. Shafston Online Pre-entry Exam.
Intake Dates	Start any Monday, weeks 1–9 of each term (excl. public holidays)

The PEP program prepares your child for entry into an Australian primary school. The curriculum includes:

- ✓ Grammar, Vocabulary, Reading, Writing, Listening, and Speaking.
- ✓ STEM and CLIL content (science, mathematics, humanities) at an age-appropriate level.
- ✓ Preparation for Cambridge A2 Key for Schools and B1 Preliminary for Schools examinations.
- ✓ Weekly review tests and full mock tests every 5 weeks with progress reports.

Upon completing PEP, your child is expected to pathway to a mainstream Australian primary school or continue into the HSP program at Shafston.

#### 2026 Term Dates (PEP & HSP)

	Term 1	Term 2	Term 3	Term 4
QLD	27 Jan – 2 Apr	20 Apr – 26 Jun	13 Jul – 18 Sep	6 Oct – 11 Dec
NSW	2 Feb – 2 Apr	22 Apr – 3 Jul	21 Jul – 25 Sep	13 Oct – 17 Dec

## Version History

Date	Summary	Version
Mar 2026	v1.0 initial release (student-facing). v1.1 rewritten for parent/guardian audience. Tone adjusted throughout. Part A restructured for clarity. Compliance content preserved: CAAW, National Principles, child safety legislation, Blue Card/WWCC, three-tier attendance, OPOL009/FRM-CA01, 5BD/20BD timelines, external review (13 38 73, Ombudsman, ADCQ), Kids Helpline, Child Protection, TPS. Course details (HSP/PEP) retained. Personal names removed. 20hrs/week standardised. Three-campus coverage.	1.1