

SECTION 5

Social and Cultural

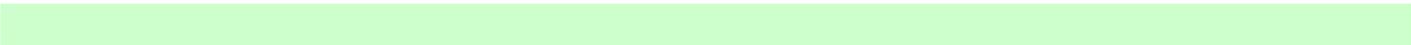
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Section 5: Social and Cultural

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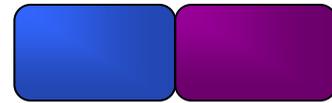
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Adjusting to Life in Australia:



While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

➤ Listen, observe and ask questions

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

➤ Become involved

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

➤ Try to maintain a sense of perspective

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

➤ Maintain some of the routines and rituals you may have had in your home country.

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

➤ Keep lines of communication open with those at home.

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

➤ Sense of humour

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

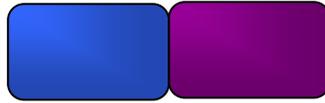
➤ Ask for help

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

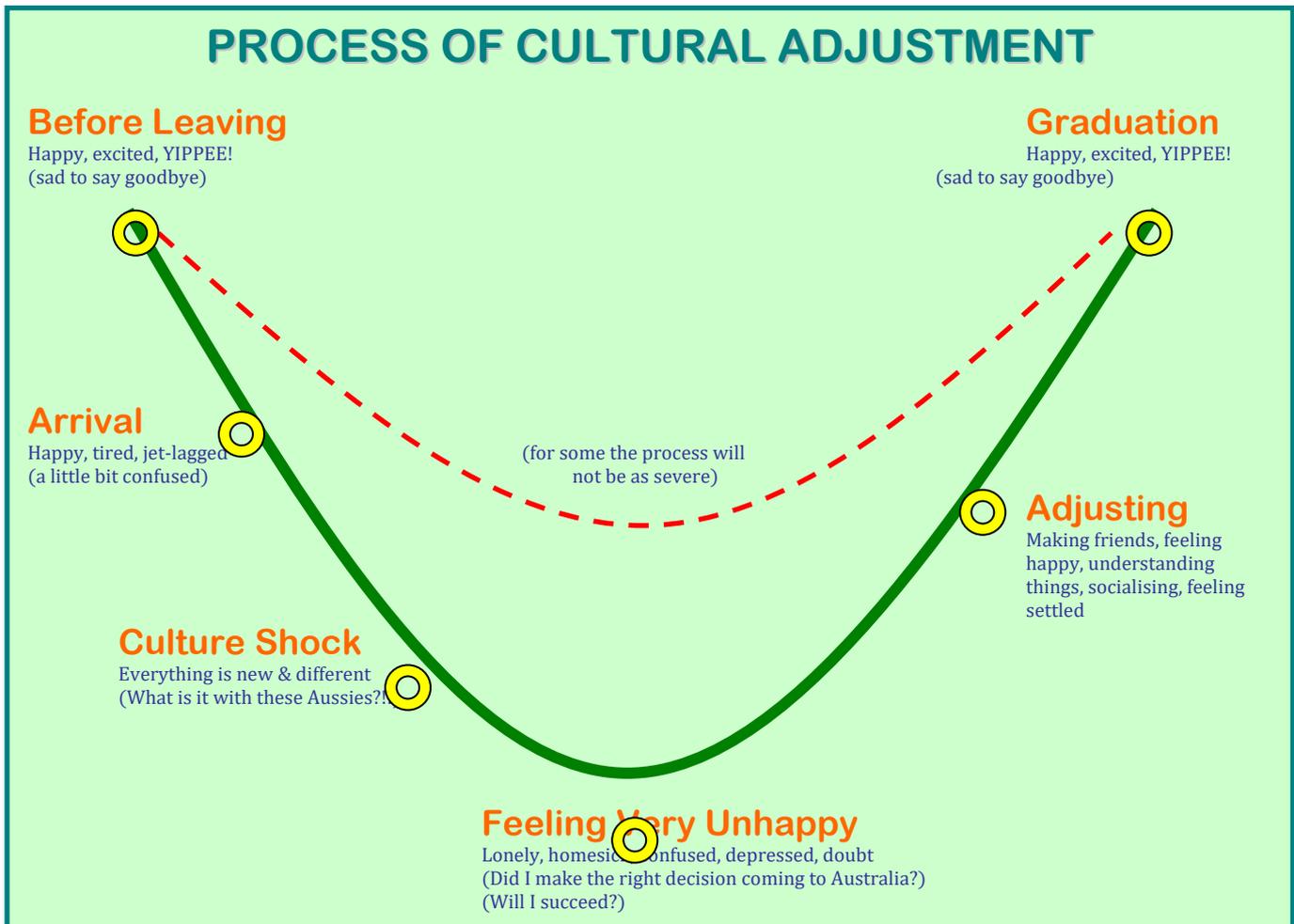
➤ Finally, relax and enjoy the journey!

(Source: Macquarie University)

Culture Shock:



Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.



Overcoming Culture Shock

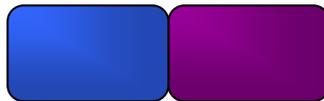
Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

- 1. Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.
- 2. Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!

3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.
4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

Australian Culture:



Social Customs

Greeting People

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians **look at the eyes of the people** they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.



You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

Clothing Customs

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban.



As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.

Polite Behaviour

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, '**Excuse me**' to get a person's attention and '**sorry**' if we bump into them. We also say, 'Excuse me' or '**pardon me**' if we burp or belch in public or a person's home.

You should always try to **be on time** for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, '**Bless you**' when you sneeze. This phrase has no religious intent.

Australian Slang

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.
- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **Fortnight** - This term describes a period of two weeks.
- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.
- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.



- **Chook** - The term chook means a chicken, usually a hen.
- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.
- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- **To be crook** - to be sick or ill.
- **Flat out** - busy.
- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaler'. This also means you are not obliged to shout.
- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- **How ya goin?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.

For more information on Australian slang visit: www.cultureandrecreation.gov.au/articles/slang

Responding to an Invitation

- **What could I be invited to?** If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea'. 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.
- **How are invitations made?** Invitations can be written or spoken. Written ones usually ask for RSVP, (which is *repondez s'il vous plait* in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.
- **What if I do accept an invitation?** When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. **It is not polite to arrive late** and you should make a telephone call to your host to explain if you are going to be late.
- **What if I cannot accept an invitation?** You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration & Citizenship)

Tipping

Tipping is not generally expected or practised in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.

Public Holidays & Special Celebrations:



Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. **January 1** is a public holiday.

Australia Day

Australia Day, **January 26**, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.



Easter

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

Easter Traditions

- **Shrove Tuesday or Pancake Day:** Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the shroving Tuesday, and eat up all the foods that wouldn't last the forty days of Lent without going off.

Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour.



Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

- **Hot Cross Buns:** Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.



A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.

- **Easter Eggs:** Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.
- **The Easter Bunny:** Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world.

The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

Anzac Day

Anzac Day is on **April 25** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.



ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of "**TWO-UP**". A game of chance played by the ANZACS where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of "mate-ship" and friendliness to all and the experience of a game of two-up is a memorable one.

Labor Day

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers' rights.

Queen's Birthday

The Queen's Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen's Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen's Birthday on a Monday, results in a three-day long weekend.

Melbourne Cup Day

The Melbourne Cup is a 2 mile international horse race run on the **first Tuesday of November each year** attracting the finest racehorses from around the world. Known as the "race that stops a Nation" due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory "Cup Day Breakfast", lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a "Cup Sweep" where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, & 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the "Spring Racing Carnival" which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It's a very colourful time to be in Melbourne.



Christmas

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.



Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

- **The Boxing Day Test:** December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.
- **The Sydney to Hobart Yacht Race:** the "Sydney-to-Hobart" is Australia's most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)



Sports & Recreation:



NCC runs sporting competitions with local schools on the North side of Brisbane and between other schools from the Seventh-day Adventist group of schools in South Queensland and northern New South Wales. These events are announced in the school newsletter, on noticeboards, in morning roll mark, and at school assemblies throughout the year.

NCC has a sport afternoon every week in which students participate in a chosen sport. The following sports are very popular at NCC:

- Basketball
- Volleyball
- Touch football
- Soccer

Other sports options operating at different times of the year include badminton, table tennis, ice skating, swimming, athletics, cross-country running, netball, and various others. With some of the school sports, there is the opportunity to compete at district, regional, state and national levels.

There are also community-run sports and clubs in the local area where you live. Usually sports have a season; for instance, cricket is usually played in summer, whereas soccer is often played in winter. To find out more about community sports please call your local council for times and options.

Clubs & Organisations:



NCC also offers clubs for activities that are more academic in nature. These often operate around competition or performance dates:

- Chess Club
- Tournament of Minds
- Drama and Musical productions
- Praise and Worship teams
- Musical Ensemble groups.

Entertainment:



The local churches provide a number of entertainment evenings. Apart from this, students may wish to go ice skating, ten pin bowling or engage in sporting activities. There are also a number of theme parks located at Oxenford on the Gold Coast. These include such places as "Wet & Wild", "Dream World", "Movie World" and "Sea World".

Eating Out:



There are a number of eating places in the shopping malls such as Strathpine, Chermside, Morayfield and North Lakes. Sizzlers at Morayfield is very popular as it is an "all you can eat" salad bar at a set price. Apart from this there are a number of local Chinese takeaway and eat-in restaurants. Some of these restaurants are at Burpengary and Kallangur.

Religion & Faith:



While NCC is operated by the Seventh-day Adventist Church, it has students from many different faiths and recognises the need for every human being to have an active spiritual life. Each week, students from Primary School and Middle/Senior School attend a Chapel program that highlights praise and worship. This often includes singing, drama and a speaker who talks about an issue that is relevant to Primary or Secondary students and their spiritual development.

Throughout the week, students also attend Religious Studies classes where they explore the Bible and have a chance to ask questions about topics that arise.

Where to Find Out What's Going On:



There are many social events planned through the local churches. Please make a list of any social events that you hear about:

Home Fire Safety:



International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

Smoke Alarms

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You **MUST** have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.



Look after your smoke alarm, it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- DON'T remove the battery
- DON'T take the smoke alarm down
- DON'T cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.



Electricity

The safe use of electricity assists in preventing house fires.

- **Improper use of power boards and double adaptors can lead to fires.**

A double adaptor or a powerboard plugged into another double adaptor or powerboard creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.



- **Be careful to keep electrical appliances away from water.**

A hair dryer takes time to cool down. For safety, allow this to happen on a inflammable surface before storing it.



- **Computers, monitors and TVs can overheat and cause fires even when not in use.**

They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control.



- **Light globes can become very hot.**

It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.



Heaters

It's nice to keep yourself warm in the cooler weather, but remember heaters are a major cause of house fires.

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.



Candles, Oil Burners and Cigarettes

Candles, oil burners and cigarettes can all be dangerous fire hazards.

- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Don't leave your room when a candle or oil



- burner is alight.
- Don't go to sleep when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily.

Cooking

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
 - DO NOT use water to put out an oil fire.
 - Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, "If Safe To Do So".
- Turn off the cooking appliance before you leave the room or go to bed.



Plan Your Escape

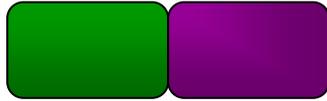
In a Fire:

1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call **000**.



(Source: Metropolitan Fire Brigade, Melbourne. www.mfb.vic.gov.au)

Sun Safety:



Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.



Beach Safety:



Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

Remember the F-L-A-G-S and Stay Safe

F Find the flags and swim between them - the red and yellow flags 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**

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



The Surf Environment

Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water, which then returns to sea, causing a drag effect. **The larger the surf the stronger the rip.** Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm



Surf Skills

Escaping From a Rip

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.

Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.



(Source: Surf Lifesaving Australia)

Bush & Outback Safety:



Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

In the Bush

Be prepared if you plan some time in our bushland. Plan your hike. Remember it is unlikely your mobile phone will work in the bush so always tell someone where you are going and what time you expect to return. Let them know when you return safely.



- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- **Never walk alone.** Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- **Never dive** into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

Advice for Motorists Caught in Bush Fires



Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates

- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle's fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
- If you have water, drink it
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time
- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees
- Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

(Source: NRMA)

In the Outback



Australia's outback is vast. Our remote wilderness areas have few towns and facilities, often with large distances between them, so be aware and plan your trip.



- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
- Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
- Always carry a current road map.
- Make sure your vehicle is in good working order and has been serviced recently.
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.

- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.
- **If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.**
- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).
- Obey road closure signs and stay on recognised routes.
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.
- Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.
- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.
- Do not rely on your mobile phone as it is unlikely to work in the outback unless you have a satellite phone.

(Source: Visit Victoria. com)



Storm Safety:



Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.



Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.

You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.



The SES is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm

If you are caught outside during storm

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group – spread out, keeping people several metres apart.

Dangerous Animals & Plants:



Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you

If you are visiting any of Australia's beautiful parks or forests:

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- **Take care to avoid marine stingers.**
- **Do not enter water where crocodiles may live.**

Bites and Stings

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide **Poisons Information Centres** have a common telephone number:

131 126.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or **000**.

Anaphylaxis – allergic reactions

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. **For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.**

General First Aid for Bites and Stings

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

For all other bites and stings: Seek or apply basic first aid.

Wash with soap and water and apply an antiseptic if available

Ensure that the patient's tetanus vaccination is up to date

Apply an ice-pack to reduce local pain and swelling

Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)

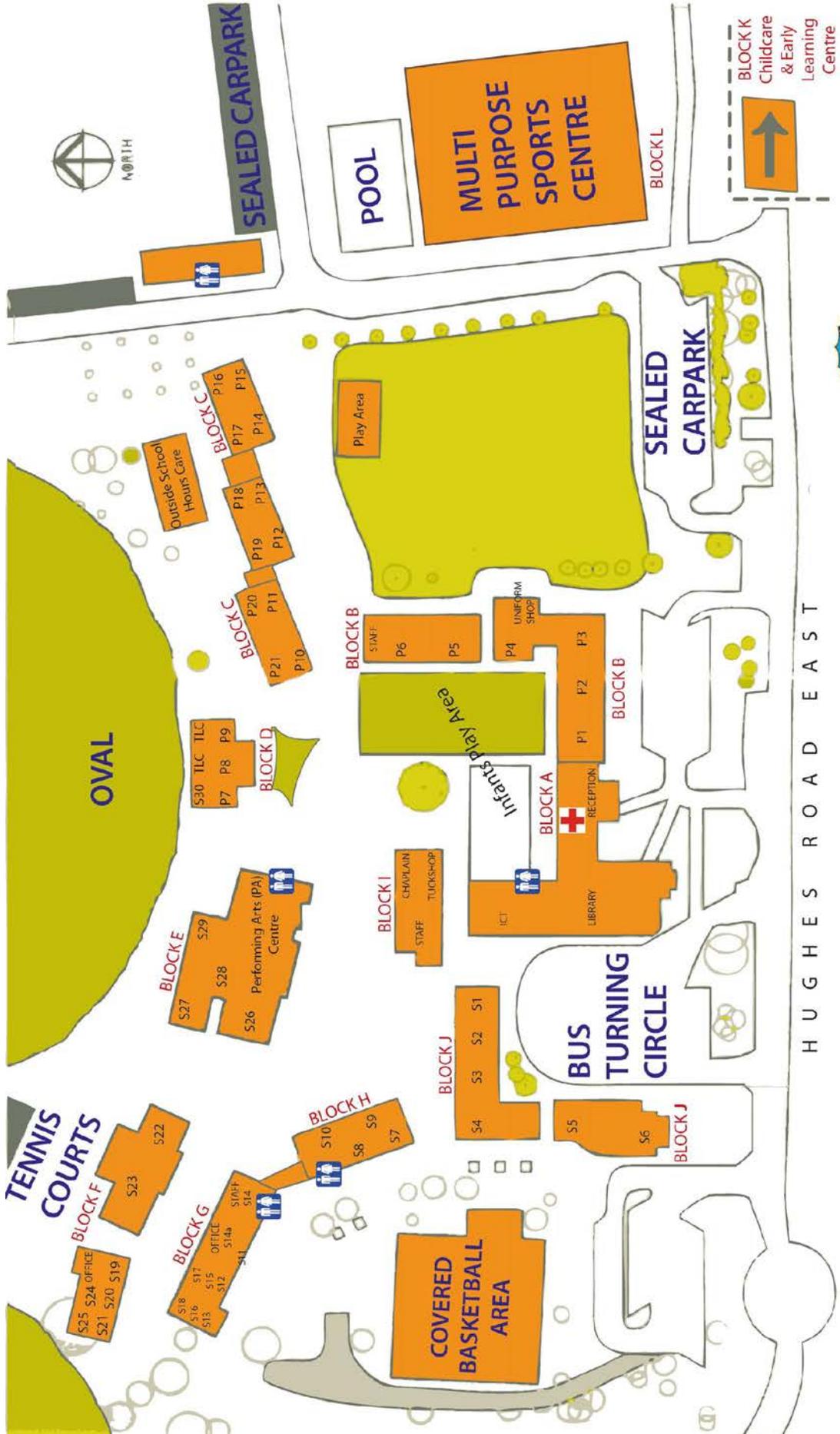
The patient should seek medical advice if they develop any other symptoms or signs of infection.

<https://www.health.qld.gov.au/public-health/topics/>

(Source Queensland Health)

Appendices

MAP OF NORTHPINE CHRISTIAN COLLEGE



NORTH PINE
CHRISTIAN COLLEGE

- Block A - Admin, Library, ICT
- Block B - Prep, Year 1, Uniform Shop
- Block C - Year 3 - Year 7
- Block D - Year 2, Year 7, TLC
- Block E - Music, Japanese, Drama, PA Centre
- Block F - Middle School Classrooms
- Block G - Secondary Classrooms
- Block H - Secondary Classrooms, Science Labs
- Block I - Staff Room, Chaplain, Tuckshop
- Block J - Applied Tech, Graphics, Home Ec
- Block K - Childcare & Early Learning Centre
- Block L - Sports Centre

Northpine Christian College's International Student Entry Requirements Policy

- 1 Northpine Christian College will consider enrolment applications from students wishing to attend the College and apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the College and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
- 2 Applications for enrolment must be made on Northpine Christian College's International Student Application Form. The form must be fully correctly completed and must be accompanied by the following documents to support the application:
 - a. Copies of student report cards from the previous two years of study, including a copy of the latest student report translated into English
 - b. Completed reference from the student's current or most recent school Principal is also required if student report cards do not record student behaviour or commitment to studies
 - c. Completed subject choices form if appropriate
 - d. Appropriate proof of identity and age
 - e. Written evidence of proficiency in English as a second language, students will be interviewed by telephone or Skype if unable to attend an interview with the Principal
 - f. Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - g. Letter of Offer from another registered provider if applicable
 - h. Enrolment Application Fee
 - i. Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable
 - j. Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable
- 3 Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
- 4 An application for enrolment can only be processed when all of the above are in the hands of the College Enrolment Officer.
- 5 Applications from international students are processed according to established policy and procedures and are dealt with on their merits.
- 6 Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason the College may require relevant testing of the applicant to assess the application.
- 7 Onshore international applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.
- 8 Offshore international applications for enrolment in Years 11-12 will not be considered after the Year 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.
- 9 The College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Minimum academic and English language requirements are as follows:

Academic Requirements

Students must provide evidence of satisfactory academic performance appropriate to entry to the year level requested on the Application for Enrolment or offered as an alternative point of entry by the College in a Letter of Offer.

- a. For Primary students - evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum
- b. For Year 7 to 12 students - a pass level or "C" grade or better for the majority of core subjects

English Language Proficiency Requirements

1. The College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2018 National Code. **It is a condition of enrolment at Northpine Christian College that applicants must be fluent in English prior to enrolment.**
2. Northpine Christian College will assess evidence of English language proficiency presented by a student at the time of application and reserves the right to confirm the student's English language proficiency through additional testing.
3. Students should note that if their language proficiency is below that outlined above they may be required to undertake an intensive English language course before commencing at the College in mainstream studies.
4. Students wishing to enter the College below year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the College.
5. If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to commence their mainstream course.

Northpine Christian College's School Deferment, Suspension and Cancellation Policy

1. Communicating with families about changes in enrolment status

- a. All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the College
- b. Parents must keep the College informed of their current contact details, as per the conditions of the student visa
- c. Where relevant and where approved by the parents, the College may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the College has a formal written agreement are the primary contact for the College in such matters. The College will not act on any decision affecting the student's enrolment that is not made by the parents.

STUDENT-INITIATED CHANGES IN ENROLMENT

2. Deferment of commencement of study requested by student

- a) The College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i) illness, where a medical certificate states that the student was unable to attend classes
 - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii) major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
 - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the College is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved
- b) All applications for deferment will be considered within ten working days
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see the College's Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted

3. Suspension of study requested by student

- a. Once the student has commenced the course, the College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes, bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - ii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impacted on studies
 - iii. a traumatic experience which has impacted on the student (these cases should be where

possible supported by police or psychologists' reports)

- iv. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
- b. Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the College as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c. Temporary suspensions of study cannot exceed 6 months duration
- d. Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age
- e. The period of suspension will not be included in attendance calculations
- f. Applications will be assessed on merit by the Principal
- g. Some examples of circumstances that are not considered compassionate and compelling include:
 - i. Requests for early departure or late return from vacation, including inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
- h. As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students
- i. All applications for suspension will be considered within ten working days
- j. The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see the College's Complaints and Appeals policy).

4. Student initiated cancellation of enrolment

- a. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal (see the College's Refund Policy and Cancellation Policy for information regarding refunds and cancellation fees)
- b. A student will be deemed to have inactively notified the College of cancellation of enrolment where:
 - i. the student has not yet finished his/her course/s of study with the College, and
 - ii. does not resume studies at the College within [14 days] after a holiday break, and
 - iii. the student has not previously provided the College with written notification of withdrawal.
- c. Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to the College's Complaints and Appeals Policy

SCHOOL INITIATED CHANGES IN ENROLMENT

5. College initiated exclusion from class

- a. The College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in the

College's Code of Behaviour (see the College's Handbook on website)

- b. Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement
- c. Where the College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access the College's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below
- d. Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal
- e. Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course
- f. Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS

6. College initiated suspension of studies

- a. The College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the College's Code of Behaviour
- b. Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement
- c. Where the College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access the College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d. Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place, as determined by the Principal
- e. Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>)
- f. Suspensions will be recorded on PRISMS
- g. The period of suspension will not be included in attendance calculations

7. College initiated cancellation of enrolment

- a. The College will cancel the enrolment of a student under the following conditions:
 - i. Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
 - ii. Failure to pay course fees
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv. Any behaviour identified as resulting in cancellation in the College's Code of Behaviour
- b. Where the College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access the College's internal appeals process. Further information about the appeals process in the event of a school-initiated

cancellation is outlined below.

- c. The College is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at the College will be cancelled and this may impact on the student's visa. Further information can be found in the College's Course Progress and Attendance Policy.
 - i. For the duration of the internal appeals process, the College will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes
 - ii. If a student decides to access the College's complaints and appeals process because they have been notified of a College initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below)
 - iii. Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but the College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the College has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable
 - iv. The use of extenuating circumstances by the College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence
 - v. The final decision for evaluating extenuating circumstances lies with the Principal

8. Student to seek information from Department of Immigration

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website <http://www.border.gov.au/Trav/Stud> for further information about their visa conditions and obligations

9. Definitions

- a) Day – any day including weekends and public holidays in or out of term time
- b) Extenuating circumstances - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk

Examples include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student's wellbeing
- the student has engaged or threatened to engage in behaviour that is reasonably

believed to endanger the student or others

- is at risk of committing a criminal offence, or
- the student is the subject of investigation relating to criminal matters.

Northpine Christian College's Refund Policy

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed as well as comprising part of student's written agreement.

1. **This policy outlines refunds applicable to course fees paid to the College.**
2. **Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.**
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a) Fees are payable according to the College's Fees Policy and the annual fee statement.
 - b) An itemised list of school fees is provided in the College's written agreement [as per NC Standard 3.3.4]
 - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d) Refunds will be paid to the person who enters into the written agreement unless the College receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
6. Student default because of visa refusal
 - a) If a student produces evidence of visa refusal (or provides permission for the College to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day,

the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the College before the student's default day, minus the lesser of
 - o 5% of the amount of course fees received, or
 - o AUD 500.
 - b) If a student whose visa has been refused withdraws from the course after it has commenced the College will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the College with respect to the student within the period of four weeks after the day of student default.

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

7. Student default

- f) Any amount owing under this section will be paid within four weeks of receiving a

written claim from the student (or parent(s)/legal guardian if the student is under 18)

- g) Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made
- h) If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 100 % of tuition fees will be retained for the period beginning at the starting date up to and inclusive of the date the College receives written notice of withdrawal, from tuition fees received by the College and the remainder will be refunded
- i) If tuition fees for up to 1 term/ 1 semester/ 2 semesters have been received in advance by the College and the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the College will:
 - i. Retain an administration fee of 5% and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course
 - ii. Refund 50 % of the tuition fees received if written notice is received less than four weeks prior to commencement of the course
 - iii. Refund 20 % of any tuition fees received, if written notice is received **before** one (1) term/semester of the payment period has passed
 - iv. No refund to be given if written notice is received **after** 1 term/ semester of the payment period has passed
- j) If tuition fees have been received for more than 1 term/ semester/ 2 semesters, refund provisions under (d) will apply for the first 1 term/ 1 semester/ 2 semesters and any balance of unused tuition fees after this will be refunded.
- k) No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. Failure to maintain satisfactory course progress (visa condition 8202). Please see NPCC – Policy & Procedures Manual for International Students
 - ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see NPCC – Policy & Procedures Manual for International Students
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). If applicable: Please see NPCC – Policy & Procedures Manual for International Students
 - iv. Failure to pay course fees. Please see NPCC – Policy & Procedures Manual for International Students
 - v. Any behaviour identified as resulting in enrolment cancellation in the College's Code of Behaviour. Please see NPCC – Policy & Procedures Manual for International Students
- l) If the College cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, any refund of tuition fees will be at the discretion of the College

8. Provider default

[Any default by the College must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).]

- b) If for any reason the College is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the agreed course starting day
- c) If for any reason the College is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the College's default day
- d) In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

**Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). <http://www.comlaw.gov.au/Details/F2014L00907>.*

- 9. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student's course, including book fees (where books are not supplied by the College) and uniform fees. Other fees such as OSHC and private accommodation arrangements are arranged directly with providers
- b. **Tuition fees** – fees directly related to the provision of the student's course
- c. **Course fees** – the sum of tuition fees and non-tuition fees received by the College in respect of the student in order for the student to undertake the course
- d. **Term** – approximately 10 weeks
- e. **Semester** – 2 terms

If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full international student's fees for the duration of that year

Northpine Christian College's International Student Complaints and Appeals Policy

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed and again during orientation or within seven days of the commencement of student attendance of the enrolled course.

1. Purpose

- a) To provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving the College, or an agent or third party engaged by the College to deliver a service on its behalf.
- b) The internal complaints and appeals processes are conciliatory and non-legal

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the College's Code of Behaviour

3. Informal Complaints Resolution

- a) In the first instance the College requests that there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint
- b) Students should contact the student's teacher/Year Level Co-ordinator in the first instance to attempt mediation/informal resolution of the complaint
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and the College's internal formal complaints and appeals handling procedure will be followed

4. Formal Complaints Handling and Appeals Process

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process
- b) The student must notify the College in writing of the nature and details of the complaint or appeal
- c) Written complaints or appeals are to be lodged with the Principal
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal
- e) Complaints and appeals processes are available to students at no cost
- f) Each complainant has the opportunity to present his/her case to the Principal
- g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/other and will be finalised as soon as practicable
- i) For the duration of the internal complaints and appeals process, the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and

Training to Overseas Students 2018 and the student must continue to attend classes.

However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file
- k) If the complaints and appeals procedure finds in favour of the student, the College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken
- l) Where the outcome of a complaint or appeal is not in the student's favour, the College will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the College is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the College may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by the College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by the College that relates to:
 - i) refusal to approve a transfer application (under Standard 7), or
 - ii) suspension or cancellation of the student's enrolment (under Standard 9)

any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The College need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

6. Other legal redress

- a) Nothing in the College's Complaints and Appeals Policy negates the right of an international student to pursue other legal remedies

7. Definitions

- a) **Working Day – any day other than a Saturday, Sunday or public holiday during term time**
- b) **Student – a student enrolled at Northpine Christian College or the parent(s)/legal guardian of a student where that student is under 18 years of age**
- c) **Support person – for example, a friend/teacher/relative not involved in the grievance.**

Northpine Christian College's International Student Transfer Request Policy

This policy and processes apply to:

- a. International students requesting to transfer prior to completing the first six months of their first registered school sector course or
- b. where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW

International students requesting to transfer prior to completing the first six months of their first registered school sector course:

1. International students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
 - a) If the student's course or College becomes unregistered
 - b) The College has a government sanction imposed on its registration
 - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
 - d) If the student is granted a release in PRISMS
2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered College sector course of study or is under 18 years of age, conditions apply.
3. The College will only release a student before completing the first six months of their first registered College sector course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College
 - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements)
 - c) The student provides evidence of compassionate or compelling circumstances
 - d) The College fails to deliver the course as outlined in the written agreement
 - e) The student provides evidence that their reasonable expectations about their current course are not being met
 - f) The student provides evidence that he / she was misled by the College or an education or migration agent regarding the College or its course and the course is therefore unsuitable to his/her needs and/or study objectives
 - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student
 - h) Any other reason stated in the policies of the College

4. Students under 18 years of age MUST also have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
5. The College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) The College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
 - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - d) The student has not accessed College support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e) College fees have not been paid for the current term/semester
6. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from the College office
 - b) Give this completed application form and a valid offer of enrolment from another provider to the Principal for assessment
 - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider. In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from the College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. The College will assess the student's transfer request application and notify the student of a decision within 10 working days
8. If the College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS
9. If the College intends to refuse the student's transfer application request, the College will provide the student with reasons for refusal in writing and include a copy of the College's complaints and appeals policy (available from the College website and office). The student has the right to access the College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
 - a) the student confirms in writing they choose not to access the College's complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) the appeals process is completed and a decision has been made in favour of the student

or the College

10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is: 299 Adelaide St, Brisbane City QLD 4000. See <http://www.border.gov.au/about/contact/offices-locations/australia>.

Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

Student who are no longer subject to the transfer restriction but Northpine Christian College holds welfare responsibility via a CAAW

11. Students under 18 years of age MUST have:
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the College office
 - b) Give this completed application form and a valid offer of enrolment from another provider to principal for assessment and response within 10 working days
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s
- In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from the College in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
13. The College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days
14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

Northpine Christian College's International Student Accommodation and Welfare Policy

Care for younger students under 18 years

Northpine Christian College is a CRICOS-registered provider approved to enrol younger students under 18 years of age. As part of its registration obligations the College must satisfy Commonwealth and State legislation as well as any other regulatory requirements relating to child welfare and protection for international students enrolled under 18 years of age.

These obligations include ensuring that all international students under 18 years of age are given age-and culturally-appropriate information on:

- a. who to contact in emergency situations, including contact number/s of a nominated staff, And
- b. how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

The College has documented procedures relating to child welfare and safety and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

Accommodation and care options for international students under 18 years

The College approves the following accommodation and care options for international students:

1. The student will live with a parent or relative approved by the Department of Immigration.

In this case:

- i. The College does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to the Department of Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
- ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:
 - o not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and unless the College has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, And
 - o advising the Department of Immigration of any change of address, passport or other changes of circumstances.

Northpine Christian College requires holders of Student Guardian Visas to:

- a. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
- b. immediately advise the College of any change to address or contact details
- c. immediately advise the College if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student

If there is a valid reason for travelling overseas and the College is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the College will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Immigration via PRISMS.

If there is not a valid reason for travelling overseas or if the College is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the student will need to travel overseas with the holder of the student guardian visa. In this case the College will advise if compulsory attendance requirements will or will not be

affected by the student's absence.

2. **The student will live in College approved accommodation and welfare arrangements and Northpine Christian College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).**

Accommodation options that may be approved by Northpine Christian College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- o Private accommodation and care arrangements requested by the parent but approved by the College which meet all requirements under relevant State and Commonwealth legislation.

The College will maintain approval of accommodation and care arrangements until:

- i. The student completes the course and departs Australia
- ii. The student turns 18 years
- iii. Any appeals processes in relation to the College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- iv. The student has alternative welfare arrangements approved by another registered provider
- v. A parent or nominated relative approved by the Department of Immigration assumes care of the student
- vi. The College has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student

Any accommodation, welfare and other support arrangements for the student must be approved by the College, including arrangements provided by third parties.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate (<https://www.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the College. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

If a student cannot be located and the College has concerns for his/her welfare, the College will contact the student's parents / legal guardian and notify the police and any other relevant authorities.

If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.border.gov.au/about/contact/offices-locations/australia>).

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the College as soon as practicable of their intentions and must provide the College with written evidence of a guardian visa grant.

3. **For College vacation periods, students under 18 years of age for whom Northpine Christian College has issued a CAAW will:**

- i. return home to parents, or
- ii. continue to live in / is placed in Homestay arranged and approved by the College, or
- iii. apply for approval to spend the vacation with relatives or a friend's family, or

- iv. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain College approval.

4. Accommodation options for full fee paying 500 (formerly 571) visa subclass students 18 years and older include:

It is a condition of enrolment that students over 18 years also maintain College approved accommodation arrangements.

- i. Private accommodation arrangements

5. For College vacation periods, the following accommodation options are available to full fee paying 500 (formerly 571) visa subclass students 18 years or older:

- i. Student returns home to parents
- ii. Student continues to live in accommodation approved by the College
- iii. Student may spend vacation with friend's family or relatives, provided details are given
- iv. Student may attend a supervised excursion, camp, etc., provided details are given
- v. Student may travel unaccompanied during vacation periods, provided details are given.

Additional Information:

6. PRIVATE ACCOMMODATION ARRANGEMENTS:

The private accommodation arrangements approved by the College meets Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

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These include

- ii. Continuous dates for approved welfare arrangements
- iii. Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities for the duration of the student's enrolment at the College
- iv. Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
- v. Orientation program for families new to provision of private accommodation arrangements services
- vi. Compliant Private accommodation arrangements risk management strategy, reviewed annually, undertaken by operator of the private accommodation arrangements program
- vii. Blue cards as required for adults living in the homestay / private arrangement, other than international students, or who otherwise have regular contact with the student

Northpine Christian College's International Student Progress, Attendance and Course Duration Policy

International students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

1. Course Progress

- a. The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled
- b. The course progress of all students will be assessed at the end of each study period/ semester of enrolment according to the College's course assessment requirements
- c. Students who have begun part way through a study period / semester will be assessed according to the College's course assessment requirements after completing one full study period/semester

To demonstrate satisfactory course progress, students will need to achieve a "C" or higher in at least 70% of subjects in any study period/semester. The student must also achieve at least a "Satisfactory" or above in "Class effort" on the report card (eg completion of homework, assignments and participation in classroom activities)

- d. If at the end of a study period a student does not achieve satisfactory course progress as described above, the Academic Co-ordinator will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
 - i. After hours tutorial support
 - ii. Subject tutorial support in class time
 - iii. Mentoring
 - iv. Change of subject selection, or reducing course load (without affecting course duration)
 - v. Counselling – time management
 - vi. Counselling -academic skills
 - vii. Counselling - personal
 - viii. other intervention strategies as deemed necessary
- e. A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- f. The student's individual strategy for academic improvement will be monitored over the following study period by the Academic Co-ordinator and records of student response to the strategy and parents will be kept informed of the student's academic progress while the student is receiving formal intervention
- g. If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, the College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process.

The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by the College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within two weeks. Please see the College's Complaints and Appeals Policy for further details.

- h. The College will notify the National ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:

- i. the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the Principal in writing or
- ii. the complaints and appeals process results in a decision in favour of the College

2. Completion within expected duration of study

- a. As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled
- b. Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course
- c. The College will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
 - i. The student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - ii. The student has, or is, participating in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with the College's Deferment, Suspension and Cancellation Policy
- d. Where the College decides to extend the duration of the student's study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa

3. Monitoring Course attendance

- a. Satisfactory course attendance is attendance of 80% of scheduled course contact hours. [NB the National Code St 8 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in St 8.15.]
- b. Student attendance is:
 - i. checked and recorded daily
 - ii. assessed regularly
 - iii. recorded and calculated over each study period
- c. Late arrival at the College will be recorded and will be included in attendance calculations
- d. All absences from the College will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.
- e. Any absences longer than [5] consecutive days without approval will be investigated. 5 days is the maximum allowed under NC St 8.6.4
- f. Student attendance will be monitored by the Deputy Principal every five days over a study period to assess student attendance using the following method:
 - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.] Alternatively, a school may choose to calculate attendance using a formula based on the number of days absent. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.]

- ii. Attendance for any period of exclusion from class will be assessed under the College's Deferment, Suspension and Cancellation Policy
- g. Parents of students at risk of breaching the College's attendance requirements will be contacted by email / 'phone and students will be counselled and offered any necessary support when they have absences totalling 85% in any study period
- h. If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, the College will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the College will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process
- i. The College will notify the National ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. the student withdraws from the complaints and appeals process by notifying the Principal in writing
 - iii. the complaints and appeals process results in a decision in favour of the College

[If allowing a 70% attendance threshold for compelling or compassionate circumstances under NC St 8.15, the following is included]

- j. Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
 - ii. the student's attendance has not fallen below 70% for the study period
- k. The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%, or number of study days x number of days per week x 30%
- l. If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Deputy Principal will assess whether a suspension of studies is in the interests of the student as per the College's Deferment, Suspension and Cancellation Policy
- m. If the student does not obtain a suspension of studies under the College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

4. Definitions

- a. Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
 - i. serious illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)
 - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies

- iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- v. where the College was unable to offer a pre-requisite unit
- vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b. Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS
- c. School day – any day for which the College has scheduled course contact hours
- d. Study period – the College defines a “study period” for the purposes of monitoring course attendance and progress as a semester

Northpine Christian College's Code of Behaviour

The fundamental role of Christian Education is to prepare students for a life of service to God and others. Our policies, whether related to attitude towards learning, behavior management, uniform or the many other aspects of schooling at Northpine Christian College, are directed towards preparing our students for the complexities of life beyond College. Our students will be the leaders of the future and our aim is to instill in them skills including, the ability to develop effective relationships with parents, peers, staff and community, self discipline and self respect. Responding positively towards college expectations and demonstrating the ability to take responsibility for their actions are outcomes we desire to help our students develop during their time at Northpine.

1. Students are at the College to learn. They are therefore expected to be attentive in class, move about the College in an orderly fashion, be punctual and have all necessary equipment for each lesson. It is expected that students will support the teacher's work by refraining from unwarranted conversation and the distraction of others. Students also need to pay attention during lessons and apply themselves to tasks assigned by the teacher.
2. A student may leave the College grounds only with the permission of the Principal or Deputy Principal and generally only if written permission is given by parents.
3. Each student is expected to respect the property rights of the College and of every member of the College community. All breakages and damage must be reported to the Principal or Deputy immediately by the person responsible, who will also have to bear the cost, if the breakage was caused by irresponsible or malicious action.
4. Uniform and behaviour while travelling to and from College, while on excursions, or in any public place must be exemplary. It should be remembered that the public often judges an institution by the dress and behaviour of its students.
5. Standards of honesty, courtesy, moral purity in word and act, good language, respect for authority and reverence to God are to be maintained.
6. Students are expected to participate in sports and to be gracious winners and good losers.
7. Designated out of bounds areas must be strictly observed.
8. Dangerous implements including guns, knives, metal rulers and items which have proved troublesome in the past are not permitted at College or while the students are under College jurisdiction or in College uniform.

9. Correct and complete uniform must be worn neatly at College, travelling to and from, and at any other place when the student is in uniform. During activities where uniform is not required, dress must be modest and accessories and footwear must meet College health and safety standards.
10. Alcohol, cigarettes, illegal drugs and other harmful substances are strictly forbidden. Students are reminded that they represent the College and its standards and they need to abide by them at all times.
11. The College reserves the right to open and search students' lockers and bags without notice. This would only be done with the student present.

Where there are no written rules, the basis of behaviour is common sense and courtesy.

Northpine Christian College International Student Fees Policy

This policy applies to all International students enrolled at Northpine Christian College on a 500 International student visa. All International students enrolled on this visa are subject to the payment of tuition fees.

Enrolment Application Fee

This fee is payable at the submission of the Enrolment Application form.

Tuition Fee

Tuition fees are reviewed annually and may increase. Tuition fees are derived from the cost of providing the best program suitable for students within our College and include additional charges payable for specific items such as Duke of Edinburgh, Brisbane School of Distance Education, TAFE courses and transport, musical group memberships and tours, subject workbooks, graphics calculators, career assessment and testing, Fast for Word, sports teams (extracurricular), biology camps, technology studies projects, senior jersey, formal celebrations and graduation expenses, class socials, additional Year 10/11 Canberra camp and Year 12 beach camp costs. *Includes a contribution to primary stationery, excursions, PE/sport activities including swimming. There is a base component for years 6 to 12 level camps, and for the years 10, 11 and 12 additional camp charges are payable. For secondary students the fee includes a contribution to textbook hire, ID card, sports activities, excursions, student diary and base consumables. **This is a contribution to the College annual magazine and end of year school activities

International tuition fees are charged annually and full payment is required prior to students being issued with their *Confirmation of Enrolment*. One full semester's notice of a student's departure must be given in writing to the Head of School - Secondary or Primary, or one semester's fees will be payable if no notice is given. (Refer to the Refund Policy on our website Northpine Christian College).

In the event that a student is asked to leave the College, all incurred fees and charges will be non-refundable and any outstanding fees and charges will become immediately payable.

Please note that continuing enrolment will depend on payment of tuition fees by the due date annually.

Non Tuition Fees

Please note that non-tuition fees do not include either the cost of overseas health insurance cover or student accommodation fees. Parents are responsible for paying these fees directly to providers.

Homestay fees are to be directly arranged between the parents and host family. The College is not responsible for collecting homestay fee payments.

Overseas Student Health Cover (OSHC) is compulsory and cover must be taken out for the full length of the student's course before the student's Confirmation of Enrolment will be issued. Parents are responsible to arrange their child's health cover. The College will require a copy of the OSHC policy from the student prior to commencement.

Uniforms are to be purchased by the student prior to or on the first day of school. A formal day uniform, sports uniform and hat are required for all year levels. All uniforms must be purchased from the Northpine Uniform Shop. A copy of the current uniform price list can be found on our website. Uniform prices given in the fee schedule are indicative only and it is at the discretion of the student as to how many uniform items they purchase.

Stationery pricing will vary depending on the year level and subject choice. Prices given in the fee schedule are indicative only and subject to fluctuation.

Course Fees

Fees are subject to annual review and may change. Fees quoted are in accordance with the 2018 fee schedule, as published on Northpine's website: <http://www.northpine.qld.edu.au>

Payment of Fees

Payment can be made by credit card or direct payment to the College's bank account.

Bank: Westpac Banking Corporation, 260 Queen Street Brisbane, Queensland

Account Name: Northpine Christian College

Branch Number: 034-002

Account Number: 72 9335

Please ensure the student's name appears in the details of the deposit reference.

All fee payments are to be made in Australian dollars only.

Sibling Discounts

Sibling discounts do not apply to International Students fees.

Payment of Course Fees and Refunds

- a. Fees are payable as per this Fees Policy on Northpine's website: <http://www.northpine.qld.edu.au>
- b. All fees must be paid in Australian dollars
- c. If the student changes visa status (eg becomes a temporary or permanent resident) he/she will continue to pay full international student's fees for the duration of that calendar year
- d. Any refund of tuition fees or non-tuition fees in the event of visa refusal or College default is prescribed by legislation (Education Services for Overseas Students (ESOS) Act 2000 and Regulations 2001). Refer to the Refund Policy available on the College website or available from the Administration Office.
- e. Any refund of tuition fees or non-tuition fees for student default will be paid as per Northpine Christian College's Refund Policy, which is part of this agreement. This Refund Policy is available on the College's website or from the Administration Office.

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Acknowledgements

This project could not have been completed if it were not for all the wonderful international student resources that have been developed to support international students and programs throughout Australia. This is specifically to acknowledge the International Student Handbooks and online support services developed by the following education providers from whom examples of 'best practice' were sought:

[Australian National University](#)

[Central Queensland University](#)

[Charles Darwin University](#)

[Curtin University of Technology](#)

[Griffith University](#)

[Education and Training International WA](#)

[La Trobe University](#)

[Macquarie University](#)

[Monash University](#)

[Education Queensland International](#)

[Queensland University of Technology](#)

[Southbank Institute of Technology](#)

[Study Queensland](#)

[Study Victoria](#)

[TAFE NSW](#)

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