



SHAFSTON

www.shafston.edu

Shafston International College

VET International Student Handbook

Vocational Education and Training

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: Amicitia et Doctrina — 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.

You will meet lots of new friends from all over the world to study and complete your VET Course together with the support and guidance from our friendly teaching team. 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.

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, gardens and large trees where students can gather with friends and enjoy fabulous views of the Brisbane River and watch passing river traffic. Shafston prides itself as being counted amongst the best educational precincts in the world. The College was established in 1996 and since that time in excess of 120,000 students from over 100 countries have enjoyed their education here.

The teaching and learning facilities offer air-conditioned classrooms, a student resource centre, multiple computer laboratories and an on campus café all of which contribute to a true College campus experience.

SHAFSTON INTERNATIONAL PTY LTD – REGISTERED TRAINING PROVIDER (RTO 45694)

Shafston International Pty Ltd (Shafston) is registered with Australian Skills Quality Authority (ASQA) and the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). We must comply at all times with the 2025 Standards for Registered Training Organisations which are part of the VET Quality Framework as well as the Education Services for Overseas Students Act 2000 (ESOS 2000) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018).

Shafston maintains compliant operations with regular review of its policies, procedures and systems. Forms, policies and procedures can be found on our website: shafston.edu/forms-policies-and-procedures/

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

ASQA: training.gov.au/Organisation/Details/45694

CRICOS: cricos.education.gov.au

IMPORTANCE OF THIS HANDBOOK

You are about to embark upon a rewarding adult learning educational experience. What you put into your learning experience is what you will get out of it.

This handbook is designed to provide specific information that is relevant to your studies, so it is very important to familiarise yourself with its contents. It will guide you through course rules and requirements with which you must comply.

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.

INTERNATIONAL STUDENT ORIENTATION

ARRIVE EARLY

Shafston will provide an International Student Orientation before the commencement of your classes. Staff running the orientation, work hard to ensure that you will be well equipped to achieve the best possible success in your studies. You will see that there is a lot information for you to understand and consider as you move through your studies.

ARRIVING EARLY TO ATTEND ORIENTATION GIVES YOU THE CHANCE TO:

- See and talk to the most important people you will need to know at the institution: Head of Department VET, Student Services and Support Staff.

- Your photo will be taken during orientation so we can create and provide you with your student ID Card. You will need your student ID card for various reasons including applying to Translink for discounted travel tickets and more.
- Attend the campus tour – you will be guided around the campus to various locations such as: Computer rooms and facilities, recreation and eating areas, and classrooms.
- Find out about the Shafston Events Calendar which is full of social activities to suit all student interests.
- Meet other International students who may share your classes as well as your concerns and fears. Knowing another face on campus can really help you to avoid any feelings of isolation and homesickness.
- Find your way around Brisbane, Southport and the Gold Coast, public transport locations, and accommodation.

Your time at Shafston and in Australia should be fun and 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 things you encounter.

DAY ONE: COMMENCEMENT AND REGISTRATION INFORMATION

New Student

- Report to staff at Main Reception desk where your orientation session will begin.
- Please bring your Passport and Visa information as we are required to take copies and will return them to you.
- We will give you a “Welcome to Shafston” session.
- Please sit down, relax and complete your paperwork with your current Australian residential address, contact phone number and email.
- Fill in additional forms (e.g. Blue Card application for Early Childhood students; Police Check form for Health courses).
- Please ensure this is returned to a staff member along with your passport and visa. Your passport will be returned to you.
- You will sit an English & LLN Indicator.
- Your unique Student Portal logon and password will be emailed to you before your first class. (Business courses only)
- You will receive a copy of your course Academic Schedule and Timetable.
- Read and sign the Shafston Computer code of conduct.
- Have your student ID card photo taken.
- You will go on a campus tour, we will show you where your classroom is located, lavatory facilities, emergency exits and the student common areas including the cafeteria. You will also meet other students and the student support staff.

PROGRAM FOR THE FIRST DAY OF CLASS

- After you have attended orientation and registration you are ready to attend your first class, if scheduled.
- Refer to your Timetable which will show you which day of the week your first class will occur.
- Your timetable will also show which room your first class will be held and the start time.
- Please be on time for class. You will meet the other students in your class and receive your first learning resource.
- During your first class you will be notified of break times and other classroom rules specific to your trainer.

CALL HOME

We suggest that you telephone your family soon after you arrive in Brisbane so that your family will not be worried about you.

ENGLISH & LLN INDICATOR

As part of the Orientation, you will be required to sit the English & LLN Indicator.

This is our way of getting an indication of your Language, Literacy and Numeracy level (also known as your LLN or English level). It is a very short assessment and a compulsory requirement for all VET students. Whether you have come through Shafston ELICOS or you have already studied elsewhere, we still require all students to complete this test.

**As part of Shafston's obligations to the 2025 Standards for RTOs, we must ensure that we are supporting the individual needs of our learners and provide access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses. In order to do this, we need to check your English level, through the Indicator.*

DIGITAL LITERACY

Under the 2025 Standards for RTOs, Shafston also assesses your digital literacy skills in addition to language, literacy, and numeracy. Digital literacy includes using computers, the internet, email, the student portal (aXcelerate), and other digital tools required for your studies. If you need support with digital skills, please speak with your Trainer or Student Services.

STUDENT ID CARDS

- 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 the Student Centre Reception with the presentation of their passport.
- If a replacement student card is required, a fee may apply.
- Students will be required to also complete an application to receive a Government Concession card for use on Public Transport. Your student card should be carried with you at all times whilst accessing public transport or receiving any student concessions.
- Your Shafston student card should be on you at all the times when you are on the Shafston campus.

COMPETENCY-BASED TRAINING

All VET courses offered by Shafston are competency-based learning which refers to systems of instruction, assessment, grading, and academic reporting that are based on students demonstrating that they have learned the knowledge and skills they are expected to learn as they progress through their education.

If you would like further information about Competency-Based Training please see your Trainers.

COMPUTER ROOM

Shafston has a computer lab room on campus available for students to use. The computers are equipped with the latest hardware and software programs including the following and is open from 9:00am – 3:00pm Monday to Friday.

- Microsoft Office Applications (Word, Excel, PowerPoint)
- Web Browsing
- Adobe Acrobat reader for PDF documents
- Reading and writing to USB
- Individual Study desks
- Discussion area with table

COURSE OUTLINES

If you would like to know more about any of the VET courses offered at Shafston please refer to our website or the Student Portal: shafston.edu/courses/

Students are encouraged to engage in regular feedback sessions with their trainers. Students who are in regular contact with their trainers will receive regular updates on how they are progressing through their course. Students can also track their attendance and results and progression through their online gradebook located within the student portal.

STUDENT STUDY CENTRE

The Shafston Student Study Centre is a quiet place for study. If you are looking for something and can't locate it, please speak to our Shafston Reception staff who can help you. The study centre is open 9:00am to 3:00pm.

NATIONALLY RECOGNISED QUALIFICATIONS

A nationally recognised qualification is a qualification that is recognised and taught to the same standard all over Australia. The Australian Qualifications Framework (AQF) is the policy for regulated qualifications in the Australian education and training system.

Shafston's nationally recognised qualifications range from AQF level 3 to AQF level 6. The objectives of the AQF are to provide a contemporary and flexible framework that:

- Accommodates the diversity and purpose of Australian education;
- Contributes to national economic performance by supporting consistent qualification outcomes;
- Supports the development and maintenance of pathways to future careers and further education;
- Supports lifelong learning goals for individuals to progress through further education;
- Complements the national regulatory and quality assurance arrangements for education and training; and
- Enables the alignment of the AQF with international qualifications frameworks.

Graduates from Shafston's Vocational Education and Training courses will receive a nationally recognised qualification. This means students have the confidence that they will receive a qualification of a high quality accepted and recognised everywhere in Australia.

Shafston has a long history of successful graduates. Many successful graduates take their qualifications from Shafston and continue onto Higher Education at leading Australian Universities.

If you have successfully achieved ALL units of competency required for your course, you will be issued with an official Shafston Testamur and Results of Assessment documentation – Your “Nationally Accredited Qualification”.

If you have not achieved ALL units of competency required for your course, you will be issued with an official Shafston Statement of Attainment which will show a list of the units you have achieved.

To receive your official academic results, you must have provided Shafston with your Unique Student Identifier (USI) as well as have no outstanding fees.

UNIQUE STUDENT IDENTIFIER

The Unique Student Identifier (USI) scheme provides student with access to an online record of the training they have done since 1 January 2015. The student is also able to produce a comprehensive transcript of their training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Shafston will assist you with creating a USI at orientation. If you have previously studied VET in Australia you will need to provide your USI to Shafston at orientation.

More information on the USI can be found at: www.usi.gov.au/students

VOCATIONAL PLACEMENT

Vocational placement is a structured learning experience where theory delivered in an online or classroom setting is translated into practice within a work environment.

Courses such as Early Childhood Education and Care, the Health courses: Certificate III in Individual Support, Certificate IV in Ageing Support, Certificate IV in Kitchen Management and Diploma of Hospitality Management at Shafston require mandatory vocational placement to be completed by students.

All students will be required to participate in identifying an early childhood service, or with an approved service provider for the Healthcare courses in their preferred area and students are encouraged to take an active role in sourcing their vocational placement position. Shafston’s experienced industry professionals will mentor and assist students in securing their vocational placement in an approved education and care service. During vocational placement you will put into action everything you have learned throughout your course.

Course	Hours
CHC30121 Cert III in Early Childhood Education and Care	160 hours
CHC50121 Diploma of Early Childhood Education and Care	280 hours
CHC33015 Cert III in Individual Support	120 hours
CHC43015 Cert IV in Ageing Support	120 hours
CHC52015 Diploma of Community Services	100 hours
SIT40521 Certificate IV in Kitchen Management	240 hours
SIT50422 Diploma of Hospitality Management	180 hours

Please speak to your trainer and assessor about this compulsory component.

Further information about Vocational Placement is available on our website.

WORKING WITH CHILDREN BLUE CARD

Students who work with children and young people must hold a Working with Children Blue Card.

A volunteer or student must not commence regulated child-related work (vocational placement) until they hold a valid blue card. Shafston encourages students to begin the Blue Card application process on acceptance of their Shafston Letter of Offer.

Students will require two current and original forms of identification as detailed on the Blue Card Application Form to be sighted by a college representative.

All students will be requested to complete their Blue Card Application at orientation if not already completed. The application is free and may take up to 28 working days to be processed and approved or declined by Blue Card Services, Department of Justice and Attorney-General.

Further information about the Working with Children Blue Card is available on the Blue Card website.

ACADEMIC EXPECTATIONS

The keys to academic success are:

Time Management: Plan your days and weeks out in a diary once assessment tasks have been advised. Managing your studies and work are essential to achieve a good academic result. Remember you are on a STUDENT Visa so your first priority is attending college and achieving academic success!

Self-Discipline: For many students this will be your first time away from Family and the 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.

Being Pro-active: Ask questions, think critically, become involved in your classes, get to know your trainer and ask for additional information. This study/training opportunity that you have embarked on will give you skills that may change your life.

Initiative: You will have an assessment feedback opportunity with each assessment task you complete. It is important to use your own initiative to attend all your assessment feedback sessions. Your trainer will discuss your performance in all your assessment activities and identify areas of improvement (if any). You need to use the assessment feedback sessions to discuss any questions or concerns related to your studies.

Focus: To be able to achieve academic success you must satisfy all assessment tasks throughout your study plan. Academic success can only be achieved by attending and participating in class. It is important for any student to focus on the end result and to take the necessary steps to achieve their desired outcome.

STUDY SKILLS

Study skills are the skills you need to enable you to study and learn efficiently – they are an important set of transferable life skills and these skills are not just for students. You will take them with you beyond your educational journey. For example, organisational skills, time management, prioritising, learning how to analyse, problem solving, and the self-discipline that is required to remain motivated.

Setting Goals: The best goals in study are realistic goals. Set time frames and arrange how you will achieve your goals. To Do Lists will help you to achieve. Learning to set goals and achieving your goals is a key element to success in the workplace, classroom and everyday life and this is the perfect time to fine tune this skill.

Study Time: Finding the right study environment is important. Researching and studying as a group may be helpful, however when writing assessable items to be submitted for grading this is best done on your own to

ensure your work is in your own words. Having all the required items for example pens, highlighters, textbooks etc. ready and having a good chair and study desk in a quiet area free from distractions will help you focus and make studying easier.

Effective Research: Try and use multiple sources to reference such as books, journals and the internet. This will help you to have a broad range of opinions and ideas about any topic you are learning.

Vocabulary: The more you read the better your vocabulary and ability to use formal language will become. As English is not your first language you will need to spend the time improving this skill. This is achieved through talking to your friends and study partners in English and reading books and study material as much as possible.

ESSAY WRITING

An academic essay aims to persuade readers of an idea based on evidence and is structured with an introduction, the body and conclusion. The essential approach to writing essays is:

- Analyse the question and define key terms.
- Research the topic: use books, journals, credible academic sources.
- Consider what you already know about the topic.
- Highlight important information and take lots of notes.
- Write an essay plan and organise your ideas.
- Write your draft to include an introduction, body and conclusion.
- Set the draft aside for a day or two, then re-read and make changes.
- Get some feedback – ask a friend to read it.
- Edit and redraft your essay.
- Complete your references and citations.
- Complete your final draft and hand it in – on time.

REPORT WRITING

A report is a clearly structured document in which the writer identifies and examines issues, events, or findings of an investigation. Report writing is an essential skill in many disciplines and have a different structure to writing essays. Reports can vary in structure so check with your trainer exactly what is required of you. The following is a list of example headings and subheadings you will find in a Report:

Introduction: Introducing the reader to the topic you are writing about.

Background: Provide information about the current situation or circumstances surrounding your topic.

Purpose: State clearly the desired improvement or outcome you hope to achieve for your topic.

Methodology: State or define the methods you used to conduct your research and briefly provide a reason why you used the method and identify any limitations you experienced whilst doing your research.

Results: Present the main findings of your research, using sub-headings where appropriate. You can order the results chronologically, or in any other appropriate way.

Discussion of results: In this section analyse your findings at length, and provide an explanation for why those results were obtained. Present your findings or arguments in a logical manner according to the subject matter.

Conclusion: Summarise the purpose of the report, the methodology used, the key points or findings of your report and the significance of those findings. Don't introduce any new points, or information or new sources.

Recommendations: Suggest ways in which problems identified in the report may be resolved. They should be given in a numbered list and should be feasible and realistic. Information on how they can be implemented should also be given.

Reference List: List alphabetically the sources referred to in the body of the report.

Appendices: This is for material you consider important but that interferes with the flow of your discussion (e.g. calculations, surveys, transcripts, graphics, maps, questionnaires, pamphlets etc.) Only include items mentioned in the report.

It is most logical to approach writing the above structure of a report by writing the Main Body of the report first, then the conclusions, the recommendations (which are tied closely to the conclusions), and then the Introduction.

CASE STUDIES

A case study is a description of a real life problem or situation which requires you to analyse the main issues involved and write about your finding. Before you start writing, you need to carefully read the case study and make a note of the main issues and problems involved as well as the main stakeholders (persons or groups of persons who have an interest in the case). The following is a list of example headings and subheadings you will find in a case study:

Introduction: Introduce the main purpose of the case study and briefly outline the overall problem to be solved.

Description: Write a brief description of the case under discussion giving an outline of the main issues involved. Always assume that your reader knows nothing of the assignment task and provide enough information to give a context for your discussion of the issues.

Discussion: Discuss the issues raised one by one, using information gained from your research of the academic literature. Your discussion may include: an outline of the issue and its implications for or relationship to different stakeholders; how that issue links to theories or research in the academic literature; suggested solutions or ideas; evaluation of the solutions or ideas for this particular case.

Conclusion / Recommendations: Finally, sum up the conclusions that you have come to and give recommendations to resolve the case. Give reasons for your recommendations.

Checklist for a case study response. Have I:

- ✓ Carefully read the case and noted the main issues and stakeholders in the case?
- ✓ Written a brief description of the case to give your readers a context for the main issues?
- ✓ Discussed each issue with reference to the academic literature?
- ✓ Evaluated the solutions or ideas for each issue to find the ones most suitable?
- ✓ Made final recommendations of how to resolve the case?
- ✓ Used a well-structured introduction, body and conclusion?
- ✓ Cited and referenced all of the work by other people?
- ✓ Used correct grammar, spelling and punctuation, clear presentation and appropriate reference style?

ASSESSMENT RE-SUBMISSION POLICY

- Shafston allows students the opportunity of re-submit assessment tasks in order to achieve competency.

- Students will be informed of their need to re-submit a particular assessment task if a satisfactory result has not been achieved. This will be done through the feedback session with your Trainer and recorded on your assessment feedback form.
- If a second re-submission is needed then you will be required to participate in a consultation meeting with your Trainer to determine the performance gap, assessment needs and if there are any additional associated costs.
- If your results still remain unsatisfactory, then you may be required to repeat the subject or participate in additional revision activities. This will be assessed on a case-by-case basis and may involve re-assessment fee.
- You have the right to appeal an academic decision. Your first step will be to speak with your trainer and if you are not satisfied with the outcome you must complete the Complaint and Appeal Form (FRM-CA01) located on the Shafston website.

**Please note: If you require re-submission or late submission of an assessment item after the study period end date, an additional expense will incur per assessment item. For more information please see your trainer or student support.*

ACADEMIC INTEGRITY AND ARTIFICIAL INTELLIGENCE (AI)

All work you submit for assessment must be your own genuine work. 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) 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 during assessment. Consequences of academic misconduct may include formal warnings, cancellation of assessment results, or cancellation of enrolment (which may affect your student visa).

REFERENCING GUIDELINES

You will be required to use referencing in many of the subjects you study. You will have to research different topics and collect information from a variety of sources. All of these sources, including Internet sources such as web pages, blogs and emails need to be acknowledged appropriately.

You need to acknowledge other people’s work which you have used to create your own work. Referencing helps you to avoid plagiarism and shows your readers what you have researched and how you have used the information.

This can include many things, such as exact words (quotes), ideas, diagrams, tables and other images that you use. These may have been compiled from paper sources such as books, newspapers or magazines or from multimedia sources such as television, apps, social media and internet websites. If you have used web based sources you must remember to also provide the date you accessed them.

There are different referencing styles you can choose. One of the most frequently used is the Harvard referencing system and you will find this guide in the student portal. Whichever style you choose, the most important thing is for the style to remain constant throughout your work.

- Reference List and/or Bibliography
- Footnotes and Endnotes

- In-text Acknowledgment
- Web addresses and link sources

The student portal provides the Harvard Reference Guide in the Student Resources folder.

STUDENT SUPPORT SERVICES

Students wishing to access a member of staff should make an appointment with the Student Services Officer who is usually located in the Student Centre building or alternatively use the portal to contact the member of staff you are wanting to speak with. Following is a quick reference guide to key personnel and services on campus:

Trainers: Questions about content of units, teaching procedures, assessment, academic feedback, verbal academic appeals, monitoring course progress, scheduling re-sits and late submission of assessments.

Head of Department VET: Questions about the program as a whole, Curriculum Advisor, Trainer feedback, Academic Complaints or Appeals. Enrolment and Registration of Studies, Payment of fees, collection of Academic Transcript's, Testamur's and completion letters, and outstanding fees follow up. Updating address and contact details, timetabling, class selection, assistance in monitoring course progress letters and follow up appointments.

Student Services Officer: First point of contact for Students with regards to Health care/insurance problems, change of address, re-registration with ongoing terms, orientation, graduation, problems with relationships, homesickness, gambling, depression, relationship issues, receives copy of medical certificates for any absenteeism, general student enquiries. Information regarding either deferral/withdrawal/re-enrolment from studies. Visa related enquiries, financial problems, Requests for Release or Course Transfer. Understanding of how to utilise institution processes effectively.

Shafston offers a flexible and inclusive learning environment where our trainers and staff take pride in what we do. We are on hand to offer academic and learning support to all our students. Reasonable adjustment is about making allowances and change based on your individual needs. Please speak to your trainer or to the VET Coordinator for more information about this.

ENGLISH AS A SECOND LANGUAGE (ESL)

Shafston is committed to enabling students every opportunity to achieve academic success. If you feel that your English language skills are making study more difficult for yourself then you must speak to your trainer and make them aware. You will be counselled by a member of our English Academic Staff and offered an opportunity to attend a customised LLN program via the English Department free of charge.

Shafston ensures that all students are provided with, and have access to, relevant learning support services, including assistance with language, literacy and numeracy. Each student must receive a reasonable opportunity to complete their training, so therefore, Shafston has implemented the following steps to ensure that the students' needs are systematically assessed throughout their study plan. These steps enable the college to identify and assist students with any issues associated with their language, literacy and numeracy.

1. All students are required to meet the course entry requirements.

2. All students must complete the English & LLN Indicator at Orientation to assist with identifying any areas of concern.
3. Individual students with LLN issues are identified and will be provided with feedback from Student Service during their feedback sessions. If a student continues to show symptoms of LLN issues then further discussion and support will be offered to guide the student. All students are required to attend feedback sessions and show initiative as well as be pro-active about trying hard to complete their studies.
4. If necessary, and based on the English Department's recommendations, the student is offered an opportunity to enrol in additional weeks of ELICOS classes.

COUNSELLING AND DISABILITY SUPPORT

The purpose of the Counselling and Disability Support Services (CDSS) is to provide students in need of extra support with appropriate professional services available on and off campus to complete their studies to the best of their abilities and minimise the impact of personal difficulties on their academic outcomes.

There are various external sources of information and services available to students such as Disability Support Queensland (DSQ) who provide support to people with disability to access resources that may assist and enhance their quality of life.

Counselling, Support, Information and Advocacy (CSIA) provide carers with assistance to understand and manage situations, behaviours and relationships associated with care needs of the person they are caring for.

Community Mental Health: This program provides assistance to people with mental illness and their families and carers to manage the impacts of mental illness on their lives and improve their overall wellbeing.

National Disability Advocacy Program provides people with disability with access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling community participation.

ACADEMIC PERFORMANCE (COURSE PROGRESS) AND ATTENDANCE

National Code of Practice for Providers of Education and Training to Overseas Students 2018 requires that Shafston monitor students' academic performance. Shafston must monitor the academic progress for each student for the course in which the student is currently enrolled. Students' academic progress is assessed during and at the end of each compulsory study period.

By definition a study period at Shafston College comprises of a number of units of competency delivered during 20 hours of weekly timetabled contact over a stage of study.

A stage of study is no more than 6 months and is shown on the students Course Timetable and Delivery Schedule issued at Orientation.

International students must maintain satisfactory face to face attendance to ensure they do not exceed the allowable one third study via online or distance learning, this will also enable successful course completion within the course duration specified on their CoE. Students who do not attend face to face learning as per the timetabled hours risk not meeting course progress requirements and will be required to participate in Intervention Plan and/or Repeat Consultations to enable them to meet the requirements of their student visa.

For more information please refer to our website: shafston.edu/forms-policies-and-procedures/

TIPS FOR MAINTAINING SATISFACTORY ACADEMIC COURSE PROGRESS

The best way to achieve a competent result in each unit of study is to attend and participate in your scheduled contact hours.

Our qualified trainers 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. When attending class your trainer is able to identify areas of improvement for you or identify strengths that you have.

All assessment tasks must be submitted on time and be deemed satisfactory by your trainer for you to be deemed competent in a unit. If you have any issues accessing your assessment material, speak to your trainer or email training@shafston.edu for assistance.

SHAFSTON WARNING LETTERS

There are various letters that Shafston use to remind students of certain actions that are required of you. If you receive any of the following letters (usually by email) please make sure you DO NOT ignore them. If you don't understand them, ask your trainer for help. The first letter is a courtesy letter, followed by a formal warning letter, followed by an Intention to Report.

1. Course Progress Reminder Letter: If you are not maintaining attendance and/or course progress you will receive this letter to advise you of the situation. It is your opportunity to contact your trainer for support and advice regarding your situation.

2. Academic Warning Letter: If you have not responded to the above reminder letter, you will receive this letter. You must contact your trainer for support and advice regarding your situation. This will be issued and action will take place to try and improve your attendance rate and/or increase your course progress status. You will receive an Academic Warning Letter and Course Progress Notification from Shafston at the end of your first stage. The academic warning letter is issued at the 'end of a stage of study' if you have not demonstrated Competency in 50% or more of your units for the stage of study. The letter will also remind you of your student visa responsibilities and the possibility of being reported to Immigration for not meeting your course progress requirements.

IF YOU RECEIVE THE ACADEMIC WARNING LETTER – MAKE AN APPOINTMENT IMMEDIATELY WITH YOUR TRAINER OR HEAD OF DEPARTMENT VET.

In this meeting, Shafston will discuss the implementation of an Academic Intervention Strategy. (There may be extra fees for late submissions, re-sits, re-submissions or even re-enrolment.)

3. Intention to Report Letter: If you have not demonstrated Competency in 50% or more of your units for 2 consecutive study periods, you will receive the Intention to Report for unsatisfactory course progress. If you do not agree with this, you have 20 working days to appeal this decision before Shafston reports you to Department of Home Affairs (Immigration) and cancels your COE for unsatisfactory attendance and/or unsatisfactory progression.

Your appeal may be successful if you have met the conditions of your mutually agreed Intervention Plan, and within the stipulated time-frame.

NOTE: You have 20 working days to access your right to an appeal and/or rectify your results. See the Head of Department VET 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.

You must make an appointment to speak with the Head of Department VET. If you do not make an appointment and either appeal or rectify your course progress within the 20 working days, you will be reported to Immigration for a breach of your Student Visa Conditions. This may have serious implications for your student visa and future study options in Australia.

If you are reported to Immigration for unsatisfactory attendance and/or course progress, Immigration will consider all the information available and provide you with an opportunity to respond and explain your situation as to why you have breached your student visa conditions before any decision is made regarding your student visa status. Shafston must wait until the external appeals process is complete before further action is taken. You will remain liable for any outstanding fees owing to the college.

ACADEMIC SUPPORT AND APPEALS

If at any stage you wish to appeal a decision made by Shafston you will need to complete and submit the Complaint and Appeal Form (FRM-CA01). You will receive a written outcome by the required time frame.

If it's not possible to resolve a dispute internally via the above process, you can access an external appeals process via the Overseas Student Ombudsman. The Overseas Student Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. See the Overseas Students Ombudsman website: www.ombudsman.gov.au or phone 1300 362 072 for more information.

ACADEMIC INTERVENTION PLAN AND REPEAT CONSULTATION

An Intervention Strategy Plan is an agreed support plan between you and a member of Shafston VET Team.

- You may bring a support person to the Intervention Strategy meeting where you will be speaking with your trainer and the VET Coordinator to develop a plan to suit your needs.
- At this meeting we will be able to discuss the details of the plan and will need to mutually agree to the time frame.
- You will need to be committed to ensure a successful outcome is reached.

Once the Intervention Strategy has been devised and mutually agreed upon between yourself and Shafston, you will be required to sign and date this, as an acknowledgement that you agree to the strategy planned to support you to get back on track with your academic progress. You will be given a copy of the plan and a copy will also be kept in your student file.

Following are some examples of intervention strategies:

- Attend the Academic Literacy workshops. These are free, check the Shafston noticeboards for information or ask the VET Coordinator.
- Ask to attend some free ELICOS English classes or you may be directed to attend these.
- Do some extra catch-up reading and self-study.
- Talk to your trainer more and ask questions as much as possible so you can get more information and a better understanding of the study.

In some cases, due to lack of academic course progress and/or attendance, repeat study may be required. This is NOT automatically done for you, however, it will be discussed (e.g. re-enrol) in the repeat consultation meeting.

If your original study plan needs to be extended, you will be issued with a new CoE (Confirmation of Enrolment), and this may affect the end date of your student visa. You may need to extend your current student visa and are advised to contact Immigration.

If you require extra academic support classes, as agreed upon in the Individual Academic Intervention plan, you will NOT be charged any additional fees for this.

If there are any extenuating compassionate and compelling circumstances and you have supporting documentary evidence such as medical certificates, psychologist reports, please make sure you give a copy to the VET Coordinator who will keep these in your student file.

Please speak to the VET Coordinator if you have any questions. Shafston is here to support you with your study and it is important that you contact us as soon as possible so that we can work through these together.

POLICIES AND PROCEDURES

Shafston has several policies and procedures that all students need to be aware of. You can access these documents via Shafston's website: shafston.edu/forms-policies-and-procedures/

The following is a list of policies and procedures that you should familiarise yourself with as soon as possible:

- Academic and General Misconduct
- Attendance Monitoring Policy and Procedure (ELICOS)
- Attendance Monitoring and Reporting Flow Chart
- Code of Ethics
- Code of Practice
- Course Progress Notice (VET)
- Deferral – Suspension and Cancellation of Studies Policy
- Recognition of Prior Learning Policy (CPL036)
- Credit Transfer Policy (CPL034)
- Student Support with LLN Policy
- VET Course Progress Policy and Procedure
- Written Agreement – Terms and Conditions of Enrolment – VET
- Anti-Discrimination Policy
- Complaints and Appeals Policy (OPOL009)
- Complaint and Appeal Form (FRM-CA01)
- Under 18s Welfare Management Policy (POL029)

DEFERRAL – SUSPENSION AND CANCELLATION OF STUDIES POLICY

Your enrolment can be deferred, suspended or cancelled in limited circumstances by Shafston or by the student. When deferral, suspension or cancellation of enrolment is initiated by Shafston, students have the right to appeal the decision.

Deferral: Postponing your commencement date to a future date.

Suspension: Temporarily leaving your studies for an approved period of time during enrolment.

Cancellation: Cancelling your course entirely and not continuing your studies.

Students are only permitted to defer or suspend their studies if their application has been approved by the Shafston Management Committee. Deferrals may only take place before the start date of the course. Once the course has commenced student must apply to suspend their course of study. The maximum period of deferral is six months and the minimum will be dependent on the Shafston academic calendar.

For more information please refer to the Deferring, Suspending or Cancelling Policy and Procedure on the website.

INTERNATIONAL STUDENT VISA CONDITIONS

Overseas student visa requirements are governed by the National Code of Practice for Providers of Education and Training to Overseas Students 2018. Attendance is a mandatory requirement for student visa holders. Shafston advises students that satisfactory course attendance of 80% and more is encouraged so that students receive the most from the delivery and learning associated with their enrolled programme of study. Students run the risk of compromising their course progress and ultimately may be reported to Immigration for unsatisfactory attendance or unsatisfactory course progress.

Shafston records and monitors attendance for the purpose of student welfare, online or distance learning restrictions, course progress and intervention strategies to ensure that we can offer support for students to meet their student visa obligations and complete their course within the duration specified in their Confirmation of Enrolment (CoE).

Allocated periods of vocational placement and online study within units of competency are not recorded for attendance. 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 contact:

Department of Home Affairs

Ground Floor, 299 Adelaide Street, Brisbane QLD 4000.

Office hours: Monday – Friday 9 – 4 pm (Wednesday 9 – 1.30 pm).

Telephone: 131 881 | Website: www.homeaffairs.gov.au

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.

REFUND POLICY

Students withdrawing and enquiring about their eligibility for a refund are advised to visit the Shafston Website and read the Written Agreement – Terms and Conditions of Enrolment – VET.

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

REQUESTING ACADEMIC RECORDS

If you require a copy of your Academic Transcript, you will need to complete a “Student Request” form. You are entitled to one free copy of your transcript and testamur per course.

If you require copies of your Academic Transcript throughout a Stage of your course, a fee is payable. Please speak with Student Support Staff for further details. Please ensure you have received feedback for all your assessment and you are satisfied with the results before applying for an official academic transcript.

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.

COMPLAINTS AND APPEALS

Complaints are best to be resolved informally with the persons involved or with Shafston. We encourage you to speak to the person first and try to resolve the matter informally.

If this is not an option, then Shafston does have a complaints and appeals process. For more information on this and to access the appropriate form, please refer to the Shafston website: shafston.edu/forms-policies-and-procedures/

- Complaints and Appeals Policy (OPOL009)
- Complaint and Appeal Form (FRM-CA01)

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

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER (CT) INFORMATION FOR STUDENTS

Recognition of Prior Learning (RPL)

RPL allows you to have your existing skills and knowledge — gained through work, life experience, or prior study — formally assessed against the requirements of a unit of competency. RPL is a thorough assessment process (not a shortcut) and a successful outcome is not guaranteed.

If your evidence partially meets the requirements, you may be offered targeted gap training rather than needing to repeat the entire unit.

RPL assessment fees are non-refundable. If RPL or Credit Transfer shortens your course, this will be reported to the Department of Home Affairs via PRISMS and may affect your CoE and visa duration.

For full details, refer to the RPL Policy (CPL036), RPL Student Information Sheet (INF-RPL01), and RPL Request Form (FRM-RPL01) on the website.

Credit Transfer (CT)

Credit transfer recognises units of competency you have previously completed at another Australian RTO, where the unit is identical or confirmed as equivalent on training.gov.au. Credit transfer is provided at no additional cost.

You will need to provide AQF certification documentation or an authenticated VET transcript. If a unit is superseded but not confirmed as equivalent, you will be referred to the RPL process. Overseas qualifications cannot be used for Credit Transfer — they must go through RPL.

For full details, refer to the Credit Transfer Policy (CPL034) and Credit Transfer Application Form (FRM-CT01) on the website.

Important: No staff member, education agent, or any other person is authorised to guarantee you an RPL or Credit Transfer outcome. Education agents cannot conduct RPL pre-assessments.

ARTICULATION AGREEMENTS

Articulation Agreements are formal agreements (or some would call a partnership agreement) between two or more Colleges or Universities which document the transfer policy for a specific academic program.

Shafston have several articulation agreements in place with other Australian Universities which provides Shafston students with a pathway to higher educational opportunities.

Please speak to the Student Service for further information.

STUDY LEAVE (ALSO KNOWN AS HOLIDAY)

Students who wish to go on study leave MUST apply for it, regardless of your visa type.

There are two different Study Leave forms. The form you will be provided will depend on the circumstances of your study leave:

- Application for Study Leave (up to 4-weeks, consecutively)
- Application for Deferral and Suspension of Studies (more than 4-weeks, consecutively)

- All applications for study leave must first be discussed with your trainer.
- Study leave forms are available from your Trainer or the Head of Department VET.
- All VET courses have scheduled holiday periods built into the duration of the course and students should endeavour to plan their study leave within these times so you don't miss out on any course work.
- Students must complete a Study Leave form in order to receive a 'confirmation of holiday' letter from Shafston to present to their employers to enable them to work more than 40 hours per fortnight.
- You must apply and submit an application form for study leave at least 2 weeks before you intend to go on study leave.
- Student visa holders are generally not permitted to take more than the allocated number of weeks holiday for their course. If more than the allocated number of weeks is required then they must apply for a Deferral/Suspension of Studies under Compassionate and Compelling circumstances.

Approval Process:

- Your attendance must be at least 80% or above and you must have satisfactory course progress.
- The authorised leave must be within the length of your COE. 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.

Compassionate and Compelling circumstances:

- Compassionate and Compelling circumstances 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 for Deferral and Suspension of Studies.
- This form is assessed internally and you will be notified by email of the outcome of your request.

For more information about your study leave options, please speak to the Head of Department VET.

PRIVACY AND PERSONAL DETAILS

Shafston is required to collect certain information about you, as requirement of the 2025 Standards for RTOs. This means it is important after you enrol and commence your studies, to keep your address and contact details updated with the college at all times.

- Shafston International College Pty Ltd is committed to respecting privacy and confidentiality in relation to the collection, maintenance, use, archive or disposal of any and all student information. This information cannot be disclosed to a third party unless authorised by the student.
- Shafston is required to gather personal 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 course information, events and compliance with legislative reporting requirements.
- Shafston will safeguard the confidentiality of information about students to ensure that information about students are not disclosed without their written consent (Unless required or permitted by Australian Law).

IMPORTANT INFORMATION AND EMERGENCY CONTACTS**IMPORTANT PHONE NUMBERS**

Service	Number
Emergency (Ambulance / Fire / Police)	000
Department of Home Affairs	13 18 81
Translink	13 12 30
Translating and Interpreting Service	131 450
Lifeline (free counselling service)	13 11 14

ICE Number

When you buy your own mobile phone in Australia, you should add the College phone number under ICE (In Case of Emergency) in the contacts section of your phone. If you are involved in an emergency, an ambulance or police officer may use your phone to contact us.

Emergency Mobile Phone Number: 112

Number 112 only works from a mobile phone and even works when there is no mobile signal. Make sure your phone has sufficient battery power. This number is useful for an emergency such as if you get lost bushwalking or something similar.

For all other emergencies POLICE, FIRE & AMBULANCE where there is a mobile signal, CALL 000.

EMERGENCY PROCEDURES

- Phone 000 (triple zero) for police, fire or ambulance emergencies.
- The general police number for non-emergencies: 131 444
- If you hear the fire alarms, evacuate (leave) the building immediately and DO NOT USE THE LIFTS.
- If you are with your class and teacher – follow your teacher’s instructions.
- Do not panic and do not run.
- If you smell smoke – tell your teacher or a Shafston staff member immediately.
- If you see anyone acting strangely tell Shafston staff immediately. Do not put yourself at risk.

Make sure you know the address and telephone number of where you are staying at all times.

TO TELEPHONE OVERSEAS YOU MUST DIAL:

0011 or 0018 + country code + area code (without 0) + personal number. If you dial 0011, you will be charged a per-minute rate. If you dial 0018, you will be charged for ½ hour time blocks. There are many overseas phone cards available at local post offices or newsagents with cheaper connection fees.

MORE IMPORTANT PHONE NUMBERS

Service	Contact Details
Emergency – Life Threatening	000
Police Link (non-emergency)	131 444
Shafston International College	www.shafston.edu
Shafston Email	info@shafston.edu
Shafston College – Reception	(07) 3249 4111
Shafston Homestay Office	(07) 3249 4107 / (07) 3249 4159
Shafston After Hours Emergency	Brisbane / Gold Coast / Sydney: 0438 888 001
Public Transport (Translink)	13 12 30 translink.com.au
QLD Transport Department	13 23 80 transport.qld.gov.au
Australian Taxation Office	www.ato.gov.au
Dept of Home Affairs (Immigration)	131 881 homeaffairs.gov.au
Our Brisbane website	www.ourbrisbane.com.au

HELPLINES SERVICE

Service	Contact Details
Alcohol and Drug Information	1800 198 024
Child Protection	1800 811 810

Sexual Assault	1800 737 732
Domestic Violence	1800 737 732 1800respect.org.au
National Alcohol & Drug Hotline	1800 250 015
Legal Services	1300 655 754
Quit Line (Stop Smoking)	137 848
AIDS Advice and Counselling	1800 133 392
Abortion and Grief Counselling	1300 363 550
Alcohol and Drug Counselling	1800 177 833
Crisis Care	1800 177 135
Crisis Pregnancy	1800 650 840
Gamblers Anonymous	1800 002 210
Suicide Helpline	13 11 14
Poison Information Centre	13 11 26
Salvation Army (Grief Counselling)	1300 363 622
QLD Govt Telephone Interpreters	131 450
Local Embassies or Consular Reps	1300 935 260

CRITICAL INCIDENTS

DEFINITION

A critical incident is defined by the National Code as a 'traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury'.

Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or physiological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life-threatening events could still qualify as critical incidents.

Critical Incident Team / Coordinating Group

When a critical incident occurs the PEO or nominee will call a meeting with the appropriate staff to form a Critical Incident Team. The Critical Incident Team is responsible for:

- Assessing risks and response actions
- Liaison with emergency and other services
- Contact with students' relatives and appropriate contacts
- Liaison with other external bodies, such as homestays, carers or foreign embassies, and
- Counselling and managing students not directly involved in the incident

Action Plan

The Critical Incident Team will set in motion a critical incident action plan to manage various aspects arising from the incident, including communication strategies. The PEO or nominee will call a meeting with the following staff or their nominees as a Critical Incident Team:

- PEO or nominee
- Director of Studies
- Heads of School
- Course Coordinator(s)
- Counsellor(s)

At the initial meeting, the task of the group is to:

- Create for themselves a clear understanding of the known facts;
- Plan an immediate response;
- Plan ongoing strategies;
- Allocate individual roles/responsibilities for ongoing tasks.

Immediate Response – Issues to be considered:

5. Contact with next of kin/significant other(s) – what is the most appropriate manner of contact?
6. Arrangements for informing staff and students
7. Guidelines to staff about what information to give students

A written bulletin to staff if the matter is complex.

8. Briefing staff and delegating a staff member to deal with telephone/counter inquiries
9. Managing media/publicity
10. Identification of those students and staff members most closely involved and therefore most at risk: those directly involved; personal friends/family of those involved; others who have experienced a similar past trauma; other students, staff, supervisors, etc.

Arrange a time and place for an initial group/individual debriefing session with Counsellor(s). In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.

11. Organise a tasks timetable for the next hour(s), day(s), etc.
12. Plan ongoing feedback and regular meetings so that the coordinating team is continuously in touch and working together.
13. Confirm access to emergency funds if necessary.
14. Ensure one member of the team is the scribe for all meetings to keep records of content and decisions.

HEALTH AND SAFETY

FIRE EVACUATION PROCEDURE

If there is a fire on the premises, you will be notified by your Trainers and given instructions to evacuate to an area clear of danger. Please ensure you follow the direction of your Instructors and do not return to buildings or areas of danger. Fire extinguishers are available and will be accessed by Shafston staff. **DO NOT** leave the

evacuation area unless you have advised your trainer you will not be returning to class – this is to ensure that you have been accounted for exiting the building.

INJURIES, ACCIDENTS AND INSURANCE

- Accidents sometimes happen, or you may get sick. If you need medical help, speak to your homestay, your teacher or to the 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 for further information.

Preamble

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. The intention of standard 6 is to ensure that appropriate support services are available to international students to ease the transition into life and study in Australia and allow access to appropriate assistance for the student as needed.

Principles

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 by your Trainer, or from 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 RECEPTION staff. They will find the nearest doctor. You can also 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.

STUDENT OSHC

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

HOW DO I GET OSHC?

You may be or have been quoted for an OSHC payment on your enrolment. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers. If you have paid for OSHC at point of enrolment this is mentioned on your Confirmation of Enrolment. Shafston will lodge your OSHC form and payment at the time of you registering and commencing your studies.

If you have not requested OSHC to cover you for the full length of study it is your responsibility to extend and ensure that your OSHC is always up to date. It is a requirement of your student visa that you have OSHC at all times.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC PROVIDERS:

Health Provider	Website
Medibank Private / AHM	medibank.com.au / ahm.com.au
OSHC Allianz Assistance	oshcallianzassistance.com.au
BUPA OSHC	oshc.bupa.com.au

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia.

Note: Only some health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

OTHER

18+ CARD – AN ADULT PROOF OF AGE CARD

Provides proof of age that you are aged 18 years or older. Provides photo ID (identification) for people who don't hold a driver's licence as a form of photo ID. (Please note that this does NOT replace the need to get a driver's licence.)

Sometimes your Shafston Student ID card is not sufficient ID, for example, for entry into a nightclub or bar, as a primary form of bank identification.

For more information please check: qld.gov.au/transport/licensing/proof-of-age

ON CAMPUS

CAMPUS EVENTS

- There are student events on the monthly Shafston Events Calendar.
- Many of the student events on the monthly calendar are free of charge.
- Joining this event is as easy as turning up! Speak to the friendly Student Service in the Student Centre. Come along and meet some new friends and have some fun together!

CAMPUS CAFÉ

The on-campus café operates during peak periods. When open, you can buy food, light snacks, and drinks at reasonable prices. There are microwave ovens for heating food. Please check with Reception for current opening hours. This is a great place to meet new friends.

CLASSROOM SECURITY

Do not leave your bag or personal belongings in the classroom. Always carry your wallet or purse. Never leave your wallet/purse in your bag, and do not bring large amounts of cash to school. Losing your money, camera and passport can be a very bad experience and extremely inconvenient. (Lost passports usually take a long time to be replaced and lost money can't be replaced!)

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!

LOST PROPERTY

If you have lost something on campus, please check with Reception or the Student Centre. Lost property is held for a reasonable period. Shafston is not responsible for lost or stolen items.

NEWSPAPERS, MAGAZINES AND BOOKS

These are available in the waiting area and in the library. Books can be borrowed from the library and you can also borrow other learning materials. You need to show your student card to borrow from the resource centre.

FEEDBACK SURVEYS

We value your feedback and want to hear from you about your studies at Shafston so from time to time you will receive an email survey from us. We email the following surveys to all students and would appreciate you spending some time to complete and submit them. These surveys are used to improve our customer service and course delivery to you as well as improve on other areas. These can be completed anonymously and are confidential:

- Commencement Questionnaire
- Mid-course Survey (This survey is a legislative requirement and the data collected is reported annually to the VET regulator).
- Target Surveys (focusing on unit of competency training and assessment)
- Post Study Survey (through our Shafston ALUMNI – we will survey you to check-in and see where your Shafston studies have taken you).

From time to time, you may also receive a call from one of our friendly Marketing/Student Engagement Officers who will check in with you to see how your Shafston study experience is going. We generally try not to email you too much as we know you are busy with your studies. Although these surveys are not compulsory, we would love you to complete them. Your feedback and suggestions are highly valued and your opinion is very important to us. Don't just wait for us to contact you, if there is anything you would like to talk about please come and see us. We welcome your feedback and suggestions.

FOCUS GROUPS

A 'Focus Group' session is something which takes up to an hour and our facilitator will ask you questions about all-things Shafston! If you receive an invitation to these free focus group sessions but you already have a commitment, let our staff member know and we can try schedule you to another Focus Group session, a few months later.

Hearing directly from our Shafston students and inviting you to a 'Focus Group' meeting and talking about your course and your Shafston study experience is something we value highly. At the Focus Group session, we will not only listen to what you have to say, but we will also have some afternoon tea after the session so that you can socialise with some of our team and Shafston classmates.

We value, encourage and respect open dialogue and communication at all times. If you have any questions or have something you'd like to share with us – remember to let us know! You can email us: students@shafston.edu or you are welcome to speak to your teacher, or go to level 3 and speak to the VET Coordinator. If you need a quiet confidential office to speak to a staff member, let them know so they can find a more private office area.

SAFETY AT THE BEACH

There are many beautiful beaches in south-east Queensland. Australia's surf life savers are there to help you if you have any questions about beach safety, or if you get in trouble in the surf. Remember the F-L-A-G-S and stay safe!

Find the flags: Always swim between the red and yellow flags. They represent a safer place to swim than unpatrolled areas.

Look at the safety signs: Safety signs help identify potential beach dangers.

Ask a lifeguard for safety advice: Conditions can change quickly. Talk to a lifesaver before entering the water.

Go swimming with a friend: Look out for each other and get help if needed.

Stick your hand up for help: Stay calm if you get into trouble. Raise your arm for help.

As a general rule:

- ✓ Always swim on patrolled beaches;
- ✓ Always swim between flags;
- Don't drink alcohol and swim.

SUN SAFETY

Queenslanders enjoy a sunny and warm climate for most of the year. If you spend time outdoors you will need to look after your skin.

Sun Protection:

- ✓ Wear sunscreen
- ✓ Wear a broad-brimmed hat
- ✓ Stay out of the sun during the hottest hours of the day (10am–3pm)

SAFETY ADVICE – BUSH AND OUTBACK SAFETY

Queensland has many places to explore. Remember to consider these important tips if you are planning a trip into the bush or Outback:

- Travel with other people
- Always tell your family/friends if you are going to be travelling and will be away for a number of days

- Make sure you have adequate supplies and are covered for all emergencies!
- Make sure someone knows where you are at all times
- Stay on the road or a walking track
- Do not dive into a river or lake – enter gradually
- Take care with the wildlife and do not touch or feed them.

SAFETY ADVICE – FRIENDS

- It is fun to meet lots of friends and to practise your English.
- Remember ‘stranger-danger’ – if you don’t feel comfortable or safe, then follow your instinct and keep yourself safe.
- If you are going out at night – always go with a friend.
- Remember to take your passport ID if you are going to a pub or night club – if you don’t have an 18+ card, or a Queensland Driver’s Licence, then your passport is the best form of ID to have with you. Remember to keep yourself and your passport safe.

SMOKING

- You must be over 18 years of age to purchase and smoke cigarettes.
- It is illegal to smoke in public areas, such as bars, in restaurants, in the Queen Street Mall (Brisbane City).
- Smoking is not permitted within 5 metres of any doors/entrances.
- It is important to remember the health dangers associated with smoking.
- If you are a smoker and thinking of stopping this habit, there are many quit-lines: www.quitnow.gov.au

TRANSPORT

If you are travelling in and around Brisbane or coming to college – you have lots of choices depending on the distance you need to travel.

Cycle/Bicycle: you might have your own or you can hire one through the Brisbane City Council scheme: see www.citycycle.com.au

Car/scooter: many students buy one second hand through online sites. Just remember you need to have not just a safety helmet and protective gear, but you also need to have a licence to operate this on the road. For information about getting a driver’s licence see: www.tmr.qld.gov.au

Public Transport (Bus): Brisbane City Council Bus – see: www.translink.com.au

Public Transport (Ferry): CityCat (via the Brisbane River) – see: www.translink.com.au

Eligible full-time post-secondary students, such as Shafston VET students can apply for a 50% concession fare on Translink public transport (excluding AirTrain), regional Qconnect bus services and approved regional ferry services.

For more information please see: translink.com.au/tickets-and-fares/concessions/tertiary

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.

TRAVEL AND ACTIVITIES

- The Shafston activities calendar can be found at: shafston.edu/activities/ or like us on Facebook for updates.
- The friendly staff at Student Centre can help you plan weekend and holiday activities. Some activities are FREE to Shafston students.

VERSION HISTORY

Date	Summary	Version
Aug 2023	VET Student Handbook (International) Version 2 finalised.	2
Oct 2025	Updated regulatory references to 2025 Standards for RTOs. Added Academic Integrity and AI section. Added Digital Literacy section. Added Anti-Discrimination and Vilification section (incl. antisemitism). Rewrote RPL/CT section to align with CPL036 v2.0 and CPL034 v2.0 (gap training, non-refundable fees, overseas quals, agent restrictions, PRISMS). Updated Complaints to OPOL009 v2.0 and FRM-CA01 with timelines and external review. Added TPS reference. Added campus multi-site note (GC/Sydney). Added GC/Sydney transport info. Removed personal names from emergency contacts. Updated Critical Incidents (GM→PEO). Fixed Lost Property duplicate. Fixed Café description. Added policies to list (Anti-Disc, CPL034, FRM-CA01, POL029). Fixed typos (IDENTIFIER, REGISTRATION).	2.0