SHAFSTON
ELICOS STUDENT HANDBOOK
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YOUR FIRST DAY AT SHAFTON

WELCOME TO SHAFTON
This student handbook contains an introduction to some very important information, which will help you with your studies at Shafton. A more expansive version of the handbook is available from the Shafton Portal. Please take the time to read through this information as it will be very useful for you during your time at Shafton. If you have any questions or would like more information, please speak to your teacher, myself or to any of our helpful Shafton staff.

Shafton has two beautiful campuses and you will meet lots of new friends from all over the world and learn English together with our friendly teaching team.

We hope you enjoy your English studies at Shafton. Remember our College motto: Friendship in Learning, and in addition to learning lots of English, we hope you also make lots of new friends!

I wish you every success with your study experience. Remember an important way to learn a language is to use it often, so take the time to see the city and meet people and use your English skills with your new Australian friends. Brisbane has many wonderful places for you to visit and enjoy – I hope you find time to visit some of these places and add these to your happy memories of your experience in Australia. Stay safe and study hard!

Mr Peter Castles
Director of Studies / Academic Manager
peter.castles@shafton.edu

REGISTRATION
Registration is completed at Café Renoir, ground floor, Shafton Accommodation building (The Mansions)

New Students:
- Report to staff at the Reception Desk
- Give us your passport (we will copy your visa information) and return your passport to you later in the session
- We will take your photograph for your student card
- We will give you a blue “Welcome to Shafton” information bag
- Please sit down, relax and your teacher will come speak to you
- Once you are in class, you can complete the ‘Address form’ with your overseas address and Brisbane address and contact phone number and email.

PROGRAM FOR THE FIRST DAY
On your first day at Shafton:
- We will give you a short interview (Don’t be nervous, try to speak!)
- When all the interviews are finished, we will take new students to do a placement test. The test usually takes about an hour (Grammar, Reading, Listening & Writing)
- We will return your passports after we photocopy your details
- After the test we give new students an orientation about Shafton
- Then we take all new students for a tour of the college
- Then we have lunch (Brisbane) or coffee and cake (Gold Coast)
- After lunch we continue with the Orientation information
- After that we will tell you your new class and your classroom for tomorrow
- You collect your textbooks for your class from Reception. (Remember-don’t write in your textbook for the first week. You might need to change class!)
- You can go home and relax after you have collected your new book
Shafston International College’s Brisbane Campus is built on the Brisbane River. Shafston House was built in 1865 and is historically and architecturally important. It is one of Brisbane’s most famous residences. The classrooms are all air conditioned. There is also a student resource centre with books, audio-visual resources and computers. You can enjoy a relaxing lunch with friends on the grass and under the large trees, with views of the Brisbane River.

Shafston International College’s Gold Coast Campus is in Nerang Street Southport, just minutes from the Gold Coast and Surfers Paradise beaches yet located within the shopping and business area. The college is stylish and modern, but has a similar feel to the Brisbane campus, with the furnishings and décor. All the rooms are air conditioned and the feel of the college is relaxed and friendly, yet like Brisbane, based on serious study and achieving results.

The L’Academie Restaurant and Patisserie are run as a training restaurant for Shafston’s Hospitality students. Full three course meals of five-star quality are prepared and presented for diners by Shafston students under the supervision of their highly qualified and experienced trainers.

We have on-site self-contained apartments or homestay accommodation. Many students also live in share houses. Living with a homestay family can be a wonderful part of your Australian experience. Students can experience Australian food and enjoy being a member of a caring Australian family. All families are reasonably close to the College and public transport. You can choose ‘Regular care’, or ‘Extra Care’ homestay. You will get information about this on your first day. Speak to our accommodation staff for more information.

Shafston International College has many different and exciting courses and programs.

Shafston offers courses in:
- General English
- Academic English programs including IELTS, TOEFL, TOEIC, Cambridge Exam Preparation and Cambridge Business English
- Business and Hospitality
- Study Tour programs

Shafston is a registered testing centre for Cambridge, TOEIC and TOEFL iBT. If you would like to register for the TOEIC test – please collect a registration form at ELICOS Reception. If you would like to register for the iBT TOEFL test – please register at www.toefl.org.

The Shafston Job Ready Programme can help students prepare for employment in Australia. Members of the Job Ready Programme can get help with how to find a job, preparing a resume and preparing for a job interview.

Check the monthly program on the notice boards around the campus for information about the Campus Clubs programs.

Brisbane Campus Clubs:
- Cooking
- Pronunciation
- Movie Club
- Homework Club
- Music Club
- Sports Club

Gold Coast Campus Clubs:
- Film/Listening
- Pronunciation
- Job Club
- Soccer Club
- Basketball Club

The Shafston Portal allows students access to information about living in Australia, information about the facilities, additional language activities and language learning tools.

Additional services are also provided via the portal including an option for the students to change their focus electives and classes. The portal provides learning materials and services for the exclusive use of Shafston students.
WHO SHOULD I SPEAK TO?

If you have any questions about your class placement or you would like to talk to someone about your class – please come to see the team!

Enter the double doors in the ELICOS reception building – go through the first door on your right. Speak to our Academic counselling team who will assist you.

If you wish to speak to the Director of Studies the ELICOS Reception staff will help you to make an appointment.

ELICOS KEY STAFF

Brisbane Campus
Peter Castles
Director of Studies / Academic Manager
Denis Castles
Deputy Director of Studies / Academic Counselling Team
Adrian Wyeth
Deputy Director of Studies / Academic Counselling Team

Gold Coast Campus
Karen Kennedy
Deputy Director of Studies / Academic Counselling Team

LIBRARY (Brisbane Campus)

- Borrowing learning resources
- Magazines and newspapers
- Borrowing DVDs
- Borrowing of netbooks
- Access to computers with internet and printing.

MAIN RECEPTION

- General Enquiries
- Find your classroom or teacher
- Collect your textbook
- Collect your holiday leave approval
- Apply for an elective class
- Apply for the TOEIC test
- Collect a student card
- Collect student mail / parcel
- Open a bank account
- Ask about OSHC
- Check your attendance (on Friday)
- Information about the Clubs program
- VISA information
- Change your address
- Lost and Found Property
- Medical Contacts
- Borrowing Sports equipment

IT DEPARTMENT (Brisbane Campus, Room 219)

- After 3:15pm IT can help with your wireless internet connection and document scanning

ADMISSIONS (Brisbane Campus, Room 114)

- Collection of Change to Enrolment documents
- Collection of Finish Early letters
- Collection of Offer letters and documents if you have extended your course

INTERNATIONAL MARKETING (Brisbane Campus, Room 115)

- Requesting to change your enrolment
- Extending your course
- Requesting to finish your course early
- Registering for the Job Ready programme
- Registering for the Barista Training or RSA course
- Questions regarding the length of your course and your Student Visa

ACADEMIC COUNSELLING TEAM

- Change class
- Talk about your class or teacher
- Talk about your English course
- Information about a new course
- Problems with your class
- Change to a different level

HOMESTAY DEPARTMENT

- Extend your homestay
- Book and pay for additional homestay
- Questions or issues with your homestay
- Request to change homestay
- Request to move from homestay to Mansions accommodation
USEFUL CONTACTS

INTRODUCTION

This list provides details for most major services in Australia you may need to contact. If you have any queries or you are unsure who to contact, please see our ELICOS Reception staff.

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

IMPORTANT NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>000</td>
</tr>
<tr>
<td>Ambulance</td>
<td>000</td>
</tr>
<tr>
<td>Fire</td>
<td>000</td>
</tr>
<tr>
<td>Police</td>
<td>000</td>
</tr>
<tr>
<td>DIAC</td>
<td>13 18 81</td>
</tr>
<tr>
<td>Translink</td>
<td>13 12 30</td>
</tr>
<tr>
<td>Translating and Interpreting Service</td>
<td>13 14 50</td>
</tr>
</tbody>
</table>

LOST CREDIT CARDS

<table>
<thead>
<tr>
<th>Credit Card</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mastercard</td>
<td>1800 120 113</td>
</tr>
<tr>
<td>VISA</td>
<td>1800 450 346</td>
</tr>
<tr>
<td>American Express</td>
<td>1300 132 639</td>
</tr>
</tbody>
</table>

INTRODUCTION

This list provides details for most major services in Australia you may need to contact. If you have any queries or you are unsure who to contact, please see our ELICOS Reception staff.

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

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 can then use your phone to contact us.

EMERGENCY 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.

For all other emergencies Police & Fire & Ambulance where there is a signal, CALL 000.

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.

To telephone overseas you must dial:
0011 or 0018 + country code + area cord (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. Please ask our staff or your homestay family for more information.

If you would like someone to call you from home, Australia’s international country calling code is +61 followed by the area code (Queensland uses 7) and then your number. As an example, Shafston reception is: +61 7 3249 4101.

EMERGENCY PROCEDURES

- Do not panic and do not run. Do not put yourself at risk.
- Phone 000 (triple zero) for police, fire or ambulance emergencies.
- 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.
- If you smell smoke – tell your teacher or a Shafston staff member immediately.
- If you see anyone acting strangely – tell Shafston staff immediately.

MEDICAL HELP

If you need to see a Doctor – ask Reception staff. They will find the nearest doctor. You can find public and private hospitals in the phone book.

All international students on a student visa must have health insurance. This means some of the costs of seeing a doctor are covered by your insurance. Speak to your health care insurance provider for more information.
### MEDICAL INFORMATION

**INTRODUCTION**

This section provides a list of medical facilities in the local area. Many of these locations provide international speakers for your convenience. Please consult Shafston reception regarding Overseas Health Cover (OSHC) and rebate on medical bills. Appointments should be made before visiting a doctor and if you require assistance with booking please have your details ready.

**GOLD COAST**

**Labrador Park Medical**  
13/100 Brisbane Rd, Labrador 4215  
Ph: 5537 3300

**Scarborough St Medical**  
80-82 Scarborough St, Southport 4215  
Ph: 5528 3806

**Gold Coast Hospital**  
108 Nerang Street, Southport QLD 4215  
Ph: 5519 8211

**Relationships Australia Support**  
5 Markeri St, Mermaid Beach QLD 4218  
Ph: 1300 364 277

**BRISBANE**

**Dockside Clinic**  
35 Cairns Street, Kangaroo Point 4169  
Ph: 3895 8055

**Trading Hours**  
Monday – Friday: 8.30am – 7pm

**Travellers Medical Service**  
Level 1, 245 Albert Street, Brisbane 4000  
Ph: 3211 3611  
www.travellersmedicalserservice.com

**Trading Hours**  
Monday – Thursday: 7.30am – 7pm  
Friday: 7.30am – 6pm  
Saturday: 8.30am – 5pm  
Sunday: 9.30am – 5pm

**Speakers:** Japanese, Korean (Sundays), Cantonese (Tuesdays)

**Dr. Takayuki Okada**  
Suite 64 Level 6 (‘Silverton Place’), 101 Wickham Tce, Brisbane 4000  
Ph: 3831 7001 / 0417 799 975

**Speakers:** Japanese

**Merthyr 7-day Medical Centre**  
900 Brunswick Street, New Farm 4005  
Ph: 3254 1400

**Trading Hours**  
Monday – Friday: 8am – 6pm  
Saturday: 8am – 12pm  
Sunday: 10am – 12pm

**Speakers:** Mandarin, Cantonese, Lebanese, Indian (Monday – Friday)

**Chinatown Dental Surgery**  
Ground Floor, 202 Wickham Street, Fortitude Valley 4006  
Ph: 3252 3311

**Trading Hours**  
Monday – Friday: 9am – 5pm  
Saturday: 9am – 1pm

**Speakers:** Chinese
## OTHER IMPORTANT CONTACTS

<table>
<thead>
<tr>
<th>CONTACT</th>
<th>PHONE NUMBER</th>
<th>WEBSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Police Number</strong> (for non-emergency)</td>
<td>3364 6464</td>
<td><a href="http://www.police.qld.gov.au">www.police.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>Shafston International College – Reception</strong></td>
<td>3249 4101</td>
<td><a href="http://www.shafston.edu">www.shafston.edu</a></td>
</tr>
<tr>
<td><strong>Shafston Mansions Accommodation – Reception</strong></td>
<td>3249 7676</td>
<td></td>
</tr>
<tr>
<td><strong>Shafston Mansions Security</strong></td>
<td>0408 641 923</td>
<td></td>
</tr>
<tr>
<td><strong>Shafston Travel and Activity Centre</strong></td>
<td>3249 4113</td>
<td></td>
</tr>
<tr>
<td><strong>Shafston Home stay Office</strong></td>
<td>3249 7683</td>
<td></td>
</tr>
<tr>
<td><strong>Shafston After Hours Emergency Only Contacts</strong></td>
<td>Brisbane - 0414 702 402 (Nathan Evans) Gold Coast - 0416 142 000 (Reece Kiernander)</td>
<td></td>
</tr>
<tr>
<td><strong>Public Transport Information</strong></td>
<td>13 12 30</td>
<td><a href="http://www.translink.com.au">www.translink.com.au</a></td>
</tr>
<tr>
<td><strong>Taxi: Yellow Cabs</strong></td>
<td>13 19 14</td>
<td><a href="http://www.yellowcabs.com.au">www.yellowcabs.com.au</a></td>
</tr>
<tr>
<td><strong>Queensland Transport Department</strong></td>
<td>13 23 80</td>
<td><a href="http://www.transport.qld.gov.au">www.transport.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>Australian Tax Office</strong></td>
<td>13 28 65</td>
<td><a href="http://www.ato.gov.au">www.ato.gov.au</a></td>
</tr>
<tr>
<td><strong>Department of Immigration</strong></td>
<td>13 18 81</td>
<td><a href="http://www.immi.gov.au">www.immi.gov.au</a></td>
</tr>
<tr>
<td><strong>OSHC Worldcare</strong></td>
<td>13 14 84</td>
<td><a href="http://www.oshcworldcare.com.au">www.oshcworldcare.com.au</a></td>
</tr>
<tr>
<td><strong>Our Brisbane website Things to do in Brisbane</strong></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CONTACT</th>
<th>PHONE NUMBER</th>
<th>CONTACT</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol and Drug Information</td>
<td>1800 198 024</td>
<td>Funeral Director</td>
<td>03 9859 9966</td>
</tr>
<tr>
<td>Child Protection</td>
<td>1800 811 810</td>
<td>Sexual Assault</td>
<td>1800 806 292</td>
</tr>
<tr>
<td>Crisis Pregnancy</td>
<td>1800 424 017</td>
<td>Crisis Care</td>
<td>1800 177 135</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>1800 200 526</td>
<td>Pregnancy</td>
<td>1800 650 840</td>
</tr>
<tr>
<td>Drug and Alcohol office</td>
<td>1800 198 024</td>
<td>Domestic Violence Domestic Violence</td>
<td>1800 811 811</td>
</tr>
<tr>
<td>Legal Services</td>
<td>1300 655 754</td>
<td>Animal Diseases</td>
<td>1800 675 888</td>
</tr>
<tr>
<td>Quit line</td>
<td>137 848</td>
<td>Problem Gambling Counselling</td>
<td>1800 002 210</td>
</tr>
<tr>
<td>Children’s Help Line</td>
<td>1800 424 017</td>
<td>Quit Smoking</td>
<td>131 848</td>
</tr>
<tr>
<td>AIDS advice and Counselling</td>
<td>1800 133 392</td>
<td>Suicide Help</td>
<td>13 11 14</td>
</tr>
<tr>
<td>Abortion and Grief Counselling</td>
<td>1300 363 550</td>
<td>Poison Information</td>
<td>13 11 26</td>
</tr>
<tr>
<td>Alcohol and Drug Counselling</td>
<td>1800 177 833</td>
<td>Grief Counselling/Suicide Prevention</td>
<td>1300 363 622</td>
</tr>
<tr>
<td>Drug Counselling</td>
<td>1300 369 186</td>
<td>Interpreting Services</td>
<td>131 450</td>
</tr>
<tr>
<td>Australian Search and Rescue</td>
<td>1800 815 257</td>
<td>Local Embassies or Consular Representatives</td>
<td>1300 555 135</td>
</tr>
</tbody>
</table>
Our teachers are here to assist you with your English studies. The style of teaching in Shafston may be different to that in your country. Your teacher will ask you to work with your classmates in small groups to discuss ideas and find answers to questions.

SUCCESSFUL ENGLISH LANGUAGE LEARNING

You may not study as much Grammar as you did at home. There is a focus on ALL the language skills of Writing, Speaking and Listening. Grammar will be taught, but it will not be the most important part of your study. You will study grammar, but you will also learn how to communicate fluently and accurately.

GRAMMAR

You should try to use your time in Australia well. You should do your homework, read English books and papers, go to the movies, watch DVDs, speak with Australians and write a diary in English. This will help your English improve. Don’t be afraid to ask the teacher for help, if you don’t understand something in class.

YOUR EFFORT IN CLASS AND OUTSIDE CLASS

A core textbook is given to each student. You need this book for every lesson. We also use other materials with this book. Always bring your book to class. For students in General English and IELTS, you get your book on the first day.

Learning Materials

If you are studying in the Cambridge programs – you will get your book after your teacher is satisfied that you are in the correct level, class and program.

Do not write in your student book until you are sure that the class is the right level for you. If the class is easy or difficult, you may need to change class. If your book is clean, with no writing, you may exchange the book for a new one at a higher/ lower level. If you write in the book and change class, you must buy a new book!

If you are unsure of your level – ask your teacher or speak to the Academic Counselling staff.

Afternoon Classes

Class sets of books are used for afternoon classes. This means your teacher will lend you a book for the afternoon session. This book must be returned to your teacher at the end of the session.

If you would like to use the book for longer – you should speak to the staff in the Homework Club – in the library on Monday, Tuesday and Wednesday after school.

Remember

Check the Classroom Schedule every Monday – in case your class has moved to a different location!

You will find the Classroom Schedule on noticeboards around the campus and outside of the reception area.
After you have done five weeks in class – you might feel ready for a new challenge.

Once you have completed 5 weeks in class you can do a level test:
• Go to Reception and ask for a Level Up form
• Take the form to your class teacher and ask him/her to rate your Speaking on the paper
• Bring the form with you to the test. No form = No test!

Remember:
• No level test if you have studied for less than five weeks.
• You cannot do the test within 2 weeks of finishing.
• Bring your student ID card with you to the test
• If you are re-testing – bring your feedback sheet from the first test
• Only students in GE level 4+ can do the IELTS level up test

At the end of the week, on Friday afternoon we will give you a weekly review test. This is a test to check that you have understood what you have been learning during the week in your General English morning class. This is a good way for you to check how much you have learned and for us to monitor your progress. We will also test your Reading and Listening and Writing in the Friday My Progress sessions.

If your teacher considers that you are not making satisfactory course progress, he or she will meet with you to talk about it, or refer you to a counsellor. You may be given the opportunity to move to an easier class or to do extra activities to help you. Some of these may be:
• Developing a learning contract with your teacher or the counsellor.
• Having some individual sessions with a teacher (there may be an extra cost for this).
• Having extra tasks set by your class teacher to work on a particular area of weakness, e.g computer assisted language learning, reading tasks, grammar exercises, trial tests etc
• Having a student mentor appointed to help you during classes.

If you believe that you have been treated unfairly, you may make an appeal through the college’s complaints and appeals process. Shafston has Academic Counsellors on hand to assist you if you require study advice and guidance. Our friendly teaching staff are also on hand. If you prefer to speak to the Director of Studies, please make an appointment with ELICOS reception staff to arrange a time.
ELICOS PROGRAMS

GENERAL ENGLISH

We have 6 levels of English, from Beginner (Level 1) to Advanced (Level 6).

General English prepares students for the kind of English needed in everyday situations. Class programs are designed to develop effective communication skills and fluency in speaking, listening, reading, grammar, pronunciation and writing.

You can commence the program any Monday. You can join the program and study from one week up to forty weeks or more!

Your teachers encourage interactive language use, so you will have many opportunities to practise the skills you are learning.

The morning classes focus intensively on core skills: Speaking, Listening, Reading, Writing and Grammar.

The afternoon classes focus on the skills of Speaking, Listening and Pronunciation. You can improve these skills quickly through interacting with classmates and working with set texts that our teachers will work through with you.

IELTS

Students in Intermediate level and above, can study in the IELTS Preparation Program.

IELTS is the International English Language Testing System. It measures ability to communicate in English across all four language skills – Listening, Reading, Writing and Speaking – for people who intend to study or work where English is the language of communication.

The IELTS course has Intermediate, Upper-Intermediate and Advanced level classes.

If you are in General English and you want to join the IELTS Preparation classes, you must register for an IELTS pretest. You can sign up near reception. You must be in class for 5 weeks and at Intermediate level or above BEFORE you can sign up. The test is held every two weeks.

The IELTS Preparation course at Shafston is a full-time course. You cannot study this course if you are a part-time student. The course prepares students for the Academic Module of the IELTS examination.

Students in the evening shift study a twenty-hour full-time course. The students in the day program, follow a twenty-five hour a week full-time course.

BOOKS

Shafston follows the Oxford University Press, Headway series.

AFTERNOON ELECTIVE CLASSES (Brisbane Only)

If you are interested in choosing an Afternoon Elective class, you can collect a pink registration form at ELICOS reception.

You must wait for a confirmation slip before joining an elective class. Your class teacher will give you a confirmation slip on Friday morning. If you do not receive one – please see our ELICOS Reception staff.

<table>
<thead>
<tr>
<th>ELECTIVE</th>
<th>SKILL FOCUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>General English</td>
<td>All the skills areas – Reading, Writing, Speaking, Grammar and Listening</td>
</tr>
<tr>
<td>Speaking</td>
<td>Speaking and Listening</td>
</tr>
<tr>
<td>Academic English</td>
<td>Academic Reading and Writing</td>
</tr>
<tr>
<td>Business English</td>
<td>Study general business themes such as telephoning, negotiating, business transactions, planning and writing letters. Students study the language of business.</td>
</tr>
<tr>
<td>Media</td>
<td>Study the news, current events and things happening in the world! Learn effective ways to read the newspaper, and better understand articles! Improve your listening, reading, writing and vocabulary.</td>
</tr>
<tr>
<td>TOEIC</td>
<td>Students learn the strategies to gain a high TOEIC score. Pre-Intermediate students can join this elective. Registration form and payment details available from reception.</td>
</tr>
<tr>
<td>Cambridge First Certificate</td>
<td>Students will study parallel Cambridge Exam tasks. This is excellent preparation for students who may be studying a full time Cambridge main-suite exam course later.</td>
</tr>
<tr>
<td>IELTS General Training Module</td>
<td>Students who need to take the General Training module will find this useful and relevant.</td>
</tr>
<tr>
<td>Vocational English</td>
<td>Students who are planning on studying a vocational English course will find this useful and relevant.</td>
</tr>
</tbody>
</table>

REMEMBER

check the classroom schedule every Monday – in case your classroom has moved to a different location!
ELICOS PROGRAMS

CAMBRIDGE PREPARATION

Shafston prepares and tests candidates in full-time preparation courses for the FCE & CAE Cambridge ESOL examinations at both Brisbane and Gold Coast campuses and PET, Open FCE, CPE, BEC-V and BEC-H at Brisbane Campus. The computer-based exams are taken at the Shafston Cambridge Exam Centre Brisbane, on-site; for the paper-based exams you will need to travel into Brisbane city. For more information on the computer-based exams please visit www.cambridgeexam.com.au

CERTIFICATE IN ADVANCED ENGLISH (CAE)

The Certificate in Advanced English is an Upper-Intermediate to Advanced level exam. It is a challenging exam preparation course which allows students to prepare for the five papers of the exam. By the end of the course students will be able to operate successfully in professional or academic environments.

FIRST CERTIFICATE IN ENGLISH (FCE)

The First Certificate in English is an upper-intermediate level exam. It is ideal for students who need to be able to communicate confidently in English in most situations. FCE is one of the most widely-recognised English language qualifications referred to by employers and educational institutions around the world.

PRELIMINARY ENGLISH TEST (PET)

The Preliminary English Test is an Intermediate level exam. It is ideal for students who need a basic qualification in English. PET graduates can generally communicate satisfactorily in most everyday situations.

CERTIFICATE OF PROFICIENCY IN ENGLISH (CPE)

The Certificate of Proficiency exam is an advanced level exam for candidates who have a fairly proficient level of English already. The course is challenging and rigorous. Our experienced teachers will help you to understand the intricacies of the CPE exam.

BUSINESS ENGLISH CERTIFICATE VANTAGE (BEC-V)

BEC Vantage is a test aimed at people preparing for a career in business whose level of English is intermediate to upper-intermediate. BEC Vantage assesses language ability used in the context of business at the Council of Europe’s Vantage Level (B2) for general language proficiency.

BUSINESS ENGLISH CERTIFICATE HIGHER (BEC-H)

BEC Higher is a proficiency test of Business English at an advanced level. Success means proof of a high level of competence in English for the workplace. BEC Higher assesses language ability used in the context of business at the Council of Europe’s Effective Operational Proficiency Level (C1) for general language proficiency.
**CLASS TIMES**

Example Class Times - Brisbane Campus

<table>
<thead>
<tr>
<th></th>
<th>General English</th>
<th>IELTS Preparation / Cambridge</th>
<th>Evening Shift</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes start</td>
<td>9 AM – 11 AM</td>
<td>9.30 – 11.30 AM</td>
<td>4 – 6 PM</td>
</tr>
<tr>
<td></td>
<td>(2 hours)</td>
<td>(2 hours)</td>
<td>(2 hours)</td>
</tr>
<tr>
<td>Break</td>
<td>11 – 11.15</td>
<td>11.30 – 11.45</td>
<td>6 – 6.30 PM</td>
</tr>
<tr>
<td></td>
<td>(15 minutes)</td>
<td>(15 minutes)</td>
<td>(half an hour)</td>
</tr>
<tr>
<td>Classes</td>
<td>11.15 – 12.15</td>
<td>11.45AM – 12.45 AM</td>
<td>6.30 – 8.30 PM</td>
</tr>
<tr>
<td></td>
<td>(1 hour)</td>
<td>(1 hour)</td>
<td>(2 hours)</td>
</tr>
<tr>
<td></td>
<td><strong>FOCUS CLASS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>For students in</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>levels 3 to 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Tuesday-Thursday)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lunch Break</td>
<td>12.15 – 1.15</td>
<td>12.45 – 1.45</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(1 hour)</td>
<td>(1 hour)</td>
<td></td>
</tr>
<tr>
<td>Classes</td>
<td>1.15 – 3.15 PM</td>
<td>1.45 – 3.45 PM</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(2 hours)</td>
<td>(2 hours)</td>
<td></td>
</tr>
<tr>
<td>Optional Campus Clubs</td>
<td></td>
<td>3.30 – 4.15 PM</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check the CLUBS schedule</td>
<td></td>
</tr>
</tbody>
</table>

Example Class Times - Gold Coast Campus

<table>
<thead>
<tr>
<th></th>
<th>General English / IELTS Preparation / Cambridge</th>
<th>General English / IELTS Preparation / Cambridge</th>
<th>General English / IELTS Preparation / Cambridge</th>
<th>Evening Shift</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes start</td>
<td>8.30 AM – 10.30 AM (2 hours)</td>
<td>9.30 AM – 11.30 AM (2 hours)</td>
<td>11.45 – 1.45 AM (2 hours)</td>
<td>4 – 6 PM</td>
</tr>
<tr>
<td>Break</td>
<td>10.30 – 10.45 (15 minutes)</td>
<td>11.30 – 11.45 (15 minutes)</td>
<td>1.45 – 2.45 (1 hour)</td>
<td>6 – 6.30 PM</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(half an hour)</td>
</tr>
<tr>
<td>Classes</td>
<td>10.45 – 11.45 (1 hour)</td>
<td>11.45 – 12.45 (1 hour)</td>
<td>2.45AM – 3.45 PM (1 hour)</td>
<td>6.30 – 8.30 PM</td>
</tr>
<tr>
<td>Lunch Break</td>
<td>11.45 – 12.45 (1 hour)</td>
<td>12.45 – 1.45 (1 hour)</td>
<td>3.45 – 4.00 (15 minutes)</td>
<td></td>
</tr>
<tr>
<td>Classes</td>
<td>12.45 – 2.45 PM (2 hours)</td>
<td>1.45 – 3.45 PM (2 hours)</td>
<td>4.00 – 6.00 PM (2 hours)</td>
<td></td>
</tr>
</tbody>
</table>
At the Brisbane Campus, there are three computer labs – you are welcome to use these to check emails and access the internet. The labs are in the library, and on level 3 of the Shafston tower building (Mansions). The labs are open until late in the evening and are also open on the weekend. Please check the notice board for opening hours. Please do not eat or drink in the labs.

- All current students need to obtain a computer log-on and password.
- This is issued to all new students who will receive this information on your first day at Shafston.
- Students can also obtain this information from the Reception staff.
- Students will be asked to read and sign the Computer Code of Conduct, before the password and log on information is issued.

Shafston has a free wireless network. Please enquire at Reception for more information about connecting your laptop to the wireless network.

If there are problems with the computers at the Gold Coast, please see Reception or in Brisbane, see the IT staff on level 2.

Please do not disclose your password to other students.

Shafston has a resource centre and a full-time librarian to help you if you have questions about learning resources. There are readers, tapes, newspaper, magazines, journals and DVDs which you may borrow and study after class. This centre is a study area and has views of the Brisbane River.

At Café Renoir, at the Brisbane campus, you can buy many kinds of food and light snacks at reasonable prices. There are microwave ovens here for heating food. You can also buy tea, coffee and other drinks. This is a great place to meet your friends.

There is a representative from the Commonwealth Bank of Australia on site at the Shafston Brisbane Campus every Monday from 3.30 – 4.30 PM to help students who want to open a bank account. Please have your passport ready if you want to open a bank account!

Shafston employs a team of multi-lingual student support staff who are available to counsel students in their first language in relation to any issues they may be experiencing. Common problems faced by students include: homesickness, struggling to adapt to local culture, not understanding the public transport system, finding it hard to find suitable employment or accommodation.

These experienced support staff have a good insight into common areas of concern and are ready to supply the necessary advice and recommendations. They are involved in student orientations and have regular interaction with students. So from day one at the College new students will know who to ask for help and guidance.

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 Worldcare.

There is a Worldcare representative at Shafston Brisbane every Tuesday afternoon from 1:00 – 5.00 pm. Ask at ELICOS reception for more information.

Collect this from ELICOS reception in your first week of study – usually on Wednesday.

Use your Student ID card when:
- you talk to Academic Counselling, to identify yourself
- you sit a level test
- you borrow a book from the library.

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Banks are open from 10 – 4 PM Monday to Friday in Brisbane and on the Gold Coast.

Shafston can recommend a psychologist who is a full member of the Australian Psychological Society. If you need to speak to someone about some personal problems (grief, stress, depression, homesickness) ask at Reception and we will make arrangements for you to meet a psychologist.

All matters are confidential between yourself and the psychologist. This service is provided free of charge to Shafston students.

If you want to talk to a Counsellor off-campus, Shafston can also help to make arrangements for you. Please speak to the College if you would like to have more information about this service.

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Use your Student ID card when:
- you talk to Academic Counselling, to identify yourself
- you sit a level test
- you borrow a book from the library.
SHAFSTON SERVICES
PROVIDING ACCESS TO PART TIME EMPLOYMENT

INTRODUCTION

Students who pay a membership fee to the Job Ready Program can receive help from the staff to find paid employment while studying at Shafston. You can join this at any time when you study at Shafston!

At the Brisbane campus, the Job Ready Program staff are located in the Marketing office in Room 115.

WORK RIGHTS

You may look for employment in Australia if you hold a 570-575 with condition 8101 and have complied with the conditions of your existing visa.

Outside Australia

You can apply ‘off shore’ at the time of applying for your Student Visa.

Inside Australia

If you need to apply for Work Rights after you have arrived, you should get a form 157P from ELICOS Reception (Our Administration staff will help you to complete the form.)

Take the form to the Brisbane Department of Immigration Office, 313 Adelaide Street, Brisbane. Or you may apply on-line:

- Read the General Information
- Complete the on-line application form
- Pay by Credit Card (VISA and Mastercard Only), bank cheque or money order.
- The fee is about $60 and mailed applications take up to 30 days to process and you will be told in writing of the decision.

TAX FILE NUMBER

You need a Tax File Number if you work in Australia. To receive an income in Australia, you need a Tax File Number (TFN). Income means wages or salary from a job, payments from the government, and money earned from investments including interest on savings accounts.

In Australia, you can telephone the Australian Taxation Office (ATO) and they will send you a TFN application form or you can apply over the internet. The table below gives contact details for the ATO:

<table>
<thead>
<tr>
<th>AUSTRALIAN TAXATION OFFICE (ATO) DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
</tr>
<tr>
<td>In person</td>
</tr>
<tr>
<td>Apply for a TFN online</td>
</tr>
</tbody>
</table>

TAX RETURNS

Don’t forget you need to obtain a Tax File number. You will need to lodge an income tax return either by yourself or through a registered tax agent. If you complete your own income tax return, e-tax is the fastest way to obtain a refund. See the ATO website for more information.

If you pay too much tax you are entitled to a refund. To get a refund, you need to lodge a tax return. You can lodge online using etax (free) or mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days. Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June)

SUPERANNUATION

If you work in Australia as an international student, and are paid $450 or more in a calendar month, you may be entitled to superannuation.

Your employer is required by law to pay money into a superannuation or retirement savings account for you. This legal requirement is called the Superannuation Guarantee. If you are eligible, you may be entitled to receive this money when you permanently leave Australia. This payment is called the Depart Australia Superannuation Payment (DASP).

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia. To find out more about superannuation or to apply online for your DASP, visit www.ato.gov.au

TYPES OF WORK

There are jobs in the hospitality, retail and administrative areas. You could expect to earn between $10 - $15 an hour depending on your age, experience and the type of work that you do.

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To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia. To find out more about superannuation or to apply online for your DASP, visit www.ato.gov.au
OTHER IMPORTANT INFORMATION

**LOST PROPERTY**
If you find something that doesn’t belong to you, please bring it to reception. If you lose something, come to reception to see if someone gave it to lost property.
Remember: Don’t leave valuables in the classroom!

**ENGLISH ONLY RULE**
Remember to speak only English in class.
When you joined Shafston College you agreed to this rule!
If you cannot understand your teacher – ask him/her to help you!

**HOLIDAY LEAVE**
If you want to take a holiday:
- Get a holiday application form from Reception. Be sure to apply at least two (2) weeks in advance!
- Wait for the college to approve (confirm) your request and collect your confirmation from Reception.
- Do not take a holiday without approval or you will be marked absent.
- If your attendance is below 80% your holiday will be refused.

**GRADUATION CERTIFICATE**
On the last day of your course, your class teacher will present you with your Graduation Certificate in class. Bring your camera!
No Graduation Certificate will be given if you have not returned a library book or have an outstanding loan. You will be given your Graduation Certificate when all the library items are returned and any fines are paid.

**MAIL AND PARCELS**
You will find mail addressed to the college at reception. There are student mail boxes near reception. If a parcel arrives for you – look for your name on the typed list located at reception.

**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!

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

**OVERSEAS STUDENT HEALTH COVER (OSHC)**
All persons entering Australia with a student visa are required by law to have health cover. Applicants normally pay for OSHC as part of their initial payment to study at Shafston.
At the time a new student arrives at the College, payment is then sent by the College on behalf of that student to the College’s preferred health insurance provider. After some time a membership card is produced which the student will receive in the mail. Students are covered from the day they start their courses.
There is a Worldcare representative at Shafston Brisbane every Tuesday afternoon from 1.00 – 5.00 pm. Ask at ELICOS reception for more information.

**WANT TO STUDY MORE?**
If you decide to extend your course to study more, you should speak to the International Marketing staff in Room 115 at the Brisbane Campus, or Reception at the Gold Coast Campus for help and information.

**REFUND POLICY**
Full details of the Terms and Conditions are printed on the Application Form (available from Room 115 – Marketing Office). This is also given to new students again, upon registration on the first day of your course at Shafston.
LIVING IN AUSTRALIA

CLIMATE

The weather in Queensland is comfortable and sub-tropical. Brisbane has brilliant hot summers and clear mild winters. Summer average maximum temperatures are usually around 30°C, but there are some extremely hot days in summer.

Sunscreen, hats and long clothing are needed in Queensland in summer and should be worn all through the year.

The winter is mild and very pleasant. Most winter days are sunny with average temperatures of around 17°C. The sun can still damage your skin in winter.

AUSTRALIAN CURRENCY

We use Australian dollars and cents in notes and coins.

100 cents = $1 dollar

Coins: 5c, 10c, 20c, 50c, $1 and $2

Notes: $5, $10, $20, $50 and $100

BANKS

The banks are generally open:

9.30AM – 4 PM Monday – Thursday
9.30AM – 5 PM Friday

Some banks are open on Saturday and Sunday in the major suburban shopping centres, but not in the CBD (City).

ATMS & EFTPOS

You can get cash at any time from Automatic Teller Machines (ATMs). They are in shopping centres, outside of banks and in the city centre. Most ATMs will accept the majority of international cards. A list is shown on each machine.

There is an ATM located in the Mansions foyer, near the Café at the Brisbane Campus or directly across the road in Australia Fair at the Gold Coast Campus.

They are open 24 hours a day, seven days a week. You can also use Electronic Funds Transfer Point of Sale (EFTPOS) which allows you to pay for things using your card, and you can also withdraw cash using EFTPOS. Be careful of the security of your credit card numbers and cash when using these machines. Do not carry large amounts of cash with you - it is dangerous.

PERSONAL BUDGETING

Living in Queensland can be expensive but it can also be done on a budget if you don’t have much money. If you are living in share accommodation, costs can be shared with the other people living with you (eg. rent, electricity, food).

ENTERTAINMENT

Brisbane and the Gold Coast are active cities – there are many things you can do here.

Look through Eye On Brisbane on the Brisbane information map (available at Reception). Check the newspaper at Reception or ask our friendly staff if you want ideas for the weekend!

Brisbane, the Gold Coast and Sunshine Coast are all very close – you can go by car, by a long distance bus or by train.

There are many cinemas in Brisbane city. The Art Gallery and Museum (free entry) have interesting exhibits and displays. Southbank Parklands is also a great place – (it has food, drinks, markets, and a white-sand beach and it is close to Shafston and to the city).

The Brisbane City Library is a great place to study at the weekend. You can use the internet there, read newspapers and spend some quiet time looking through the books.

SHOPPING

Queen Street Mall is where the main shops are in Brisbane City. There are three large supermarkets – Woolworths, and two Coles supermarkets.

There are also many department stores and smaller boutique stores specializing in souvenirs, clothes, shoes, cosmetics, music, mobile phones, computers, electrical equipment etc.

TRANSPORT

Queensland uses an electronic ticket system called ‘Go Card’. A card can be purchased from Newsagents or railway stations and can be used for all types of public transport (Bus, Train and Ferry).

Single trip tickets are also available when you board the Citycat Ferry or when you get on a bus.

For more information on timetables and fares, check the following useful website: www.transinfo.qld.gov.au

ELICOS students do not get a discount when travelling on public transport. ELICOS students must pay full fare when travelling on public transport.
THINGS TO DO IN AUSTRALIA

SHAFSTON ACTIVITY CENTRE

INTRODUCTION

Shafston features an on-campus Activity Centre which organises group activities for students. The staff here are very friendly and can offer advice on places to go and things to see while you are staying here in Australia. The table below shows a list of sample activities that are regularly offered.

The Shafston Travel and Activities Centre is located at the Brisbane Campus. The friendly staff can help you plan weekend and holiday activities.

This office is next to the College Laundry – up the stairs, in the small building opposite the Shafston Mansions building. You can also buy phone cards, some basic items of clothing, mobile phones, SIM cards, recharge cards and stationery items. Sign up here for great weekend fun.

For tour information see Shafston Tours or call 07 3249 4119 or 0423 276 534.

STUDENT SOCIAL ACTIVITIES

There are many beautiful parks and places near Shafston for you to enjoy with your friends. Many students enjoy Mowbray Park (near Shafston) and Southbank Parklands (in the city).

There are free barbeques in these places for you to enjoy. Make sure you clean them after using. Remember to clean up any rubbish and empty bottles after you have finished having fun with your friends. You are not allowed to drink alcohol in some public places! Don’t make too much noise and please be considerate of other park users and the neighbours.

The consumption (drinking) of alcohol is prohibited (forbidden) in public parks. Please do not drink at Mowbray Park or other public parks. The Police and Council Officers may fine you $200 (instant, on-the-spot fine). The parks are free for everyone in Australia to enjoy – so please respect these beautiful places and keep them clean.

Sample Activities

<table>
<thead>
<tr>
<th>DAY</th>
<th>ACTIVITY</th>
<th>DESCRIPTION</th>
<th>APPROX. COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fri - Sun</td>
<td>3 Day Fraser Island 4WD Adventure</td>
<td>Fraser Island, the world’s largest sand island is one the great must-see destinations in Australia. A unique paradise of golden beaches, crystal clear lakes and lush rainforest. This tour covers all the major attractions!</td>
<td>$349</td>
</tr>
<tr>
<td>Everyday</td>
<td>Dolphin Safaris</td>
<td>Hand feed wild dolphins! One of the places in the world where wild dolphins choose to interact with people. Includes a delicious café breakfast and a bistro lunch. Only seven people per tour.</td>
<td>$129</td>
</tr>
<tr>
<td>Friday</td>
<td>Student Party</td>
<td>Shafston hosts regular students parties and social events on campus and at nearby venues. Keep a look out for what’s next!</td>
<td>FREE</td>
</tr>
<tr>
<td>Sat - Sun</td>
<td>2 Day Moreton Island 4WD Tour</td>
<td>During this two-day Moreton Island adventure you will experience 4WD touring, sand boarding, snorkeling, sandy white beaches, Blue Lagoon and much more.</td>
<td>$220</td>
</tr>
<tr>
<td>Wed</td>
<td>Sunshine Coast Tour</td>
<td>Come on a drive and enjoy the beautiful Sunshine Coast! Visit famous Noosa and its magnificent white beaches, go koala and goanna spotting in Noosa National Park and much more.</td>
<td>$94</td>
</tr>
<tr>
<td>Sat</td>
<td>Skydiving</td>
<td>Do something crazy – jump out of an airplane from 14,000ft. Total adrenalin rush! The price includes tandem skydive, transport, BBQ lunch and certificate.</td>
<td>$295</td>
</tr>
<tr>
<td>Wed</td>
<td>Brisbane by night</td>
<td>A tour around the city, seeing some of the more colourful areas, stopping at Mt Coot-tha, South Bank, Kangaroo Point Cliffs, Story Bridge and New Farm Park before finishing at a secret lookout overlooking the city. Includes dinner.</td>
<td>$74</td>
</tr>
<tr>
<td>Everyday</td>
<td></td>
<td>Dreamworld, Movie World, Seaworld, Wet’n’Wild, WhiteWater World</td>
<td></td>
</tr>
</tbody>
</table>

Prices quoted are subject to change
Welcome to Australia! As a visitor to Australia, you must obey the Australian laws. If you break the law, your visa might be cancelled, you could be fined, or go to jail, or you may have to leave the country.

### PERSONAL SAFETY
- Carry your mobile phone with you at all times.
- Tell your friends, homestay or flat mates where you are going, if you go out alone.
- If you go out at night try to go with a friend. Be careful of your drink in nightclubs, someone may put drugs in your glass, when you are not looking. Always watch your friends’ drinks too.
- Never accept a car ride from strangers and never hitchhike.

### BEFORE YOU GO OUT
- Consider how you are going to get home – a taxi? Never hitch-hike.
- Make sure that someone knows where you are at all times
- Make sure you have enough money to get home
- Do not talk to strangers when you go out

### LEGAL ADVICE
If you need legal advice or have questions regarding your legal rights – contact a solicitor or lawyer. They are listed in the ‘yellow pages’ of the public phone book or you can speak to your Embassy or Consulate.

There are several community organizations which can provide legal advice.
- Legal Aid Queensland – Telephone 1300 651 1887
- South Brisbane Immigration and Community Legal Service – Telephone 3846 3189

### WELFARE AND COUNSELLING
Talk to your teacher or a college staff member if you have any problems. Counselling for academic and personal issues is also available. If you have questions about your class or you need more information about further study in Australia, speak with the DoS or Senior academic staff. For personal issues, including accommodation and life in Australia, make an appointment to speak with Shafston staff. You may bring a friend to help you explain your problem or give you support.

### ROAD RULES
If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers’ licence or not, you must know the road rules before you drive.
- We drive on the left side of the road in Australia. You must obey the speed limit and the traffic rules. Remember, speed kills.
- It is dangerous to use your mobile phone when driving. It is against the law if it is not hands-free. Police will fine drivers who use their phones while driving.
- Alcohol and driving is a deadly combination. If you go to a party have one person who does not drink, to be the driver. If you are going to drink alcohol, don’t drive. If you are going to drive, don’t drink alcohol.
- Police officers can stop any vehicle at any time and test the driver’s alcohol level. Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night.
- You must always wear a seat belt when travelling in a car. Everybody in the car must wear a seatbelt. If you do not wear a seatbelt you risk serious injury. If you do not wear a seatbelt you will be fined. Fines are very expensive. Smaller children must travel in a special child-seat.

### OWNING A CAR
- It must be registered before you drive it on the road
- You must register this in your name and provide the State car registration board with your driver’s licence details and your residential address in Australia.
- It is recommended that you have car insurance, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

### RIDING A BIKE
If you cycle, you must wear a helmet. It’s the law! This will protect you if you have an accident. If you do not wear one, you will be fined by the police. There are bicycle racks at Shafston. Make sure you use a lock if you decide to leave your bicycle on campus.

### GAMBLING
Gambling can cause serious problems. Gambling is not an easy way to make money. It’s usually an easy way to spend money. If you are worried about yourself or a friend gambling too much, see the College for help.
**WALKING**

Walk on the footpath. Don’t walk on the road. Walking on the road is dangerous and against the law.

Remember to cross at the intersection if you are crossing Shafston Avenue. The cars travel at high speed on this busy road and you are in danger if you don’t obey the rules.

**NOISE AND POLLUTION**

There are laws to protect us from too much noise.

Please think of your neighbours and the people around you, especially late at night. If a noise complaint is made, the police will speak to you.

It is illegal to litter and pollute the environment. Make sure you put your rubbish in the correct rubbish bins. Please use the recycling bins where provided.

**SMOKING, DRINKING & DRUGS**

Smoking is banned in many public places – especially in restaurants, hotels, airports and shopping centres.

You must be 18 years or older to buy cigarettes and to drink alcohol in Australia.

Drinking alcohol is banned in some public places. Be careful of people putting drugs in your drinks at nightclubs.

Never travel in a car if the driver has been drinking a lot. The maximum blood alcohol level allowed for driving is 0.05% -(that’s about 1 beer an hour-or less for some people). There are heavy penalties for drink driving.

All drugs, except those prescribed by a doctor are illegal in Australia.

Smoking is permitted in special areas only. Remember in Queensland, you cannot smoke inside public buildings or within 4 metres of any entrance or open window.

**WATER RESTRICTIONS**

Australia is a very dry country and water is precious. Do not waste water unnecessarily.

- Brisbane has a water problem – always turn off taps after using.
- You should take only a four-minute shower.
- Turn off the tap when brushing your teeth or washing dishes.
- Remember tap water is clean and safe to drink!

**WATER SAFETY**

- Always swim between the flags at the beach
- The closest safe swimming area is an artificial beach, 10 minutes from the Brisbane Campus. There are also many patrolled beaches near the Gold Coast Campus.
- Never swim in the Brisbane river - it can be extremely dangerous
- Never swim anywhere alone – go with a friend. Never dive into unknown water
- Don’t swim or enter the water if you are not a strong swimmer
- Do not mix alcohol with swimming / water activities

**THE BEACHES & AUSTRALIAN SUN**

Australia has the highest rate of skin cancer in the world.

- Wear lots of sunscreen and wear a hat when outside
- The highest risk is between 11am - 1pm
- Drink lots of water when outdoors (Tap water in Brisbane and the Gold Coast is safe for drinking)
- Driving 4WD cars on beaches is extremely dangerous. Follow the beach speed rules.

**REMEMBER THE FLAGS & STAY SAFE**

- F Find the flags and swim between them – the red and yellow flags marks mark the safest place to swim at the beach.
- L Look at the safety signs – they help you identify potential dangers and daily conditions at the beach.
- A Ask a surf lifesaver for some good advice – surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.
- G Get a friend to swim with you – so you can look out for each other’s safety and get help if needed. Children should always be supervised by an adult.
- S Stick your hand up for help – if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip – don’t try and swim against it.

And remember:

- Never swim at unpatrolled beaches
- Never swim at night
- Never swim under the influence of alcohol
- Never run and dive into the water
- Never swim directly after a meal
GRIEVANCE POLICY

STUDENT INTERVENTION POLICY

PURPOSE

To ensure that any student may formally lodge a grievance on any matter that he/she feels hinders the ability to perform his/her duties effectively, and to ensure the aggrieved student receives an immediate response and that an appropriate investigation takes place.

The College is committed to dealing fairly and promptly with student problems. All classrooms have a copy of the procedure notification sheet below.

- If you have a grievance about the College, you are welcome to make an appointment with the Director of Studies or speak to Senior Academic Counselling staff about the issue. If it is about your class, you should first speak to your class teacher, but we understand if you wish to speak to someone else. You may be represented by a support person if you choose to. A friend or an interpreter may accompany you. Alternatively, you may wish to make your grievance in writing.
- Once the College has received your grievance in writing, the process to resolve the matter will begin within ten working days and all reasonable measures will be taken to finalise the process as soon as practicable.
- You will be given a written statement of outcome, including reasons for the outcome.

POLICY STATEMENT

Shafston recognizes the importance of providing an efficient procedure for a timely and fair resolution of a non-academic grievance. Students are encouraged to use the process to resolve allegations including but not limited to (1) an employee of Shafston, (2) a student of Shafston, (3) administrative policies or procedures, (4) a Shafston program, service, or activity.

1. Any student who has a grievance is encouraged in the first instance to speak immediately with the teacher or the relevant staff member involved in an attempt to informally resolve the issue.

2. If the matter cannot be resolved informally with the immediate staff member, the student should make an appointment with the relevant Academic or Administrative Manager to discuss, and attempt to resolve, the matter. The Manager will consult with the staff member and, if possible, arrange a meeting between the student, staff member and the manager in an attempt to resolve the issue.

3. If the matter still cannot be resolved, Shafston will arrange for independent mediation to resolve the dispute. The Academic or Administrative Manager shall make an appointment with the relevant Academic or Administrative Manager to discuss, and attempt to resolve, the matter. The Manager will consult with the staff member and, if possible, arrange a meeting between the student, staff member and the manager in an attempt to resolve the issue.

4. The Student Support Officer shall consider the written complaint, consult with the relevant Manager and the student either separately and/or in the course of the meeting, and shall make a determination on the matter, which shall be relayed to the student in writing with the reasons for the decision.

5. If it is not possible to resolve the dispute internally via the above process, Shafston will arrange for independent mediation to resolve the dispute. Independent mediation is available through the Commonwealth Ombudsman, located on Level 17, 53 Albert Street, Brisbane, Queensland, 4000. Ph: +61 1300 362 072. There may be a minimal fee for the use of this service. www.ombudsman.gov.au

6. The policy does not circumscribe the student's right to pursue other legal remedies. If the student so chooses, he/she may be represented by a support person at any stage of this process. Students may contact - The Commonwealth Ombudsman, located on Level 17, 53 Albert Street, Brisbane, Queensland, 4000. Ph: +61 1300 362 072. There may be a minimal fee for the use of this service. www.ombudsman.gov.au

1. The maximum timeframe for processing of written complaints from date of receipt of the student’s written complaint by the Head of School to the mediator, if required, shall be ten (10) days.
2. If the matter remains unresolved, then the mediator shall provide the student with information about appropriate referral of the complaint to external agencies.
3. Nothing in Shafston’s grievance and complaint policy negates the right of local and overseas students to take action under Australia’s consumer protection laws in the case of financial disputes.
4. Nothing in Shafston's grievance and complaint policy negates the right of local and overseas students to pursue other legal remedies.
5. Students may nominate a support person to accompany them at any stage of the dispute resolution process.

PROCEDURE

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STUDENT GENERAL CODE OF CONDUCT
SHAFSTON INTERNATIONAL COLLEGE

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

A. CONDUCT EXPECTED OF STUDENTS

1. English is the language of communication in the program and should be the only language spoken during class.
2. Students should be in the classroom before the commencement of class.
3. Smoking is strictly prohibited in any Shafston classroom or building. It is against the law for anyone to sell tobacco products to a minor (under 18 years old).
4. Alcohol is not permitted on Shafston property. Students are not to attend class under the influence of alcohol. It is against the law for any person to sell or give alcohol to a minor. Drinking and possession of alcohol is also banned in some public places.
5. Students must not attend class while under the influence of alcohol or an illegal substance.
6. Mobile phones are to be switched off during class.
7. Classrooms must be kept clean and tidy, and all furniture returned to its original position.
8. Students should not obstruct any teaching activity, examination or official meeting on the Shafston campus.
9. Students should not disobey any reasonable instruction of the Shafston International College (SIC) staff.
10. Students must not act in a way that interferes directly or indirectly with the learning of others or that hinders staff from carrying out their duties.
11. Students should not damage, misuse or wrongfully deal with any property in or on the campus. Legal action may be taken if you break the law. College property includes but is not limited to buildings, vehicles, computers and software, cameras and other portable equipment, plant and equipment, learning materials, fire alarms and equipment, lifts, telephones, keys, library materials, safety and security devices.
12. Students should not engage in any verbal or physical abuse or harassment of staff or other students (physical, verbal, written, electronic or otherwise).
13. Students should not engage in any threatening behaviour (including stalking and bullying) that causes any other person to fear physical abuse.
14. Students should not harass nor act in a discriminatory way to others.
15. Stealing will not be tolerated.
16. Personal information of fellow students is to be kept confidential and not mis-used.
17. It is illegal for any student to have possession of, or use of firearms or dangerous weapons of any kind. Australia has strict rules about ownership of firearms and other weapons. ELICOS students are not permitted to carry knives at any time while studying at the college.
18. If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from college staff. If they are unable to assist you immediately, or do to know the answer to your question, you can ask them to help you find the answer as soon as possible.

B. PENALTIES FOR MISCONDUCT

1. Students who breach the General Code of Conduct (above), as per Standard 13 of the National Code, will be issued with an Intent To Suspend / Defer / Cancel the student’s enrolment. The student will have 20 working days to appeal the Intent Letter, as per Shafston’s Grievance Policy and Procedures. Students have a right to access the college’s Grievance Policy and Procedures.
2. The college will keep written records of all reported breaches. The Principal Executive Officer (PEO) will be given copies of all correspondence relating to the above.
3. If you break the law while on college grounds, the matter may be reported to the police.
**ATTENDANCE AT CLASS - OVERSEAS STUDENTS**

1. For overseas students it is a condition under visa condition 8202 of the Migration Act that where a course runs for a semester or longer, the student must attend for at least 80% of the contact hours for each term or semester. Where the course runs for less than a term or semester, the student must attend at least 80% of the course contact hours.

2. In the case of overseas students, absences are entered in Shafston’s Student Management System (SEMS) by the Shafston International College (SIC) administration staff member on a weekly basis for Shafston International College.

3. These data are provided from class rolls completed and signed by the relevant academic staff member. This in turn ensures a staff member can vouch for a student’s attendance from the class rolls as required in Standard 11 of the National Code.

4. Based on these records, SEMS calculates the attendance percentage of the student automatically from the start date of the course until present.

5. Attendance of all students is recorded. Absences due to illness as evidenced by a medical certificate or other exceptional circumstances such as bereavement are noted in SEMS.

6. Students are advised to provide Shafston administration with a copy of their medical certificates for inclusion on their student file. Students need to produce the original to DIAC staff.

7. If a student is absent for more than five consecutive days, without approval SIC administration staff members shall notify the student’s teacher and/or the Head of School so that the student can be followed up and advised to return to their course immediately.

8. If the student’s attendance falls to 85% the SIC administration staff members will send an ‘Attendance Warning’ letter to the student. This will be posted to the last known address as provided by the student, as per visa requirement conditions. The student’s data will be updated in SEMS to record this action in accordance with Standard 11 of the National Code.

9. If attendance continues to fall below 80% an Intention to Report letter is issued to the student. This is posted to the student’s last known address, and also emailed. Students who receive Attendance letters are urged to meet with Shafston Academic Counsellors.

10. The SIC administrative staff member shall forward one letter via fax to the agent of the student (if existent) for all students under 18 years old, to enable them to inform the family of the student of the poor attendance or alternatively communicate directly with the student.

11. Shafston administration staff calculate the number of hours each student is allowed to be absent for the entire length of course, i.e., 20%. This shall then be compared with the actual hours the student has been absent to date. If the number of hours that the student has been absent so far is greater than the hours the student is allowed to be absent for the entire period of his/her course, the student needs to be reported, as they have already exceeded the allowable limit.

12. Once the 20 working days appeal has been exhausted and all other reasonable avenues have been explored, and the appeal has been found to be unsuccessful, as per Section 11 of the National Code, the file is forwarded to the PEO for reporting. Registrars shall report the student through the PRISMS system as required by Standard 11 of the National Code. A ‘non-compliance’ letter is generated by PRISMS, signed by the PEO and shall be sent to the student for his/her information. The reporting of the student(s) should be done as soon as practicable as required by Section 19 of the ESOS Act 2000. The student will need to present him/herself to an Immigration office within a 28-day period. Shafston will maintain the student’s enrolment during this process until a determination is made.

13. After the student has been reported, Department of Immigration and Citizenship (DIAC) shall be provided with copies of attendance records upon request, which enables it to verify the situation and to confirm that Shafston has reported the non-compliance within an acceptable time frame.
**SHAFSTON MANSIONS**
- Ground Floor Cafe Renier and Mansions Reception
- Level 1 Classrooms and Marketing Office
- Level 2 Classrooms and IT Office
- Level 3 Classrooms and Computer Labs
- Levels 4-11 On Campus Accommodation

**CLASSROOMS**
- Outdoor Classrooms: 11A, 11B, 12, 13, 14, 15, 16, 17, 18

**SHAFSTON SOUTH TOWER**
- On Campus Apartment Accommodation

**CLASSROOMS**
- Lower Floor: 1, 2, 3, 4, 5, 6, 6a, 6b, 7, 8, 9, 10

**ACTIVITY CENTRE**
- Information & Services
- Travel & Activity Centre
- Laundry Room

**MAIN ENTRY**
- Drop Off Area

**RECEPTION**
- Main Reception
- Library, Study Areas

**CAR PARK**
- Parking for Staff & Residents of Mansions

**RIVER ROOM**
- Riverside Event Hall

**THE DECK**
- Outdoor Dining Area

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**BRISBANE RIVER**