

# Annexure to 2025 Student and Parent Handbook for International Students

*Inspiring Great Minds*



Queensland Academy  
for Science Mathematics  
and Technology



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## 1. PRINCIPAL WELCOME

The Queensland Academy for Science Mathematics and Technology (QASMT) is one of the most successful and prestigious selective entry state high schools in Australia and often ranked the highest performing school in the state.

It is a school where exceptional academic standards rest easily beside great endeavor and success in a wide range of activities. We emphasise critical thinking, collaboration and discovery. Our curriculum is the International Baccalaureate – its hallmarks are breadth, balance and rigor. We have delivered this innovative programme for many years – quite simply because it is the best way of enabling young people to learn. The relationship between staff and students is very supportive and is based on mutual respect. The QASMT style of education is a powerful preparation for students to achieve success at university and in the world of work. If you are looking for an education that stimulates and challenges your student, then QASMT is the perfect place.

As parents, we know you are seeking a school that provides a balance between support, challenge, learning and happiness. Via our house structures and Positive Education program, we maintain an excellent balance between academic rigor, personal growth, community awareness, intercultural understanding, sporting and cultural distinction. We ask all students to give their personal best across all of these endeavors.

QASMT enjoys a truly multi-cultural community with over 70 nationalities. We believe that being multilingual is a key element of global citizenship, which fosters true cultural appreciation and enhances communication skills. Therefore, all our students study a foreign language from Years 7 to 12. Our bespoke Positive Education program provides the caring and personally enriching framework within which each child can realise their own personal strengths. Our house structure ensures that every child is known by a significant adult (their House Dean) who offers pastoral and academic support for all students within their house.

What makes a school outstanding? Teachers who love their subject and love teaching it; the best possible pastoral care that makes every student feel they are as important to the school as it is to them; a whole world of sports, arts and activities beyond the classroom and first-rate facilities. And, of course, a body of students who care as much about the successes and happiness of their friends as about themselves. Our goal is for every student to eventually outgrow us. We want them to become ready and able to take the next step, secure in the knowledge of who they are, and what they do best.

It is my task as Principal to ensure that everything I have mentioned here is as good as it can possibly be.

**Kath Kayrooz**

**Principal**



## 2. PURPOSE

This document is designed to give International Students and Parents information specific to being an EQI student in Education Queensland school and at QASMT including guidelines, expectations and support.

## 3. STUDENT AND PARENT HANDBOOK

For general information about the school, refer to the Student and Parent Handbook, which can be accessed via the [QASMT website](#). The Student and Parent Handbook includes information about:

- Academy location and contact details;
- School vision and values;
- Staff and leadership structure of the school;
- Academy timetable and site map;
- Transport options to and from school;
- The House system and role of a House Dean;
- Behaviour and uniform expectations;
- Program of study and curriculum overviews;
- Student leadership opportunities;
- Education outside of the classroom and co-curricular activities.

It is important that all students and parents read and fully understand the information contained in this handbook

## 4. INTERNATIONAL STUDENTS SUPPORT TEAM

The International Team are here to guide you with your studies and support you during your time at QASMT.

TEAM	NAME	POSITION	EMAIL
International Student program	JUDGE, Katrina	Guidance Officer	<a href="mailto:kjudg12@eq.edu.au">kjudg12@eq.edu.au</a>
	LE PLA, Tara	Guidance Officer	<a href="mailto:tlepl4@eq.edu.au">tlepl4@eq.edu.au</a>
	SARJITO, Cathryn	Homestay Coordinator	<a href="mailto:csarj0@eq.edu.au">csarj0@eq.edu.au</a>
	XUE, Fei	International Student Program Coordinator	<a href="mailto:fxue5@eq.edu.au">fxue5@eq.edu.au</a>
	Head of Department Modern Languages and Cultural Engagement	English as a Second Language or Dialect (EAL/D) Coordinator	<a href="mailto:fxue5@eq.edu.au">fxue5@eq.edu.au</a>

## 5. EMERGENCY CONTACTS (DURING SCHOOL HOURS)

An emergency is a situation that may/ does affect your health, safety or welfare.

In the event of an emergency during school hours please contact any of the people below immediately.

NAME	ROLE	CONTACT
MORRIS, Karen	Receptionist	07 33779333
BLENDER, Rebecca	Attendance Officer	07 33779372
XUE, Fei	International Student Program Coordinator	07 33779396
JUDGE, Katrina	Guidance Officer	07 33779386
LE PLA, Tara	Guidance Officer	07 33779390

## 6. EMERGENCY CONTACTS (AFTER SCHOOL HOURS AND ON THE WEEKENDS)



Your safety is our number one priority. Because of this, we work with our partners to ensure you enjoy a safe and high-quality study experience. All overseas students studying an international program at an accredited International Student Program (ISP) school can use our student support service called 1800 QSTUDY (+61 1800 778 839).

The 1800 QSTUDY service provides support for you, your authorised contacts and Education Queensland International (EQI) homestay hosts and responds to incidents that involve Overseas students outside school hours.

You can call 1800 QSTUDY before **9.00am** and after **3.00pm** on school days, and **24 hours** a day during weekends, public holidays and school vacations.

For more information read the [1800 QSTUDY brochure for international students \(PDF, 1.1MB\)](#).

### What is the free call 1800 QSTUDY? 1800 QSTUDY

1800 QSTUDY (+61 1800 778 839) is a free support phone service for Overseas students studying in state schools in Queensland. The service provides access to advice and assistance 24 hours a day, seven days a week. This also includes an emergency after-hours service which manages incidents for Overseas students participating in the International Student Program, Exchanges and Study Tours.

### When should I use the 1800 QSTUDY service?

During school hours, school staff are your main point of contact but when school is closed and you would like to report an issue or you need urgent assistance, then phone free call 1800 QSTUDY.

At these times:

- Monday to Friday before 9am and after 3pm.
- Any time on the weekends (Saturday and Sunday).
- Any time during school holidays and public holidays.

## 7. CRITICAL OR LIFE-THREATENING SITUATIONS - DIAL TRIPLE ZERO (000)

A critical or life-threatening situation includes:

- immediate danger
- physical or sexual assault
- serious injury or illness
- student threatened with violence
- there has been a death.

You can download the [Emergency+](#) application (app) from the Apple, Google and Microsoft app stores. The [Emergency+](#) app helps provide critical location to emergency services.

## 8. ORIENTATION

The QASMT Overseas Student Orientation has been designed to:

- support your wellbeing
- help you adjust to study life in Australia
- support your academic success.

Before you arrived in Queensland you would have been provided with a pin code to download your Passport to Queensland.

The Passport to Queensland is a mobile app exclusively developed for you as an Overseas student studying an EQI high school program. This unique app contains lots of fun games, videos, activities and information designed to help you settle into your new life and school in Queensland, so you can focus on enjoying your study experience. It also includes modules showing you how to stay safe at the beach, in the bush and in the city.

You can learn more about the app on at the Frequently Asked Questions page. Alternatively, you can email any questions about the app by emailing [yourpassport@qed.qld.gov.au](mailto:yourpassport@qed.qld.gov.au).



## ORIENTATION TIMETABLE

DATE	TIME	VENUE	ORIENTATION TOPIC
22 Jan	8.30am	Block A	<b>Welcome &amp; Introductions:</b> <ul style="list-style-type: none"> <li>• International Student Program Coordinator</li> <li>• Homestay Coordinator</li> <li>• Expectations and Concerns</li> <li>• School values</li> </ul>
	8.40am	Block A	<b>Hand out – ISP Student Handbook</b> Go through handbook /PowerPoint presentation Visa conditions <ul style="list-style-type: none"> <li>• Attendance</li> <li>• Course progress</li> <li>• Behaviour</li> <li>• Deferral, suspension and cancellation of enrolment</li> <li>• Complaints and appeals</li> <li>• Staying in a Homestay</li> <li>• Communication</li> <li>• Homestay adjustments</li> <li>• Local map and transport</li> <li>• Money and banking</li> <li>• Health and safety PowerPoint</li> <li>• Personal safety plan</li> <li>• Medication</li> <li>• Details of doctors and prescription</li> <li>• Emergency services</li> <li>• Banking</li> <li>• EQI travel policy and travel forms</li> <li>• Transfers</li> <li>• SEQI holiday programs</li> <li>• School Excursions</li> <li>• Personal safety</li> <li>• Local area and activities</li> <li>• Getting around</li> <li>• Banks</li> <li>• Legal services</li> <li>• Emergency services</li> <li>• Hospital</li> <li>• Medical services</li> <li>• Shopping</li> <li>• Community facilities</li> <li>• Events</li> </ul>
	9.00am	Sign in	<b>Commencement assembly in the Lecture theatre.</b>



## **ORIENTATION HANDOUTS**

- International Student Handbook
- Student and Parent Handbook
- Homestay Booklet
- Emergency contact details
- Orientation evaluation

## **OVERSEAS STUDENT MEETING**

Overseas students meet twice a term at a time and place as informed by the International Student Program Coordinator. The purpose of the meeting is to check in on how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your International Student Program (ISP) Coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest. At other times, you are also able to seek support from your Instep Mentor or your House Dean during Instep time on every Mon, Tue and Thurs. If necessary, these concerns will be forwarded to the ISP Coordinator for follow up.

## **9. WHAT TO DO WHEN**

### **9.1. LATE FOR SCHOOL OR CLASS**

If you are late to school or your first lesson of the day, you are required to report to the Attendance Officer at Block A to obtain a late slip before returning to class. Please note that persistent lateness will be followed up by your House Dean and may result in negative consequences.

### **9.2. LEAVING SCHOOL DURING THE DAY**

If you need to leave school early due to medical or other valid reasons, you need to inform your classroom teacher and report to the Attendance Officer before leaving. You need to submit a letter from your parents or homestay guardian to the Attendance Officer.

### **9.3. FEELING SICK OR UNWELL**

If you feel sick or unwell when you are in school, you need to inform your classroom teacher or a staff member. If necessary, you will be sent to the sick bay to rest. Your guardian/homestay may be asked to collect you from school if you are too unwell to continue with the school day.

### **9.4. WANTING TO CHANGE SUBJECTS**

You are allowed to change subjects at an appropriate juncture of your studies. These will be announced at the start of term with an announcement through email and/or during Assembly. There is a subject change process which begins with completing a subject change request form. More details will be given in the announcement. Please note that subject change requests are not always granted as the school needs to make these decisions within resource constraints.

### **9.5. WANTING TO SEE A GUIDANCE OFFICER**

You should email to make an appointment if you need the support of a Guidance Officer.

### **9.6. LOST PROPERTY**

You may make enquiries at the main reception at Student Services Block A if you have lost any personal items in school.

## 10. ACCOMMODATION AND WELFARE

### CARE ARRANGEMENTS

While studying you must live with:

- a parent, legal custodian or Department of Home Affairs (DHA) approved guardian; or
- an approved homestay provider, if you are enrolled in high school, even if you turn 18 before completing your course.

You must not change these arrangements unless we give you written approval.

### **YOU MUST REPORT ANY SERIOUS OR URGENT THREAT TO YOUR WELFARE TO US IMMEDIATELY.**

If you live with a Department of Home Affairs approved guardian to provide for your accommodation and welfare, we will communicate with that guardian on all matters to do with your enrolment and schooling (including welfare matters) as if the guardian is your parent. You can read more about EQI's Welfare and accommodation in the following documents:

- [Standard terms and conditions](#)
- [Accommodation and welfare](#)

## 11. LIVING WITH A HOMESTAY FAMILY

Your homestay family plays an important part in your time in Australia. They have been carefully selected and will be eager to welcome you into their home. It may take some time for both you and your homestay family to settle in, so please take the time to develop this relationship as it will play a very important part in your happiness and success.

It is important to establish clear expectations from the beginning. If you are unsure about how things are done or what to do, make sure you ask. Your homestay family is there to give you the opportunity to learn about Australian culture and assist you in any way that they can.

The following are some suggestions on what to ask your homestay family.

- What would you like me to call you?
- What do you expect me to do daily?
- Where do I put my clothes that need washing?
- Can I use the washing machine or iron at any time?
- Can I help myself to food and drink at any time?
- Can I move my bedroom furniture around if I wish?
- Is there a special getting up time on weekends?
- Is there a bedtime?
- Can I invite friends around?
- What are the rules for using the telephone?
- What are the rules for using the internet?
- What time am I expected home on the weekends?
- Can I use household appliances when I wish?
- When and how loud can I play music?
- What are the general procedures in the household?

The way of life in Australia may be different from how you live in your country. Expectations and the degree of independence may differ, and your homestay family will try to understand these differences.

You also need to try and understand the differences so that you all have a good homestay experience. If you feel you are being asked to do too much or that rules are unreasonable in your homestay, talk to the Homestay Coordinator, who will discuss your concerns with the family.

When living in a homestay you must:

- respect members of the family, their property and the home environment;
- participate actively as a member of the household;
- take responsibility for your own behaviour;
- comply with the household rules;
- comply with the homestay provider's decisions about your actions and welfare, including outings and curfews;
- have a mobile telephone and carry it on your person when traveling; and
- keep the homestay provider informed of your whereabouts, and remain contactable by them, at all times.

If you fail to meet these standards, we may consider your conduct to be unsatisfactory behaviour and may cancel or suspend your enrolment, or we may withdraw approval of your welfare arrangements. This may affect your student visa.

If you want to live with a different homestay provider, you should talk to the Homestay Coordinator and the school Guidance Officer. We will not approve new homestay arrangements within the first four weeks of your stay unless there are exceptional circumstances.

If we are required to move you to a different homestay, we will generally give you at least two weeks written notice. In exceptional circumstances (for example, if we are concerned about your safety), we may move you immediately.

If your homestay provider is temporarily unable to provide homestay for you, we will arrange for you to be temporarily placed with another homestay provider.

## **CURFEWS**

You are required to comply with curfew times set by EQI while living in your homestay.

## **12. CULTURE SHOCK**

Culture shock refers to the emotional and psychological reactions to an unfamiliar culture and environment.

For Overseas students, culture shock is often uncomfortable and disorienting. Although culture shock can be positive in some ways, it's important for students to understand what culture shock is, what causes it, and how to manage its effects.

Some of the signs of culture shock include:

- feeling isolated;
- increasing frustration with your host country, the school and host family;
- irregular sleep patterns;
- spending a lot of time alone in your room; and
- you are easily upset and can't concentrate at school.

Culture shock can be described as consisting of at least one of four distinct phases: honeymoon, negotiation, adjustment and adaptation.

## 1. HONEYMOON PHASE

The first stage of culture shock is usually positive. During the honeymoon phase the differences between the old and new culture are seen in a romantic light. For example, in moving to Australia to study, you might love the new food, the pace of life, and the locals' habits. During the first few weeks, most students are fascinated by the new culture.

## 2. FRUSTRATION/DISTRESS PHASE

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

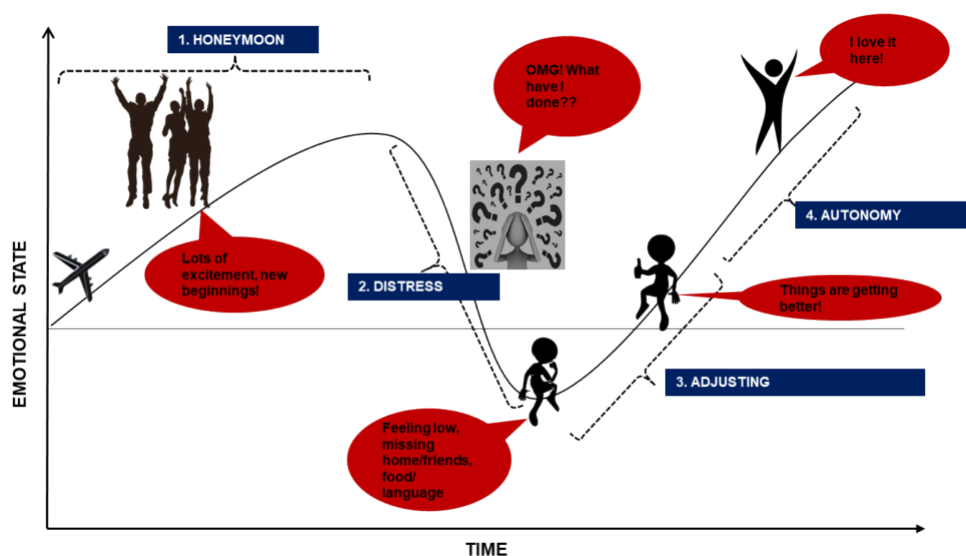
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and the new people, they are meeting.

## 3. ADJUSTING PHASE

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels very new. During this phase people develop problem-solving skills for dealing with the culture and begin to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

## 4. ACCEPTANCE/AUTONOMY PHASE

Individuals in the acceptance phase are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; people often keep many traits from their earlier culture, such as accents and languages.



If you think you are feeling culture shock, here are some things that you can do:

- Be patient with yourself as culture shock is a normal reaction to a changed environment.
- Talk about how you are feeling with your host family, friends or a member of the International Student Program team.
- Keep in contact with your loved ones back home.
- Socialise and make new friends.

It is important to remember the following:

- Culture shock is a perfectly normal part of the study abroad experience.
- It is important to remember that it will pass.
- Use the experience as an important learning opportunity, helping you to become versatile and adaptable to change. It will equip you with valuable life skills that are some of the greatest benefits of studying abroad.
- Step outside of your comfort zone, make new friends, and take full advantage of the once-in-a-lifetime experiences while you can.
- Once your study abroad experience is over, your family and friends will be ready and waiting to hear all about your adventures.

The international team are here to support you so that you meet your academic goals and have a wonderful study and homestay experience while at QASMT.

### **13. CONTACT DETAILS**

You must let your school know your residential address in Australia within seven days of arriving in Australia. You must also tell the school of any changes of residential address within seven days. Failure to do this may affect your student visa.

We also need your current telephone number and email contact details, as well as the contact details of your parent/s/legal custodians and emergency contact person/s. Any changes need to be given to the International Student Program Coordinator within seven days.

### **14. EQI STANDARD TERMS AND CONDITIONS**

Before you arrived in Australia you were provided with a copy of the [EQI Standard Terms and Conditions](#). The Standard Terms and Condition outline EQI policies that relate your responsibilities and rights and EQI's responsibilities and actions required to be taken during your course of study in Queensland.

If you have not read the Standard Terms and Conditions, please do so. The Standard Terms and Conditions are available in the following languages:

- [Simplified Chinese](#)
- [German](#)
- [Italian](#)
- [Japanese](#)
- [Vietnamese](#)

## 15. VISA CONDITIONS

### ATTENDANCE

[QASMT's attendance policy](#) aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at QASMT it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8.30am or 9.40am if you have a late start allocated on your timetable.

You are expected to maintain 100% attendance unless you are sick. You should always tell the school if you cannot attend for all or part of the day.

In the event that you are going to be absent from school, ask your homestay parent to notify the school on the day of the absence via the absentee line 33779360 or email [StudentAbsence@qasmt.eq.edu.au](mailto:StudentAbsence@qasmt.eq.edu.au) stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

The school will record your attendance or absence every day. All absences are recorded in your school report. Electronic rolls will be marked every period. An SMS message will be sent to your homestay parents/carers of an unexplained full day absence.

It is a condition of your Sub-class 500 (schools) visa that you maintain satisfactory attendance during your period of study. Commonwealth law requires EQI to be proactive in notifying and counselling Overseas students who are at risk of failing to meet attendance requirements. EQI is required by law to report Overseas students who have breached attendance requirements.

### IMPORTANT INFORMATION ABOUT ATTENDANCE

- |                                   |                                  |
|-----------------------------------|----------------------------------|
| • Start and finish times          | Please refer to your timetable   |
| • Late arrival process            | Report to the Attendance Officer |
| • School absence telephone number | 33779360                         |

### AT RISK OF FAILING TO MEET ATTENDANCE REQUIREMENTS

In the [EQI Standard Terms and Conditions](#) you are considered to be at risk of failing to meet attendance requirements if:

- you are absent for five consecutive days or more;
- your attendance falls to 90% of your course contact hours in any [school term](#); or
- if the school has concerns about your attendance record.

Your ISP Coordinator will require you to meet with them about your attendance record and provide evidence explaining your absences (such as a medical certificate) if they are concerned.

If your attendance falls to 85% of your course contact hours in any Term, we will give you and your parents/legal custodians, and your Department of Home Affairs approved guardian (DHA approved guardian) a written warning.

## UNSATISFACTORY ATTENDANCE

If you do not attend at least 80% of your course contact hours, EQI will notify you in writing of their intention to report you to authorities for not achieving satisfactory attendance. EQI may exercise discretion not to report you if:

- you provide evidence of compassionate or compelling circumstances explaining your absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report you; and
- your overall attendance is at least 70% (attendance below 70% must be reported to authorities by EQI).

If you receive notification of EQI's intention to report you to the authorities, you are entitled to exercise your rights under the Appeals Visa Procedure (refer to the Complaints and Appeals Visa Procedure section of the [EQI Standard Terms and Conditions](#)).

You can read in more detail about your attendance requirements at:

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- [QASMT Attendance Policy](#)

## COURSE PROGRESS

You must maintain satisfactory course progress for each study period as required by us and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI report it to the authorities and your student visa may be cancelled.

At QASMT we provide reports to you and your parents or legal custodians four times per year.

You must complete your course within the time set out in the Confirmation of Enrolment that EQI sent you.

EQI may extend the time to complete your course only if:

- there are compassionate or compelling circumstances;
- your course load is reduced because you are having difficulty making satisfactory course progress; or
- a deferral or suspension of study is approved (see the Deferral, Suspension and Cancellation Policy section of the [EQI Standard Terms and Conditions](#)).

Where there is an adjustment to course length you must contact the Department of Home Affairs to seek advice about any potential impacts on your visa, including the need to obtain a new visa.

## UNSATISFACTORY COURSE PROGRESS

QASMT will monitor your workload and your results to ensure you complete the course on time. We will also assist you if you are having difficulties. If you are at risk of not meeting course progress requirements, we will implement suitable intervention strategies with enough time for you to achieve satisfactory course progress.

## FORMAL INTERVENTION

If you are not making satisfactory course progress, the Principal will give you and your parents or legal custodians a written warning. You will be required to meet with the Principal to develop a plan to improve your performance.

If your next study period report indicates continuing unsatisfactory course progress, EQI will notify you in writing of our intention to report you to authorities for breaching the requirement of your visa to achieve satisfactory course progress.

EQI may notify you earlier if, in their opinion, you will not be capable of meeting the course requirements. If you receive notification of EQI's intention to report you to the authorities, you are entitled to exercise your rights under the Appeals Visa Procedure (refer to the Complaints and Appeals Visa Procedure section of the [EQI Standard Terms and Conditions](#)).

You can read in more detail about your attendance requirements at:

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools visa procedure\)](#)
- [QASMT Academic Progression policy](#)

## BEHAVIOUR

QASMT is committed to providing a safe, respectful and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire support for their lifelong wellbeing.

The [Student Code of Conduct](#) is available on the school website. The Student Code of Conduct is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

[EQI Standard Terms and Conditions](#) state that at school you must:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with your QASMT rules as detailed in the [QASMT Student and Parent Handbook](#)

At all times you must

- comply with Australian laws and with the conditions of your student visa;
- not drink alcohol, vape, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers your safety or the safety of other people; and
- not do anything that may bring your school or the International Student Program into disrepute.

If your behaviour is unsatisfactory, EQI may cancel or suspend your enrolment. This may affect your student visa.

## 16. ENGLISH AS A SECOND LANGUAGE OR DIALECT (EAL/D)

QASMT is a selective entry school. Students accepted are highly capable and deemed to have the required language ability to be successful in the course of their studies (Academic IELTS test score of 5.5, or at least a General IELTS test score of 6). Hence students generally do not require formal EAL/D support. However, if students who are later in the course of their studies identified by teachers or self-identified to require such support, they will be referred to the EAL/D Coordinator for further assessment. Formal EAL/D support will be provided after the assessment, if deemed necessary.

You should approach the International Student Program Coordinator for discussion if you believe you require EAL/D support.



## 17. ADDITIONAL STUDY SUPPORT PROGRAMS

Every faculty in our school offers subject based tutorials to all students. These sessions are publicised by the Head of Department and also through school communication channels. You are strongly encouraged to participate in these sessions.

In addition, students who are identified by their subject teachers or the International Student Program Coordinator are able to access up to 2 hours of study support conducted by high achieving Alumni tutors. More support will be provided to students with whom they are identified to have higher needs.

## 18. ACADEMIC POLICY

As specified in the [EQI's entry and course requirements standards](#), in the course of your study in QASMT, you must maintain a minimum overall achievement of:

- A Satisfactory Achievement of C/4 (or equivalent) in a minimum of three learning options, as per the International Baccalaureate Programme.
- Overseas students must remain eligible for the Diploma, including meeting the requirements of six subject groups and the Diploma Program core, comprising Theory of Knowledge (TOK), Creativity, Activity and Service (CAS) and the Extended Essay.

You can read in more details about other QASMT's academic achievement at:

- [Academic Progression Policy](#)
- [Assessment Policy](#)

## 19. LEGAL SERVICES

There are a variety of legal services in the community around our school. If you need to access legal services, please see the International Student Program Coordinator.

[Legal Aid Queensland](#) can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au) or call 1300 651 188 Monday to Friday 8:30am to 5:00pm.

For legal advice you can also contact a private solicitor or a [Community Legal Centre](#).

If you are unsure about your immigration rights and responsibilities, you can contact the [Refugee and Immigration Legal Service](#) (RAILS) for advice and assistance relating to immigration matters.

## 20. EMERGENCY AND HEALTH SERVICES

If you have a medical emergency or need assistance with a medical matter you can call **1800 QSTUDY** (+61 1800 778 839). You can also call your Overseas Student Health Cover (OSHC) provider.

### OVERSEAS STUDENT HEALTH COVER (OSHC)

OSHC is insurance to assist Overseas students meet the costs of (Public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

OSHC is considered adequate health insurance, however, if you find your OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

Your OSHC provider can help you with a range of medical advice. You **should** check with your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

- medical assistance;
- referral to a doctor for medical treatment;
- getting access to an interpreting service;
- counselling services;
- referral to a legal service;
- family and friends messaging services in the event of an emergency; and
- personal safety.

OSHC providers in Australia include:

- Australian Health Management (ahm) [www.ahmoshc.com.au](http://www.ahmoshc.com.au)
- Allianz [www.allianzassistancehealth.com.au](http://www.allianzassistancehealth.com.au)
- BUPA Australia [www.bupa.com.au/health-insurance/oshc](http://www.bupa.com.au/health-insurance/oshc)
- Medibank Private [www.medibank.com.au/overseas-health-insurance/oshc](http://www.medibank.com.au/overseas-health-insurance/oshc)
- NIB Health Funds Limited [www.nib.com.au/overseas-students](http://www.nib.com.au/overseas-students)

## 21. MEDICAL MATTERS

### HEALTH INFORMATION

To help us support you, we need you to tell us everything we might need to know about your physical and mental health, including your medical history, conditions and allergies, and all medications you use so we can organise anything you might need and (if you are living with a homestay provider) approve and monitor your support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

### VISITING A DOCTOR

If you need to visit a doctor, ask your homestay family to help you make the arrangements.

### MEDICATION

If you need to take medication while at school, the medication needs to have a pharmacy label and be handed in to administration. Your homestay family will need to complete a consent to administer medical form. You will need to come to the office at the time the medication is required.

## 22. MEDICAL TREATMENT

If you need medical or other health care (other than routine care for minor illness or injury), we will use our best endeavors to contact your parents, legal custodians and homestay provider as soon as reasonably possible.

We may, as we think appropriate and in your best interests:

- provide or administer over the counter or prescribed medications; and
- administer first aid.

If we think you need treatment from a health care professional, we may authorise any medical and other professional treatment that we believe to be in your best interests. This includes hospital transfers, emergency procedures, and administering drugs and medications. To do this, we may sign

consents to medical and other health procedures on your behalf.

You must reimburse us for all costs associated with medical or other treatment that we authorise for you.

For further information please see the [EQI Standard Terms and Conditions](#)

## **23. FEES**

### **TUITION**

Tuition fees for EQI (CRICOS Provider Code: 00608A) cover:

- all curriculum schooling and teaching costs
- curriculum-related excursions.

### **NON-TUITION FEES**

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities. Please check with your International Student Program Coordinator.

### **OVERSEAS STUDENT HEALTH COVER (OSHC)**

OSHC fees are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider.

More information regarding fees can be found at the following link:

- [Fees](#)

## **24. TRANSFER POLICY**

You may apply to transfer between Queensland Government schools, a non-government school or another institution registered under Australian law to provide education to overseas students.

Additional tuition, homestay or other non-tuition fees may apply for the new school, depending on the school and course chosen.

Before applying for a transfer, you should talk to your International Student Program Coordinator and school Guidance Officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [Entry and course requirements](#)
- [Standard Terms and conditions](#)

## **25. COMPLAINTS**

Before you lodge a customer complaint with the Department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course, your living arrangements or your welfare, you should discuss this with your International Student Program Coordinator.

If you have an issue relating to your International Student Program Coordinator or a decision they have made, you should discuss this with the Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's Customer

[Complaints Management Framework](#) and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course.

You can make a formal complaint if you are dissatisfied with the service or action of a school, the department, its staff, or education agents with which EQI has arrangements to deliver your course-related service. EQI does not charge a fee for accessing the complaints process.

You can ask for help writing your complaint (for example, from your parents, your homestay provider or a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

More detailed information can be found in the links provided above.

## 26. APPEALS

You can appeal a decision EQI makes (**Internal Appeal**):

- to report you to authorities (see the [Attendance Policy](#) and [Course Progress Policy](#))
- not to defer or suspend your enrolment, as requested by you (see the [Deferral, Suspension and Cancellation Policy](#));
- to suspend or cancel your enrolment, as initiated by us (see the [Deferral, Suspension and Cancellation Policy](#));
- to refuse your request for a transfer (see the [Transfer Policy](#)); or
- as a result of your complaint to us (see the [Complaints Policy](#)).

EQI does not charge a fee for using the appeals process.

## 27. EXTERNAL APPEALS

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au) or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

EQI will comply with any decision the Ombudsman makes.

## 28. TRAVEL AND ACTIVITIES

### 28.1. ROUTINE ACTIVITIES FOR HOMESTAY STUDENTS

While living in homestay you must discuss routine activities with your homestay provider and comply with homestay provider decisions. Routine activities include travel to and from school or off-site school activities, everyday travel with the homestay provider, and normal domestic activities such as shopping, entertainment, sports, visiting friends and health care consultations. It does not include overnight stays away from your homestay address.

### 28.2. NON-ROUTINE ACTIVITIES FOR HOMESTAY STUDENTS

You must obtain our permission for all non-routine activities. This includes overnight travel away from your homestay provider's residence (with or without your homestay provider), activities where the Department of Education, trading as Education Queensland sports, leisure and recreation provider requests parental consent or activities that require supervision other than your homestay provider. To request permission to participate in non-routine activities, please complete the Travel and activities request form (link below) and submit it to your International Student and/or Homestay Coordinator.

In assessing your request, consideration will be given to all relevant circumstances including the

nature of the activity, the arrangements for supervision, your welfare and your age and maturity. We may also consider the views of your parents, legal custodians and homestay provider but we will not necessarily grant permission even if they consent.

#### **Related documents**

- [Non routine travel and activities for homestay students](#)
- [EQI sports leisure and recreation provider procedure](#)
- [Travel and activities request form](#)

### **28.3. NO HIGH-RISK ACTIVITIES**

You must not undertake high-risk activities, even if you have the permission of your parents, legal custodians or homestay provider, unless the activities are approved by EQI.

“High-risk activities” means any activity which inherently poses an increased risk of harm, illness or injury. Examples of high-risk activities are extreme sports, water activities and recreational activities with dangerous elements.

## **29. REFUND POLICY**

### **YOUR RIGHTS**

If you do not complete your course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made to your Overseas student Health Insurance (OSHC) provider.

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.

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- [Refund request form](#)

## **30. SCHOOL POLICY AND PROCEDURES**

School policies and procedures that are important to you can be found on the school website through this link: [Policies](#). Below are some examples:

- Academic Progression policy
- Academic Honesty policy
- Assessment policy
- Home Learning policy
- Student Code of Conduct
- Responsible use of Technology and Social Media policy
- Dress Code policy.

## **31. BANKING**

To open and operate a bank account the following information is offered as a guideline as practice may vary from bank to bank.

If you are experiencing difficulties, please see the International Student Program Coordinator.

- To open an Australian bank account, you will need to present your passport and possibly additional information.
- The majority of banks and building societies have internet banking, telephone banking, Automatic Teller Machines (ATM's) and branch access.

Some banks are now offering an app that you download to your smartphone to do your banking.

- Once your account is opened you will receive in the mail a card and a pin code Personal Identification Number code (PIN Code). You should **NEVER** disclose your PIN code to anyone.
- For your parents to transfer funds into your account you will need to provide them with the local branch identification number, your account number, bank contact details and swift code. Check with your bank as to their process and requirements).
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.
- Check with your bank as to opening hours during the week and on weekends.
- Do not carry large sums of money at school or when out in public.

## 32. DRIVING

You must refer to the [Standard terms and conditions](#) and contact your International Student and/Homestay Coordinator for further advice and approvals when considering:

- driving a vehicle
- becoming a passenger in a vehicle driven by a driver with a learner (L plate) driver's license or provisional (P plate) driver's license.

## 33. AUSTRALIAN FAMILIES

In Australia there is no typical family and families differ widely from each other in many ways. This is in part due to Australia being a *multicultural* society i.e., many cultures from all over the world choose to settle in Australia.

Australian families *usually* have a mother and a father, children and pets. It is also common to find *single parent* families with either the mother or father responsible for keeping the home and caring for children.

It is expected in most Australian homes that people living in the home help with household tasks. These tasks may include helping with food preparation and cleaning up, keeping their own bedroom clean, washing and ironing their own clothes.

## 34. AUSTRALIAN TEENAGERS

Australian parents expect to be told where their teenagers are going, who they are going with, what they will be doing and the time they will be done. Homestay parents expect the same courtesy from their Overseas student. It is extremely important that international students let their homestay parents know these things also. This will avoid a lot of worry.

It is also polite to tell homestay parents in advance if you will not be home for dinner. Most parents set a time by which their children must return home, and also usually set a time for going to sleep. Some Overseas students find this difficult because they usually stay up very late. Australians generally get up early in the mornings. Australian teenagers participate in a wide range of sporting activities, parties, using the computer, visiting friends and shopping.

## 35. MEALTIMES

### BREAKFAST

You will be expected to make your own breakfast with food provided by the homestay family. In Australia, the typical breakfast can include;

- **Cereal** (a carbohydrate consisting of grains such as wheat, oats or corn) served with milk
- **Toast** (sliced bread that is heated in an electrical appliance called a toaster) with toppings such as peanut butter spread, Vegemite or cheese
- **Eggs** that are cooked and served with toast.

Ask your homestay family what food is available for breakfast and ask them to show you how to prepare it. Let your homestay know if there are certain foods that you like or dislike so that they know what to buy when shopping. Please wake up early enough to allow yourself time to prepare a nutritious breakfast before leaving for school and remember to clean up afterwards.

### LUNCH

It is most likely that you will also be required to *make and pack* your own school lunch using food provided by the homestay. In Australia, it is common for lunches to consist of sandwiches (two slices of bread with fillings such as spreads, cooked meats or salads), something sweet like biscuits or cake, a piece of fruit and a cold drink. Sometimes families give students leftover food from dinner. Talk to your homestay family about the choice of food available for lunches, and if you have any problems, please see the Homestay Coordinator.

### DINNER

Dinner time varies depending on the age of the children living in the home and the hours the parent/s work until, but generally dinner is served anywhere between 5.30pm and 7.30pm. Food that is served for dinner varies greatly, however dinner usually consists of a kind of meat (such as chicken, fish, beef, lamb or pork), a variety of vegetables (potato, beans, peas, broccoli, carrots) and a serve of a carbohydrate (rice, pasta, potato, couscous or bread).

Food is usually served on an individual plate, rather than shared dishes in the centre of the table. People eat off their own plate. Generally, all members of the family sit to eat the meal together and talk about the day's events. It is important to participate in table conversation as this is an excellent chance for you to improve your conversational English and get to know your homestay family better.

#### Expected table manners

##### DO:

- Wait until everyone is seated before eating
- Eat with your mouth closed
- Make a positive comment on the meal.

##### DON'T:

- Talk with your mouth full
- Eat noisily – try not to slurp your food
- Leave the table without asking or thanking the cook.

Food customs vary greatly between cultures, so ask your homestay parent if you are unsure about what is expected at the dinner table. Eating dinner with your family should be an enjoyable experience. Remember, it is okay to ask for more food if you are still hungry.

### **36. SOCIALISING WITH FRIENDS**

Hopefully, you will make many friends while you are in Australia and want to go out with them on the weekends. Please be considerate of your host family and always ask for permission, let them know where you are and when you will be home. As a general rule, socialising should be limited to weekends, as weeknights are for study and to spend time with your host family. If friends ask you to stay over, discuss this with your host family. They may also allow you to have friends to stay with but remember not to inconvenience your host family by always having your friends in the house. Please ask your homestay parent before inviting friends over to your homestay.

Please remember to complete a travel form for overnight travel.

### **37. EXPRESSING EMOTIONS**

Australians tend to express their emotions openly and are not usually embarrassed about showing others that they are happy, sad, etc.

Many Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive and reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals (i.e., Guidance Officers in schools).

### **38. COMMUNICATION**

It is normal to feel nervous when you first meet your homestay family. You will begin to feel happier when you get to know the family better. Talking to your homestay family about any worries or questions you have when you first arrive will help you adjust to living in a new country.

If you do not speak English well, you can still communicate by using the following;

- Use Google Translate or an electronic dictionary;
- Draw a picture of what you want to say;
- Use hand gestures or mime; and
- Ask another student to interpret for you.

Spend some time each day with your homestay family. You can do this by watching a TV show with them, helping with dinner preparation, asking questions about Australia or talking about your home country. Don't spend all of the time in your bedroom on the computer. It is very important to make the effort to get to know your family and build a friendship with them. If you have difficulty communicating with your family, please see the Homestay Coordinator for some advice and guidance.

### **39. MANNERS**

Manners are very important in Australian culture, and parents encourage their children to say "please" and "thank you" when they ask for something. They also encourage them to apologise (say "I am sorry") when they have done something wrong or have upset someone. When asking for something, please remember to say, "Can I *please* have ..." and say "thank you" when you receive it.



## 40. TRANSPORT TO SCHOOL

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the designated bikeway to ensure this travel is safe. If you live further away, you can catch a bus, or your host parents may drive you. Overseas students are not eligible for a bus pass, so you will have to pay the bus fare to and from school.

## 41. SWIMMING

Before engaging in water sports (for example swimming and surfing) all international students are required to complete a water skills assessment. Please contact your International Student Coordinator to arrange a water skills assessment.

Please also see the EQI [non-routine travel and activities for homestay student's](#) procedure.

## 42. SURF AND BEACH SAFETY

Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. 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.

### SURF LIFE SAVING AUSTRALIA'S 10 SURF SAFETY HINTS

1. Always swim or surf at places patrolled by surf lifesavers or lifeguards.
2. Swim between the red and yellow flags. They mark the safest area to swim.
3. Always swim under supervision or with a friend.
4. Read and obey the signs.
5. Don't swim directly after a meal.
6. Don't swim under the influence of drugs or alcohol.
7. If you are unsure of surf conditions, ask a lifesaver or lifeguard.
8. Never run and dive into the water. Even if you have checked before, conditions can change.
9. If you get into trouble in the water, don't panic. Raise your arm for help, float and wait for assistance.
10. Float with a current or undertow. Stay calm. Don't try to swim against it. Signal for help and wait for assistance.

### USEFUL LINKS

- [Queensland Surf Lifesaving](#)

### 43. BEACH SAFE APP

<https://beachsafe.org.au/> at this link you can download their Beach Safe app.

#### SUN SAFE

Most of the sun's dangerous UV radiation (as much as 70%) occurs in the middle of the day, so if you are heading outside then you need to take particular care to seek shade, cover up, wear a hat and use sunscreen. Drink plenty of water in hot weather so as not to become dehydrated.

Be sun safe by:

- avoid direct sun when possible;
- drink plenty of water;
- wear a long-sleeve shirt, wide brim hat and sunglasses; and
- regularly apply an SPF 30+ high protection sunscreen.



### 44. ROAD SAFETY

Australian roads can be quite busy during peak time (mornings and afternoons). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to **look right, look left, and then look right again before crossing.**