



INTERNATIONAL STUDENTS ORIENTATION HANDBOOK



BEVERLY HILLS INTENSIVE ENGLISH CENTRE



Term 1, 2020

NSW GOVERNMENT SCHOOLS

School Contacts

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CRICOS Provider name: NSW Department of Education
CRICOS Provider Code: 00588M

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WELCOME WELCOME



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About the School

1. Principal's Message

Dear International Student

We would like to welcome you to our school. We are very happy that you have chosen to study English here before you go to high school and we hope you will soon feel very much a part of our school.

To help you to settle into *Beverly Hills Intensive English Centre* we have a teacher acting as your mentor. Her name is Lisa Lum and she is known as the *International Student Coordinator*.

The role of the *International Student Coordinator* is to assist you by:

- ensuring that your academic needs are being met
- assisting you to settle in to the school
- offering information to any questions you may have
- helping you to feel happy and safe

It is a big challenge to study in a foreign language in a foreign country and we are very proud of you for taking up that challenge. We know that there will be times when you find your new culture quite confusing and you are welcome to talk to us about these matters. We hope that you have arrived with a positive attitude and high expectations of success.

We wish you well in your studies.

Mr M Harmey



2. School Profile

Beverly Hills Intensive English Centre: Ambassadors of Diversity

2.1 Students' Rights and Responsibilities

As a student at Beverly Hills Intensive English Centre, you have certain rights. With each right you also have a responsibility.

- **Attend school**

You have the right to attend school and to be involved in all school activities.

- **Obey school rules**

You have the responsibility to obey school rules and cooperate with teachers.

- **Learn**

You have the right to an orderly classroom in which you can learn.

- **Try**

You have the responsibility to try to do your work (schoolwork and homework) and cooperate with the teacher to have an orderly classroom.

- **Help**

You have the right to get help with problems you may be having at school as well as with personal problems.

- **Seek help**

You have the responsibility to ask for help from your teacher or school counsellor.

- **Express opinions**

You have the right to express your point of view.

- **Listen**

You have the responsibility to listen to the opinion of others. When you express your opinion, you have the responsibility not to interfere with the orderly classroom.

- **Respect**

You have the right to respect from other students and teachers, both for yourself and for your property.

- **Respect others**

You have the responsibility to respect other students and teachers and their belongings.

- **Safety**

You have the right to personal safety at school both inside and outside the classroom.

- **Take care**

You have the responsibility to be aware of your personal safety and the safety of others.

- **Friends**

You have the right to the security and support of friends.

- **Make friends**

You have the responsibility to make friends with other students to create an enjoyable and friendly learning environment.

PLEASE REMEMBER If you are responsible at school, you will keep your rights. However, if you are irresponsible at school, you will lose your rights, and disciplinary action, including detention or suspension from school, may follow.

3. School Directory

School Staff



Mrs Lisa Lum
International Student Coordinator (ISC)

Mrs Lum can speak to you regarding any concerns you may have about your school, health, homestay issues or if you require a leave request or change of address form.



Ms Carey Little
School Counsellor (Monday)

Ms Little can speak to you if you have concerns, feel unhappy or are homesick. She is located in the front office.



Mrs Lilianna Galea
School Counsellor (Wednesday and Friday)

Mrs Galea can speak to you if you have concerns, feel unhappy or are homesick. She is located in the front office.



Ms Yen Lieu and Liping Bai
Vietnamese and Chinese School Learning Support Officers

Ms Yen & Ms Liping can support you in class at the teacher's request by translating information given by the teacher.

If you need help with a problem or feel unsafe at school at any time, go and see your International Student Coordinator or one of the staff listed here 😊

Teaching Staff

Michael Harmey	Deputy Principal	Lisa Lum	Head Teacher International Student Coordinator
Irini Ellis	English/TAS	Ella Linton	English
Sidney Shen	Maths	Rebecca Kirk	English
Chris Lawrie	Art	Isobel Crealy	English/HSIE
Simone Murphy	PDHPE	David White	Science
Rosie Sugden	English/HSIE	Suzie Khalil	English/HSIE
Susan McInerney	Computer Studies	Nichola Palazzi	English/Art
Rosa Vargas	English/HSIE	Victoria Sainsbury	English

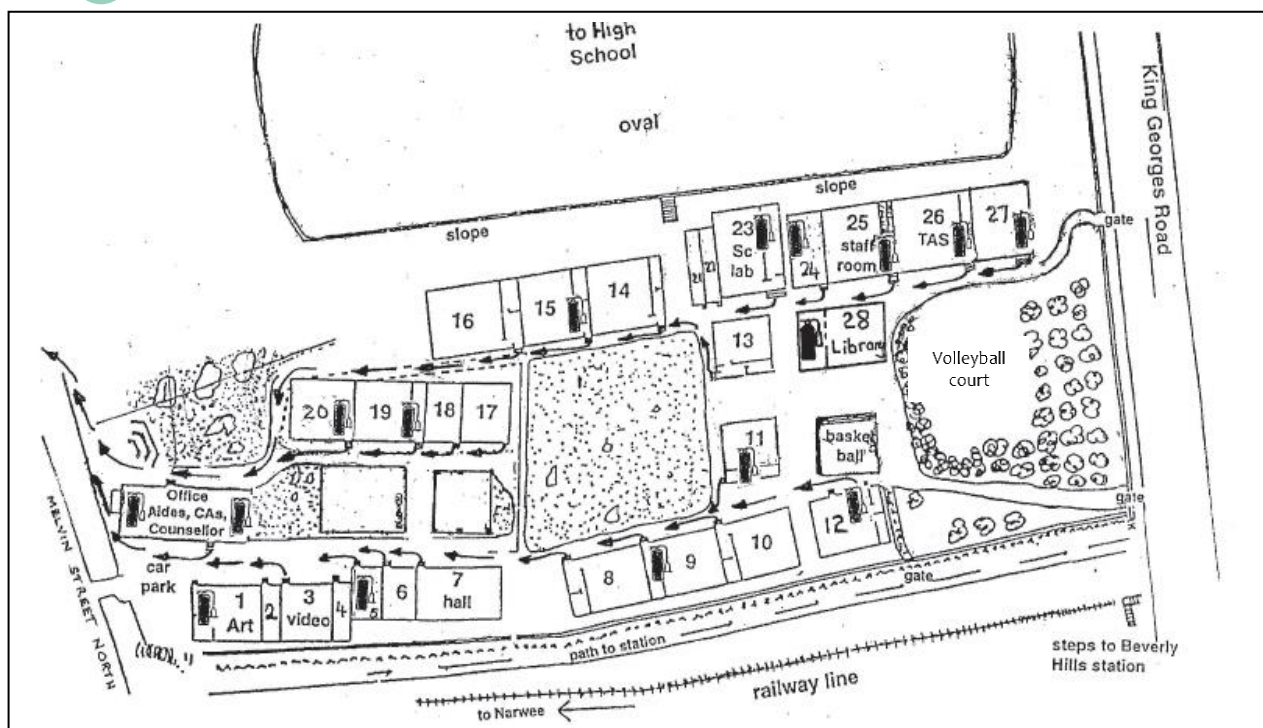
Office Staff

Claire Lynch	School Administrative Manager
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School Learning Support

Yen Lieu	Vietnamese	Jwan Youkhanis	Arabic
Liping Bai	Mandarin	Monica Stuart	Spanish
Karen Wong	Cantonese/Mandarin	Suhandi Kosasih	Indonesian
Jenny Gong	Mandarin	Mikhail Kallon	Krio

4. School Map and facilities



5. Support Services

Counselling

Ms Little and Mrs Galea are the School Counsellors and they are located in the counsellor's room in the office. To make an appointment to see Ms Little and Mrs Galea go to the Office.

What is a School Counsellor?

In all New South Wales government schools, there is a counsellor who is a qualified teacher and educational psychologist with special training to help students with any problems they are having, or to help them get information they may need. This service is free and confidential.

Why do students see the Counsellor?

Academic problems

- Worries about progress
- Indecision about staying at school
- No quiet place to study at home

Personal problems

- Sadness in missing your country/friends
- Feeling lonely at school
- Feeling anxious about making friends
- Home problems such as not getting along with family members

6. Rules and Policies

6.1 School Rules

1. Be at school every day. Students must be present for every lesson. Bring a note for any change to routine e.g. Not participating in school activities or leaving school early
2. Bring a note with the reason for any absences and give it to the office staff.
3. Stay inside the school grounds.
4. Be on time to all lessons. First lesson begins at 8.35am.
5. Obey any requests by the teachers, school support learning officers or ancillary staff.
6. Do not mark or damage any school property in any way. You will be asked to pay for any damage to school property.
7. Wear appropriate and modest clothing. Wear closed shoes.
8. Do not wear hats inside the classroom
9. Always treat other students with respect. Do not fight or be aggressive to each other. Do not swear in any language.
10. Do not remain in classrooms during lunch and recesses (except in wet weather).
11. Do not eat or drink in the classrooms and keep the classrooms clean and tidy.
12. Put your rubbish in the rubbish bins and paper in the recycling bin.
13. Do not bring chewing gum to school or any school excursion.
14. Play ball games only in the game areas
15. Do not smoke at school.
16. Do not swing from the crossbars on the covered walkways.
17. Mobile phones are to be switched to silent at school
18. Do not bring valuables or large amounts of money to school.
19. Sit quietly on buses and trains when travelling to and from school.

6.2 Bell times

	Mon,Tues & Thurs	Wednesday	Friday
Period 1 & 2	8.35 am - 9.50 am	8.35 am - 9.50 am	8.35 am - 9.50 am
Reading	9.50 am - 10.10 am	9.50 am - 10.10 am	9.50 am - 10.10 am
Recess	<i>10.10 am - 10.25 am</i>	<i>10.10 am - 10.25 am</i>	<i>10.10 am - 10.35 am</i>
Period 3 & 4	10.25 am - 11.40 am	10.25 am - 11.40 am	10.35 am - 11.50 am
Lunch	<i>11.40 am - 12.20 am</i>	<i>11.40 am - 12.20 am</i>	<i>11.50 am - 12.30 am</i>
Period 5 & 6	12.20 pm - 1.35 pm	12.20 pm - 1.35 pm	12.30 pm - 1.40 pm
Recess	<i>1.35 pm - 1.45 pm</i>	<i>1.35 pm - 1.45 pm</i>	<i>1.40 pm - 1.50 pm</i>
Period 7 & 8	1.45 pm - 3.00 pm	1.45 pm - 2.20 pm	1.50 pm - 3.00 pm

6.3 Homework Policy

Every night for 2-3 hours:

- Complete set homework
- Revise new words and how to use them
- Practice writing sentences/summarise new work
- Reading English books
- Spelling lists
- Prepare questions to clarify meaning

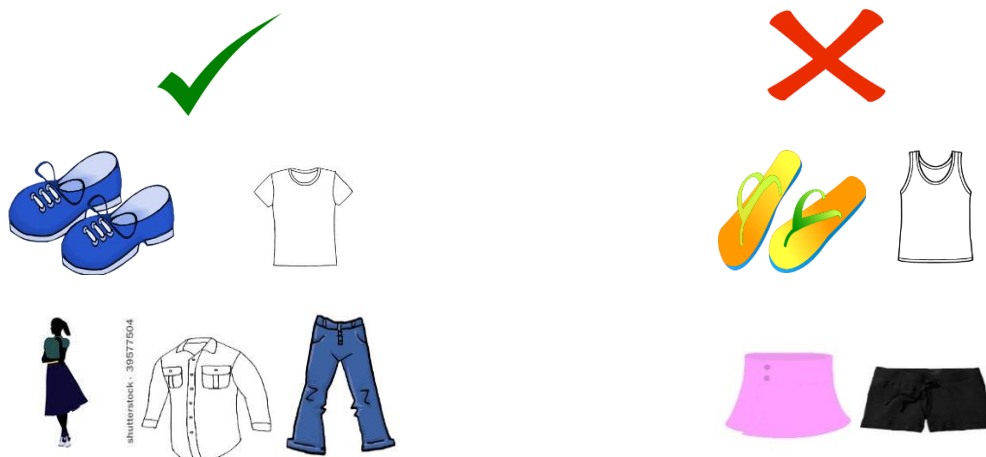
Homework Centre

After School Tutorial is in the library every Thursday for homework help and targeted learning activities.

6.4 Uniform and dress code

Beverly Hill IEC does not have a school uniform however there is a sports T-shirt. The red BHIEC T-Shirt must be worn to PE sport and excursions.

Appropriate clothing for school includes covered shoes, covered shoulders, long shorts, pants and skirts.



6.5 Attendance Policy

Lateness

All students must report to the office if they arrive after the 8.35 am bell. Where possible, guardians are asked to send a note with the student to explain lateness.

Request to leave school during the day

If you must leave school during the day, bring a note from your parent/carer to the office before school. This note should include the date, your name and the name of the class teacher.

- Doctor and dental appointments should be made after school hours.
- If, for any reason, your parent/carer wishes to take you from school during school hours, he/she is requested to come to the office so that the office staff can make arrangements to take you out of class.

Accidents or illness

If you feel sick while at school, you can go to the office. The office staff will offer assistance and contact your parent/carer should you need to go home. If you are seriously ill, First Aid is administered and your guardian informed. If a serious accident occurs, an ambulance will be called and you will be taken to hospital. Parents/carers will be notified.

Bus and train passes

International students are not entitled to free bus or train travel. You can travel on a concession fare and need to purchase a green Opal Card, which is a reusable ticket that you can top up at train stations and newsagencies. The school office will arrange a concession card but you are responsible for organising your personal Opal Card.

Mobile phones

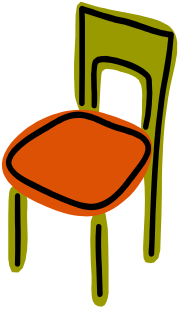





Mobile phones may be used in class only with teacher permission.

Valuable items

Do not bring valuable items to school. If students need to bring large amounts of money to school (eg. to pay a bill after school), they should leave the money at the office for safekeeping. No responsibility is taken for loss, theft, or damage to valuable items.

6.6 Policy on misbehaviour, suspension and expulsion

Classroom rules

<p>1. Stay in your seat</p> <hr/> 	<p>2. Hand up to speak</p> <hr/> 	<p>3. Complete set work</p> <hr/> 
<p>4. Be on time</p> <hr/> 	<p>5. Respect others, respect property</p> <hr/> 	<p>6. Listen when others are speaking</p> <hr/> 

Long suspension and expulsion

International students will be reported to Immigration if they are:

- suspended for 5 days or more;
- expelled from school because of serious misbehaviour/ involvement in criminal activities.

What happens if I am suspended or expelled from school?

- You will be given an **Intention to Report** letter and will be given 20 school days to appeal to the Principal and explain why the school should not report you to Immigration.
- If your appeal is unsuccessful, you will be contacted by Department of Education International to advise you of your further appeal rights.
- If all your appeals are unsuccessful, you will be suspended or expelled depending on the case. You will be reported to Immigration and they may decide to cancel your visa.

6.7 Policy on anti-bullying

Beverly Hills Intensive English Centre as part of the NSW Department of Education rejects all forms of bullying behaviour including online (or cyber) bullying.

NSW public schools work to provide safe, inclusive, and respectful learning communities that promote student wellbeing.

The department's [Behaviour Code for Students](#) requires students to be inclusive and respect other students, their teachers, school staff, and community members, and to not bully, harass, intimidate, or discriminate against anyone in our schools.

Should you have any concerns regarding bullying, if it is happening to you or another student please speak to your teacher, Ms Little, Ms Lum or Mr Harmey.

6.8 Merit system

Teachers will award merit certificates during class to those students who show themselves to be good students. Five (5) red certificates will earn you a blue certificate. Five (5) blue certificates will earn you a gold certificate.

Living in Sydney

7. Staying Safe

7.1 Emergency Services

Ambulance, Police or Fire Brigade



In case of an emergency or if you are in danger, call **000** and tell them:

- Type of emergency (ambulance/police/fire brigade)
- Your location or location of the emergency
- Your full name and contact number (if possible)



The local police station is Hurstville

Address: 36-38 Ormonde Parade
Hurstville NSW 2220

Phone: 02 9375 8599



The nearest medical centre is Southside Medical Centre

Address: 25 Belmore Road
Riverwood NSW 2210

Phone: 9534 6977



The nearest hospital to the school is: St George Hospital

Address: Gray Street
Kogarah NSW 2217

Phone: 02 9113 1111

7.2 Homestay 24 Hour Hotline

If you are living in homestays, you can contact your homestay host and/or parent nominated carer when you need help.

Your homestay company will also have a 24 hour hotline that you can call. Contact your International Student Coordinator if you do not know which company is your homestay provider.

Auzzie Families Homestay Care

Contact: Ms Gloria Wang
Phone: (+61 2) 9804 4700
Mobile: 0419 628 168 (24 hours)
Email: jun@auzziefamilies.com

Website: www.auzziefamilies.com

Oz Homestay

Contact: Ms Sarah Walmsley
Phone: (+61 2) 9325 6988
Mobile: 0421 556 374 (24 hours)
Email: info@ozhomestay.com.au
Website: www.ozhomestay.com.au

Global Experience

Contact: Agnes Ong
Phone: (+612) 9264 4022
Mobile: 0420 530 112 (24 hours)
Email: agnes@globalexperience.com.au;
Website: www.globalexperience.com.au

StayDownUnder

Contact: Mr Gerard and Mrs Rachel Whyte
Phone: (+61 2) 8901 4499
Mobile: 0410 761 499 (24 hours)
Email: info@staydownunder.com.au
Website: www.staydownunder.com.au



7.3 Important Safety Tips

When you are out with friends or by yourself, here are some simple things to remember:

- Always **plan your trip** home, especially at night. You may want to pre-book a taxi or arrange transport with a friend. Always make sure you have enough money to get home.
- **Avoid staying out past 8pm.**
- Try to **travel with a friend** or in a group at night.
- **Keep your bag** and belongings **close to your body** and where you can always see them.
- **Leave valuables at home** if you don't need to take them with you. This includes jewellery, electronic equipment such as your laptop and your passport.
- **Do not carry large amounts of money** with you. You can take money out at ATMs found in shops, supermarkets, petrol stations, shopping malls, shop fronts and many other public places.
- **Do not accept parcels** that do not directly belong to you. You will be held legally responsible for the contents of the parcels.
- **Do not pay for school fees through people who offer discounts.** This is a SCAM.
- **Call 000 in the event of an emergency.** Remember, calls to 000 are free of charge.

Did you know?

You must let your school know of **any change of your address and contact details as soon as possible and within 7 days.** It is a student visa requirement, and will help to keep you safe if the school knows where you live and how to contact you in case of emergency.

7.4 Cyber Safety

When using the internet, like anywhere in the world, you should protect yourself against spam, online scams, identity theft and online bullying. Protect yourself by following these tips:

- If you are using a public computer, make sure you **log out of your online** accounts such as your social media account, bank or email accounts, and log out of your computer account before you walk away.
- **Do not give away your personal information.** This includes your name, phone number, address, email address, date of birth, usernames and passwords, and bank details.
- If you think you're being harassed or bullied online, **report the person being abusive** to the website or social media administrators and talk to someone you trust straight away — such as a parent, teacher or friend, or contact **Kids Helpline (1800 55 1800)**
- **Ignore, block or mute** the person being abusive online and do not engage with them



You can find more information on the Kids Helpline website at:
<https://kidshelpline.com.au/teens/issues/online-harassment>

7.5 Road Safety and Public Transport Safety

- Where available, use pedestrian walkways and only cross the street at pedestrian crossings or lights.
- Watch for traffic before you cross by looking left and right for oncoming cars.
- Do not use your mobile phone or put on your ear phones when you are crossing the road.
- Avoid isolated bus, rail and tram stops.



Public transport is reliable and widely used in Australia, particularly in metro and urban areas. A number of security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However you should still use caution when travelling on public transport:

- Check transport timetables to avoid long waits, particularly at night. You can download an app on your mobile phone such as **TripView**, **TripGo** or **TransitTimes** to view timetables of public transport and plan your trip.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage closer to the guard or driver.



Train carriages nearest to the driver or guard are lit and safest at night.

7.6 Safety Apps

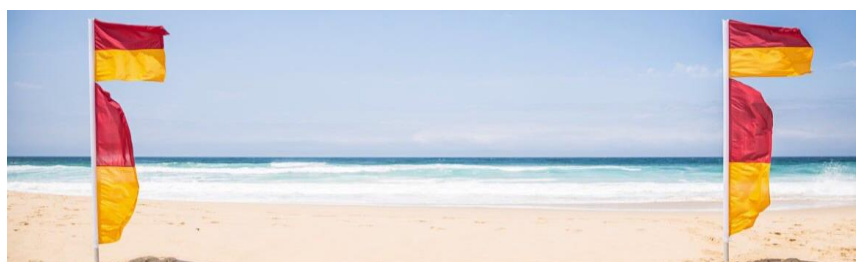
The **Emergency Plus app** is a national emergency app that you can use to get help as soon as possible in an emergency situation.

It tells you the exact location on the map and the GPS coordinates that you can read to the operator when you call the emergency service.



7.7 Water Safety

- Only **swim between the red and yellow flags** on the beach. This is the area where lifeguards and lifesavers patrol to keep you safe. No Flags = No Swim
- Look for, read and **obey water safety signs**.
- **Never swim alone** at the beach.
- Check water conditions and water depth before swimming – never dive head first.
- Never bathe and swim directly after eating or under the influence of drugs including alcohol.
- Learn how to spot a **rip current** and keep clear of the area.
- Always **use sunscreen** to protect exposed skin, put on a shirt, wear sunglasses and a hat when not swimming, and drink plenty of water.



Spot and Survive a rip current

Rips currents are the number one hazard on Australian beaches. The things to look for are deeper, dark-coloured water; fewer breaking waves; a rippled surface surrounded by smooth waters; and anything floating out to sea or foamy, discoloured, sandy, water flowing out beyond the waves.

If you are caught in a rip: **stay calm, float with the current, call out HELP** and **wave an arm** to gain attention of nearby surfers or lifeguards.



Learn about how to spot a **rip** and what to do when you are caught in a rip from the videos (multi-languages) on the **Beachsafe** website: <https://beachsafe.org.au/surf-safety/ripcurrents>

8. Reporting Incidents and seeking help

Bullying, assaults and harassments of any forms are not tolerated in Australia. If you have experienced any form of assault (either sexually or physically), harassment or any abuse, or think you are in danger of being assaulted, use the following services:

1. If you are in immediate danger, or wish to report an incident:

Police/Ambulance/Fire Brigade at 000

2. If you need help at school:

- Your **International Student Coordinator Mrs Lisa Lum or Ms Rosa Lu.**
- **School Counsellor Ms Carey Little or Mrs Lilianna Galea**

3. If you are concerned for your safety, and you feel you need to speak to someone for support, or for information on any support services that you can use:

- **Kids Helpline** is a free, private and confidential 24/7 phone line and online counselling service for young people. Call **1800 55 1800** or email counsellor@kidshelpline.com.au or visit www.kidshelpline.com.au for more information.
- **Bullying. NoWay!** provides information and helpful ideas about bullying: <https://bullyingnoway.gov.au/>
- **1800RESPECT** is a confidential information, counselling and support service for sexual assault victims and domestic violence. Call 1800 737 732 (24 hours) or visit their website at www.1800respect.org.au Ask for an interpreter if you wish to speak in your own language that is not English.



9. You and the Law

The laws in Australia can be very different from your home country.

For example:

- It is illegal to consume alcohol if you are under 18 years of age
- It is illegal to purchase cigarettes if you are under 18 years of age
- Possession and use of illegal drugs is a criminal offence

Visit the website www.lawstuff.org.au for information about laws relating to you.

9.1 Driving

You need to be at least 16 years old to be a Learner (L Plater) for driving a car. For car drivers, you can attempt a Driving Test to get your P1 (red) licence once you have turned 17 and you:

- have been on your L's for at least 12 months
- have logged at least 120 hours driving time which includes 20 hours night-time driving.

If you are driving a car on a Learner or P1 licence:

- You must not drive faster than 90 km per hour
- You must have a zero blood alcohol limit
- You must not use any functions of a mobile phone including hands-free devices while driving.

If you are driving a car on a P2 licence:

- You must have a zero blood alcohol level
- You must not exceed a maximum speed limit of 100 km/h

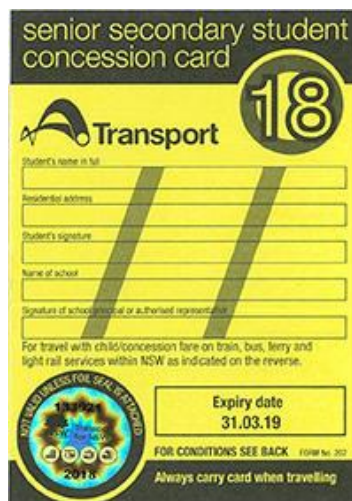


- ***Driving without a licence is illegal***
- ***Seatbelts are compulsory for drivers and passengers in Australia.***
- ***Speeding and drink driving are dangerous and are against the law.***
- ***You could lose your licence or go to jail if you are caught speeding or drink driving.***
 - You could lose your licence or go to jail if you are caught speeding or drink driving.

10. Transport and Travel Concession

Children **4 to 15 years of age** are automatically entitled to a child's half fare concession and are required to carry a **Proof of Age Card** to be entitled to the concession fares.

School students **16 years of age and older** are entitled to a half fare concession but are required to carry a **NSW Senior Secondary Student Concession Card** as proof of their eligibility. This will allow you to travel on public transport at concession fares.



Please see your office staff to apply for a Proof of Age Card (under 16 years old) or a NSW Senior Secondary Student Concession Card (16 years old and over). You must carry this card with you at all times and present it to ticket inspectors when required.

Opal card is the smartcard ticketing system used to pay for travel on public transport in Sydney, the Blue Mountains, Central Coast, the Hunter and the Illawarra.

You should get a **green CHILD/YOUTH OPAL CARD** by applying online at the Opal website: www.opal.com.au/ordercard. If you lose your card you can report it as lost or stolen.

You can also get an **unregistered Child/Youth Opal card** from your nearest newsagent or opal retailer over the counter. However, this card is not registered and therefore cannot be reported as lost or stolen.



11. Overseas Student Health Cover (OSHC)

You must have and maintain your Overseas Student Health Cover (OSHC) while you are in Australia. This allows you to access medical services at an affordable cost while you study in Australia. It is also a student visa requirement.

Activate your OSHC membership

You would have already purchased an OSHC membership arranged before you arrive. **It is important that you activate your OSHC as soon as possible if you have not already done that.**

Medibank OSHC members

If your OSHC policy is provided by **Medibank OSHC**, **activate your membership** by following the steps below:

1. Go to <https://www.medibankoshc.com.au/oshcactivate/>
2. Search the student profile using personal details including membership number, birth date, and name.
3. Then fill the next page with student information and click “submit” when completed.

Obtain your OSHC membership card

Once you have activated your membership, it is important that you obtain your membership card. Different providers may have different forms of membership card (electronic or plastic card).

If you are **Medibank OSHC member**, you can download your **Digital Membership Card** through the Online Member Services on the Medibank website.

1. log in to Online Members Services at www.medibankoshc.com.au
2. Once logged in, select ‘My Account’ in the top menu
3. Select ‘View Digital Card’
4. Once completed, save a copy of the card to your mobile phone and computer or tablet so that you can access it at all times.

Know your cover

It is important that you know what is covered and what is not covered in your policy, how much you can claim and how to make a claim if you do have to visit a doctor.

If you are a **Medibank OSHC member**, you can access the following **Online Member Services** on www.medibankoshc.com.au:

- Activate membership for new members
- Access digital member card
- Update membership details (including bank details for refund)
- Get policy information
- Make online claims

If you have a problem with your OSHC, you should contact your insurer in the first instance. If you are insured with Medibank OSHC, call 134 148.

*If you are **NOT** a Medibank OSHC member, ensure that you check with your OSHC provider to find out how to activate your cover, obtain your membership card and how to make a claim online.*

Visa Requirements You Should Know

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

For a summary of the ESOS framework see: <http://www.internationaleducation.gov.au>

For information about student visa requirements refer to the Department of Home Affairs (HA) website: www.homeaffairs.gov.au

Contact the **International Student Coordinator** at your school if you have any concerns or questions about your school, personal issues or other problems. The Coordinator will assist you or refer you to the appropriate staff member.

Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your school if you change your address or other contact details
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>, or call 131 881.

The following regulations apply to your studies at a NSW government school:

12. Attendance and Course Requirements

- You must **attend a minimum of 80%** of all scheduled classes. If you do not meet attendance requirements you may be reported to Immigration, unless there are compassionate or compelling circumstances (refer to guidelines below).
- You must provide a doctor's certificate for any absences of 3 days or more. The doctor must be a registered medical practitioner. If you are absent for 1 or 2 days, a letter of explanation must be provided by your carer or if you are over 18 years, you can provide your own written explanation to the principal.
- You **must meet course progress requirements**. When an International Student enters the IEC, he/she will complete an entrance test. Based on the results of this test, the student will be placed in the appropriate class level and an initial assessment report will be sent to DE International, the student's parents and the carers. Any student placed in a class lower than Level 2 will be advised that an extension of enrolment will be sought from DE International.

Each term the progress of International Students will be monitored and discussed. Students must achieve the required English language outcomes at each level.

Progress reports are graded as '**H**' – Highly achieved, '**A**' – Achieved, '**P**' Progressing towards achievement, '**D**' – Experiencing difficulties, '**N**' – Not attempted. If an International Student is not achieving a minimum '**A**' average at his or her level,

this will alert the school that the student is at risk of not being accepted into high school and may be issued with a warning letter of 'Failure to Progress'. This letter will be discussed at a meeting with the carer in which we will offer strategies to help the student improve, including:

- in class support
- pronunciation support
- after school tuition
- welfare support through the school counsellor program
- daily reading support

Parents and carers will be notified at all stages of student progress and informed of any required intervention strategy or variation to length of enrolment at the IEC.

Students who accept this support and try their best will have further meetings with the International Student Coordinators. When possible the IEC will liaise with the target high school to discuss further ESL support.

- These course requirements as outlined by the NSW Education Standards Authority (NESA). Further information about course requirements is available at: <http://educationstandards.nsw.edu.au>
- If you fail to meet the 80% attendance requirements or the course progress requirements, and fail to appeal or do not receive a successful school appeal outcome, you will be reported to the Department of Home Affairs and this may impact the status of your student visa. An **Intention to Report** letter will be issued to you and your parents and you will have 20 school days to appeal internally then externally. If all your appeals are unsuccessful, you would be reported to Immigration and your visa may be cancelled.

13. Accommodation and Welfare Arrangements

13.1 Homestay for under 18 students

If you are living in a homestay approved by DE International, your accommodation has been arranged by one of the four approved homestay providers.

Rules and expectations

Homestay is a great way to learn about the Australian culture and to improve your English. However, living with a new family in Australia can be quite challenging at first, and you need to follow **some rules on how you are expected to behave in a homestay family**:

✓ Follow the rules

Because your accommodation has been approved by DE International, it is important that you follow the rules to make sure you stay safe during your stay in Australia:

- **Come home for dinner every day** – you are expected to come home after each school day. You cannot stay overnight at a friend's or relative's place without approval from DE International
- **Follow the curfew time** – on special occasions when you have to come home late, you should be home by 8 pm on weekdays and 9pm during the weekends if your host is ok with it
- **Stay in a homestay arranged by one of the four approved homestay providers** (see 9.2) and seek approval from DE International if you want to move
- **Do not invite friends to stay at your homestay overnight** without your host's consent.

Your homestay will also have house rules that you must follow, but a lot of them are just common sense. For example,

- keep your room clean and tidy during your stay
- do not eat in the bedroom for hygiene reasons
- tidy up or clean up after yourself around the home
- call your host if you are running late
- turn off the lights and appliances when you are not using them to avoid wasting energy
- take short showers no longer than 15 minutes to save water, especially during drought season
- switch off your devices by 11 pm
- Internet should only be used for school purpose, and not playing games until early hours of the morning.

*Remember that things will be different from what you are used to at your home overseas and it may take some time for you to adjust – this can be the food, culture, language, food and people in the home. Be **flexible and open-minded**, and don't be afraid to try new things!*

Be respectful and considerate

Always show respect and be polite to your homestay family. Treat them the way you would like to be treated. Be aware that what you do in the home may affect others. For example, watch the volume when you play music or watch TV, and clean up after yourself, especially in common areas such as kitchen and bathrooms.

✓ **Take time to know and talk to your homestay family**

Don't be shy! Instead of going into your own room when you come home, hang out with your host family. It's always good to start the day with "good morning" and start a conversation with "How was your day?" when you come home.

Also, don't be afraid to ask questions when you are unsure, and talk to your host if you want to be heard, such as if you want more food at dinner time or if your room is too warm. Just be respectful and reasonable.

Similarly, **your homestay host** also has to follow rules when they are hosting you. For example, they must:

- welcome you into the home and include you in family activities
- give you a key and any passcodes required to access the residence
- provide you with a safe and secure bedroom with storage space for your personal items, and facilities including a bed, desk, chair and adequate lighting
- live in the residence with you at all times, including holiday periods; and inform DE International if there's any change to the accommodation and welfare arrangements
- give you access to heating in winter and cooling in summer
- provide three meals per day, including food for making lunch
- attend school meetings and communicate with the school about your studies.

If there are problems in your homestay and they are not resolved after you speak to your host, or if the matter is sensitive and you prefer to speak to someone else, don't be afraid to speak to your International Student Coordinator. They are here to help you.

13.2 Renting or Sharing an Accommodation (over 18 students)

If you have turned 18 and decided to rent or share an accommodation, make sure you know your rights and responsibilities as a tenant.

The **Fair Trading NSW** website provides useful information on renting:

<https://www.fairtrading.nsw.gov.au/>

Under the law, your landlord must give you a copy of the New Tenant Checklist:

Here are some general **Dos** and **Don'ts** when you are renting on your own:

DOs:

- ✓ **Let your school know your new address within 7 days (a student visa condition)**, and let them know of an emergency contact – this person should be a trustworthy adult friend or relative in Sydney, and preferably over 21.
- ✓ Make sure you **sign a lease agreement**, and read and understand the terms. The agreement will protect you if there are problems with your landlord. Remember you cannot be charged for the preparation of the agreement. **Keep a copy** of the agreement and all other related documents.
- ✓ **Check your agreement carefully** so you understand what you are signing up for. A few common things to look for are:
 - **Rent:** Check that the weekly rate is what you have agreed to and the time period of the contract. You have to pay your rent in advance. Your rent can only be increased after the specified period of time.
 - **Bond:** this is a deposit that you pay to cover any damages or if you end the lease early. The maximum you can be asked to pay is 4 weeks of rent. This bond should be refunded to you at the end of your tenancy.
 - **Any other fees** such as administrative fees, utilities (except water) etc
- ✓ **Get a receipt** for any rent or fees that you have paid and keep them for your records. Avoid paying in cash if possible, and make sure you ask for a receipt.
- ✓ **Respect and follow the house rules**, especially if you are sharing the accommodation with others. However, if the house rules are unreasonable, refer to your lease agreement and talk to your landlord.

Keep the accommodation tidy and in good condition. Your landlord has the right to inspect the accommodation but they cannot show up without giving you notice.

DON'Ts:

- ✗ **Move into an accommodation without an inspection or a key.** You should only move into a place after checking that it is in good condition.
- ✗ **Pay a large deposit for a cheaper rate, or more than you need to.** For example you do not need to pay more than 4 weeks of the rent for the bond.
- ✗ **Rent a place without signing a lease agreement.** It is illegal and is a clear warning sign of scam or subletting. Subletting is illegal in Australia and it will leave you unprotected if something bad happens.
- ✗ **Let your landlord keep your passports, ID document or personal belongings.** While they may ask for copies of your passport or ID documents, they cannot keep them. They also cannot keep your personal items.

Problems with Your Lease

If you think you are being treated unfairly by your landlord, or if you have any unresolved problems:

- talk to your **International Student Coordinator** immediately for help and advice
- make a complaint to **NSW Fair Trading** at:
<https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>
- talk to the **police** in some cases, such as when you are scammed.

14. Conditions of Enrolment

- You must commence school enrolment on the date stated on the **Confirmation of Enrolment** (CoE) and if this is not possible, notify DE International in writing within 24 hours of the start date on the CoE.
- You must adhere to school rules and the terms and conditions of enrolment as stated on the international student application form. You will receive information about school rules and expected behaviour at orientation.
- Your school may suspend or cancel your enrolment on grounds of misbehaviour. For further information about student behaviour and suspension and expulsion of students, refer to the International Students Coordinator at your school.
- Travel during school holidays, other than returning to your home country, is only permitted if you are travelling with your carer or relatives or on an approved school excursion. Written permission from your parents is required.
- If you want to transfer to another government school you must provide a written request to your school signed by your parents.
- If you want to change provider you must provide a written request to your school signed by your parents. For further information concerning visa regulations about change of provider, refer to the Department of Home Affairs website and the coordinator at your school.

15. Taking Leave

If you are going to be absent for a **week or more** during school term, or plan to take extended leave, your parents **must request approval** from the principal and **DE International** prior to taking leave or booking flights. Approval is only granted on compassionate or compelling grounds (refer to guidelines below).

16. Guidelines for Compassionate or Compelling Circumstances

Leave approved on grounds of compassionate or compelling circumstances is not counted in attendance records. Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but not limited to:

- illness, where a medical certificate states that you are unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on your studies
- a traumatic experience which could include, but is not limited to:
 - involvement in, or witnessing of an accident
 - witnessing or being the victim of crime and this has impacted on you (these cases should be supported by police or psychologists' reports or advice)
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

17. Suspension of Studies

If you are required to take leave for **longer than 5 days** from school due to compassionate or compelling circumstances, a suspension of your studies may be possible, whereby your absence is not counted towards your attendance rate.

Prior to taking leave, a signed request from your parents must be submitted to DE International along with evidence of compassionate or compelling circumstances.

A suspension of studies may affect your visa so please consult the Department of Home Affairs before submitting a request.

18. Complaints and Appeals

NSW Department of Education has a complaints and appeals process which is available on the website. If you wish to make a complaint or appeal a decision made concerning your enrolment, course progress or other decision, you should contact the International Student Coordinator at your school. Your carer (if you are under 18) or support person (if you are over 18) must be present with you in any appeal interviews.

If you are not satisfied with the outcome of internal complaint and appeal process, you will be given access to the external appeals process through the NSW Ombudsman.

You must maintain your enrolment throughout any appeal process until the process has been completed.

19. Work

- **Students attending an Intensive English program are not permitted to work.**
- When you enrol in high school DE International requires that you must have been enrolled for at least six months, have a satisfactory attendance record and provide your school with a letter of consent from your parents before beginning part-time work.
- Any part-time work during school term must not interfere with your school studies and must not exceed 40 hours per fortnight. You should not work more than 10 hours per week in school terms as any more hours may impact on your learning.

Arrival Checklist

Here are some useful tips on what you should do during your first few weeks in Australia:

On arrival

- Let your family know that you have arrived safely in Australia and provide them with your contact number and address
- Learn your address
- Remember that in Australia, the emergency phone number is **000**. Also note your relative/homestay host/homestay 24 hour hotline)
- Get a mobile phone (or an Australian SIM card) and remember your number
- Tell your International Student Coordinator immediately if you change your mobile number
- Open a bank account
- Activate your OSHC and download your digital membership card on your mobile phone; and learn about what is covered by your policy and how to lodge a claim

At School

- Provide your address to school and let them know immediately and no later than 7 days of any change of address and contact details
- Provide emergency contact details in Australia and overseas to your school at enrolment
- Apply for a **Proof of Age Card** (if under 16 years old) or a NSW Senior Secondary **Student Concession Card** (if 16 years old or above) at school
- Read your international orientation booklet so that you know what to do and what not to do during your study and your stay in Australia
- Learn about the school rules, student visa conditions, and your rights and responsibility as an international student
- Find out where your International Student Coordinator is and say hello regularly 😊
- Find out what clubs and teams you can join (Sports or hobbies)
- Actively seek help if you have any problems or questions by speaking to your International Student Coordinator, School Counsellor etc

At Home

- Get a **Child/Youth Opal Card** with your Proof of Age Card/ NSW Senior Secondary Student Concession Card
- Learn how to use the public transport system, how to go to school from home
- Download a transport app on your smart phone to help you use the public transport system and look up timetables
- Get familiar with the area of your suburb such as the local shops, clinic, hospital and police station
- If you are staying with a homestay family, learn about the homestay rules and spend time to know your homestay family

Here are some useful forms that you may need to use later:

1. Under 18 Request to Change Welfare Arrangements form

Complete this form to let the school know if your accommodation or welfare arrangements have changed, or if you have changed your address.

2. Over 18 Request to Change Welfare Arrangements form

Complete this form if you are over 18 years old, and have moved out of your homestay or are changing your address.

You **MUST** provide details of an emergency contact person **IN AUSTRALIA**. This person can be your relative, parent or friend but they must be over 21 years old.

3. Leave Request form

Complete this form if you are requesting extended leave for 5 days or more or travelling overseas.

Your leave will only be approved if there are compassionate or compelling reasons.

You may be asked to provide documents to support your reasons.

Make sure you apply for the leave at least 4 weeks before the planned departure date.

4. Leave Requests Flowchart

This step-by-step chart helps you understand the Leave Request process.



DE INTERNATIONAL

UNDER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family NameStudent Given Names.....

Student Reference No SO..... Passport No..... Date of Birth.....

Student's New Address

.....Postcode:.....

Student's Personal Email Telephone No.....

School (or school preferences if school not confirmed).....

Please indicate if accommodation is:

- Living with direct relative (approved by Immigration)
- Homestay family
- Shared accommodation
- Parent with a guardian visa

Reason for changing address

.....

Name, age and gender of people residing at this address

Name.....Age..... M/F Name..... AgeM/F

Name Age M/F Name..... AgeM/F

Name.....Age..... M/F Name..... AgeM/F

CARER CONTACT DETAILS

Given Name Family Name.....

Address

..... Postcode.....

Email Address.....

Telephone: Home Mobile.....Work.....

Carer Signature.....Date.....

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work:Mobile:

Name: Home/Work:Mobile:

Student's Signature:

Parent's Signature:



DE INTERNATIONAL

OVER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family NameStudent Given Names.....

Student Reference No SO..... Passport No..... Date of Birth.....

Student's New Address

.....Postcode:.....

Student's Personal Email Telephone No.....

High School (or school preferences if school not confirmed).....

Please indicate if accommodation is

- Living with direct relatives (approved by Immigration)
- Homestay family
- Shared accommodation
- Other _____

Reason for changing address

.....

Name, age and sex of people residing at this address

Name.....Age..... M/F Name..... AgeM/F

Name Age M/F Name..... AgeM/F

EMERGENCY CONTACT DETAILS

(Must be completed and signed by contact person over 21)

Given Name Family Name (Mr/Mrs/Ms).....

Address

.....Postcode.....

Email Address.....

Telephone: Home Mobile.....

Signature..... Date

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work:Mobile:

Name: Home/Work:Mobile:

(MUST BE SIGNED BY STUDENT)

Student Signature..... Date



DE INTERNATIONAL

LEAVE REQUEST

Student visa conditions require that you must attend school every day during the school term. All **unapproved** short or extended leave is recorded as non-attendance and **may affect your visa**.

All leave requests must:

- be submitted **at least 4 weeks prior** to planned departure date
- be submitted to **DE International for approval prior to booking flights**
- have attached **signed parent consent letter**
- provide evidence of **medical or compassionate / compelling circumstances** if applicable

Travel during school holidays (other than returning to your home country) is only permitted if you are accompanied by a parent, guardian, homestay carer, close relative or on an approved school excursion.

You must submit a **copy of your flight ticket** to DE International, if approval has been granted by DE International.

School _____

Student reference no: **SO** _____ DOB: _____ Date: _____

Student given name: _____ Known as: _____ Family name: _____

Student mobile number: _____ Email: _____

Parent mobile number: _____ Parent email: _____

Expected **departure date**: _____ Expected **return date**: _____

Total number of schools days that you would be missing: _____

Reason for leave request: _____

ATTACH WITH APPLICATION

- Signed parent letter
- Translation of letter
- Supporting documents

Signature - **International Student Coordinator**

*Attendance rate at date of application ____%

Principal Recommended Not Recommended

Comment _____

DE International Office Use Only

Approved

Not Approved

Leave Requests Flow Chart

STEP 1

A letter signed by parents must be provided

STEP 2

Submit completed form and any supporting document to School
(International Student Coordinator)

STEP 3

School forwards request to DE International

STEP 4

DE International Assess request

If approved:

Purchase flight ticket and send
a copy to school

School forwards flight ticket to
DE International

If declined:

Leave is not approved.
Attendance will be affected if
you leave school



AUSTRALIAN NATIONAL ANTHEM

Australians all let us rejoice,
For we are young and free;
We've golden soil and wealth for toil;
Our home is girt by sea;
Our land abounds in nature's gifts
Of beauty rich and rare;
In history's page, let every stage
Advance Australia Fair.
In joyful strains then let us sing,
Advance Australia Fair.

Beneath our radiant Southern Cross
We'll toil with hearts and hands;
To make this Commonwealth of ours
Renowned of all the lands;
For those who've come across the seas
We've boundless plains to share;
With courage let us all combine
To Advance Australia Fair.
In joyful strains then let us sing,
Advance Australia Fair.

NSW Government Schools
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deinternational.nsw.edu.au