



# REDLYNCH STATE COLLEGE

PREP - YEAR 12

## International Student Handbook Years P - 6





## Table of Contents

|            |                                                                        |           |
|------------|------------------------------------------------------------------------|-----------|
| <b>1.</b>  | <b>Principal Welcome .....</b>                                         | <b>4</b>  |
| <b>2.</b>  | <b>School Details .....</b>                                            | <b>4</b>  |
| <b>3.</b>  | <b>International Team .....</b>                                        | <b>5</b>  |
| <b>4.</b>  | <b>School Values .....</b>                                             | <b>6</b>  |
|            | Our Motto .....                                                        | 6         |
|            | Our Vision .....                                                       | 6         |
|            | Our School Wide Ethos .....                                            | 6         |
| <b>5.</b>  | <b>College Administration and Support Staff .....</b>                  | <b>6</b>  |
| <b>6.</b>  | <b>Emergency Contacts .....</b>                                        | <b>7</b>  |
|            | During School Hours .....                                              | 7         |
|            | After School Hours and on the Weekends .....                           | 7         |
|            | Critical or Life-threatening Situations - dial Triple Zero (000) ..... | 8         |
| <b>7.</b>  | <b>School Emergency and Lock Down Procedure .....</b>                  | <b>8</b>  |
|            | EVACUATION .....                                                       | 8         |
|            | LOCK DOWN .....                                                        | 8         |
| <b>8.</b>  | <b>School Map and Facilities .....</b>                                 | <b>9</b>  |
|            | 7-12 Campus (Secondary Campus) .....                                   | 9         |
|            | P-6 Campus (Primary Campus) .....                                      | 9         |
| <b>9.</b>  | <b>What To Do When .....</b>                                           | <b>10</b> |
| <b>10.</b> | <b>Accommodation and Welfare .....</b>                                 | <b>11</b> |
|            | Care Arrangements .....                                                | 11        |
| <b>11.</b> | <b>Culture Shock .....</b>                                             | <b>11</b> |
|            | Culture Shock .....                                                    | 11        |
|            | Honeymoon Period .....                                                 | 11        |
|            | Frustration/Distress Period .....                                      | 11        |
|            | Adjusting Period .....                                                 | 12        |
|            | Acceptance/Autonomy Period .....                                       | 12        |
|            | Expressing Emotions .....                                              | 13        |
|            | Manners .....                                                          | 13        |
| <b>12.</b> | <b>Contact Details .....</b>                                           | <b>13</b> |
| <b>13.</b> | <b>ISP Standard Terms and Conditions .....</b>                         | <b>13</b> |
| <b>14.</b> | <b>Visa Conditions .....</b>                                           | <b>14</b> |
|            | Attendance .....                                                       | 14        |
|            | At risk of failing to meet attendance requirements .....               | 14        |
|            | Unsatisfactory Attendance .....                                        | 14        |

|                                                                                                  |           |
|--------------------------------------------------------------------------------------------------|-----------|
| Course Progress .....                                                                            | 15        |
| Unsatisfactory Course Progress .....                                                             | 15        |
| Formal Intervention.....                                                                         | 15        |
| Behaviour .....                                                                                  | 16        |
| <b>15. English as a Second Language or Dialect (EAL/D).....</b>                                  | <b>16</b> |
| <b>16. Legal Services.....</b>                                                                   | <b>17</b> |
| <b>17. Emergency and Health Services .....</b>                                                   | <b>17</b> |
| Overseas Student Health Cover (OSHC) .....                                                       | 17        |
| <b>18. Medical Matters.....</b>                                                                  | <b>18</b> |
| Health Information .....                                                                         | 18        |
| Visiting a Doctor .....                                                                          | 18        |
| Medication .....                                                                                 | 18        |
| Medical Treatment.....                                                                           | 18        |
| Mental Health .....                                                                              | 19        |
| Mental Health Telephone and Online Contacts.....                                                 | 19        |
| <b>19. Fees .....</b>                                                                            | <b>19</b> |
| Tuition .....                                                                                    | 19        |
| Non-tuition Fees.....                                                                            | 19        |
| Overseas Student Health Cover (OSHC) .....                                                       | 19        |
| <b>20. Change of school, year level, course or course duration (variation of enrolment).....</b> | <b>20</b> |
| <b>21. Transfer to a Non-government School or Another Institution.....</b>                       | <b>20</b> |
| <b>22. Complaints .....</b>                                                                      | <b>20</b> |
| <b>23. Appeals .....</b>                                                                         | <b>21</b> |
| Internal appeal.....                                                                             | 21        |
| External appeal.....                                                                             | 21        |
| <b>24. Be Safe! .....</b>                                                                        | <b>21</b> |
| Swimming.....                                                                                    | 21        |
| Surf, Beach and Bush safety .....                                                                | 21        |
| Surf Life Saving Australia's 10 Surf Safety Hints.....                                           | 21        |
| Bush Safety .....                                                                                | 22        |
| Useful Links.....                                                                                | 22        |
| Sun Safe .....                                                                                   | 22        |
| Road Safety .....                                                                                | 22        |
| <b>25. Refund Policy .....</b>                                                                   | <b>23</b> |
| Your rights .....                                                                                | 23        |
| <b>26. At School: Rules, Policies and General Information .....</b>                              | <b>23</b> |
| Rules and Policies .....                                                                         | 23        |



|            |                                   |           |
|------------|-----------------------------------|-----------|
|            | Canteen .....                     | 23        |
|            | Uniform Requirements .....        | 23        |
| <b>27.</b> | <b>Banking .....</b>              | <b>23</b> |
| <b>28.</b> | <b>Transport .....</b>            | <b>24</b> |
|            | Transport to school .....         | 24        |
| <b>29.</b> | <b>House Structure .....</b>      | <b>24</b> |
|            | House Groups .....                | 24        |
|            | Sports Carnivals .....            | 25        |
| <b>30.</b> | <b>School and Community .....</b> | <b>25</b> |
| <b>31.</b> | <b>Communication.....</b>         | <b>25</b> |
| <b>32.</b> | <b>General Advice .....</b>       | <b>26</b> |

## 1. Principal Welcome

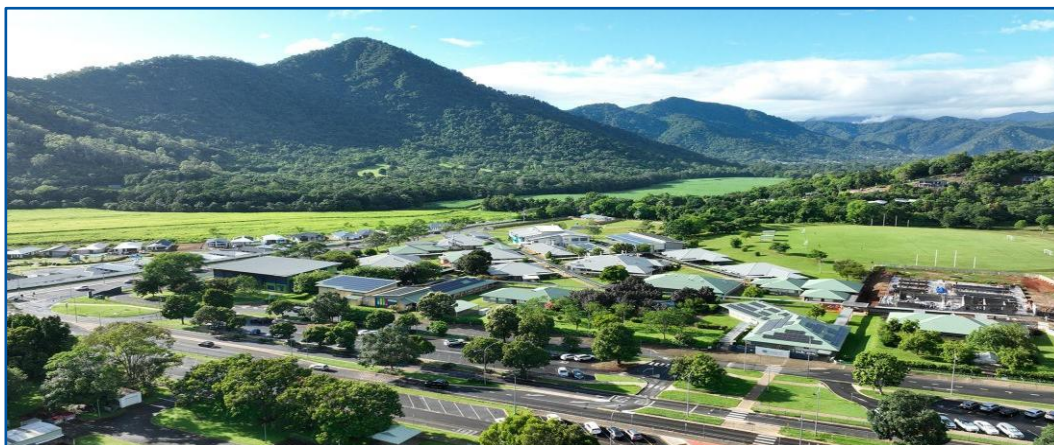
Welcome to Redlynch State College! We hope that Redlynch will be a place where you will feel safe, form friendships and be inspired to work hard. We believe that the greatness of a school is not just about educational achievements but also the spirit and ethos of the school community. Under our College vision, "Learning in our Valley, Thinking beyond the Hills" we aim to foster creative, engaged and globally-ready learners through the delivery of personalised, inclusive, flexible and innovative approaches and environments. We are committed to assist all of our students to reach their full potential.

You will face many new experiences in your first few days at school and it is important to talk to your host family and the staff at school about any difficulties. It will take time for you to know your teachers, classmates and host family and also for them to know you. The more you talk with these people the quicker you will understand what is required and the easier it will be for others to help you. Do not be afraid to ask many questions – this is the best way to learn. No-one expects you to know everything on your first day and most people will be happy to assist you if you ask.

Please take time to read this handbook and keep it as a reference during your time at Redlynch State College.

## 2. School Details

|                              |                                                                                                           |
|------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Street address</b>        | Jungara Road, Redlynch, Cairns, QLD, 4870                                                                 |
| <b>Officer hours</b>         | Monday – Friday 8:00am-4:00pm                                                                             |
| <b>Telephone:</b>            | (07) 4039 9222                                                                                            |
| <b>Absence line:</b>         | (07) 4039 9294                                                                                            |
| <b>Administration Email:</b> | <a href="mailto:principal@redlynchsc.eq.edu.au">principal@redlynchsc.eq.edu.au</a>                        |
| <b>Website:</b>              | <a href="http://www.redlynchsc.eq.edu.au">www.redlynchsc.eq.edu.au</a>                                    |
| <b>Facebook:</b>             | <a href="https://www.facebook.com/RedlynchStateCollege">https://www.facebook.com/RedlynchStateCollege</a> |





### 3. International Team

| Role                                                              | Name           | Picture                                                                             | Contact                                                                                                                                                                                 |
|-------------------------------------------------------------------|----------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| College Executive Principal                                       | Michael Hansen |    | Phone: ( 07) 40 399 222<br>Email: <a href="mailto:Principal@redlynchsc.eq.edu.au">Principal@redlynchsc.eq.edu.au</a><br>Location: Administration                                        |
| College Business Manager                                          | Kylie Street   |                                                                                     | Phone: ( 07 ) 40 399 252<br>Email: <a href="mailto:BM@redlynchsc.eq.edu.au">BM@redlynchsc.eq.edu.au</a><br>Location: Administration                                                     |
| Deputy Principal<br>ISP Line Manager                              | Joy Murgatroyd |   | Phone: ( 07) 40 399 222<br>Location: Administration<br>Email:<br><a href="mailto:international@redlynchsc.eq.edu.au">international@redlynchsc.eq.edu.au</a>                             |
| Head of Department Languages<br>International Student Coordinator | Nick Smith     |  | Phone: ( 07) 40 399 267<br>Email:<br><a href="mailto:international@redlynchsc.eq.edu.au">international@redlynchsc.eq.edu.au</a><br>Location: Billabong Staff Centre or LC1 Staff Centre |
| Homestay Coordinator                                              | Cait Pearson   |  | Phone: ( 07) 40 399 222 ext 308<br>Email:<br><a href="mailto:international@redlynchsc.eq.edu.au">international@redlynchsc.eq.edu.au</a><br>Location: Billabong Staff Centre or LC1      |

The international office is located at on the Secondary Campus at **Billabong Staff Centre**.

|                                                                          |                 |                                                                                   |                                                                                                                     |
|--------------------------------------------------------------------------|-----------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| English as an Additional Language/Dialect (EAL/D)<br>Primary Coordinator | Nicole Brereton |  | Phone: (07) 40 399 222<br>Email: <a href="mailto:nbrer2@eq.edu.au">nbrer2@eq.edu.au</a><br>Location: Primary Campus |
| Guidance Officer                                                         | Susan Leiter    |  | Phone: (07) 40 399 252<br>Email: <a href="mailto:leit3@eq.edu.au">leit3@eq.edu.au</a><br>Location: Administration   |

## 4. School Values

**Our Motto** – On the Tracks to Success

**Our Vision** – Learning in Our Valley. Thinking Beyond the Hills

**Our School Wide Ethos** – Respect, Success, Connections, Equity, Quality (R.S.C.E.Q)

## 5. College Administration and Support Staff

| Role                          | Name           | Picture                                                                             | Contact                                                                                                             |
|-------------------------------|----------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Executive Principal           | Michael Hansen |  | Phone: (07) 40 399 222<br>Email: <a href="mailto:Principal@redlynchsc.eq.edu.au">Principal@redlynchsc.eq.edu.au</a> |
| Head of Campus                | Dale Archibald |  | Phone: (07) 40 399 222<br>Email: <a href="mailto:darach27@eq.edu.au">darach27@eq.edu.au</a>                         |
| Deputy Principals<br>Year 4-6 | Mike Bruno     |  | Phone: (07) 40 399 222<br>Email: <a href="mailto:mbrun13@eq.edu.au">mbrun13@eq.edu.au</a>                           |
| Year P-3                      | Sue Hall       |  | Email: <a href="mailto:shall85@eq.edu.au">shall85@eq.edu.au</a>                                                     |

|                                         |              |                                                                                    |                                                                                                                           |
|-----------------------------------------|--------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Head of Teaching and Learning           | Ailsa Connor |   | Phone: (07) 40 399 222<br>Email: <a href="mailto:aconn25@eq.edu.au">aconn25@eq.edu.au</a>                                 |
| Librarian                               | Megan Rowe   |   | Phone: (07) 40 399 222<br>Email: <a href="mailto:marow1@eq.edu.au">marow1@eq.edu.au</a><br>Location: Primary Library      |
| ICT Tech Support                        |              |                                                                                    | Phone: (07) 40 399 222<br>Location: Primary Library                                                                       |
| Primary Administration Student Services | Trudi Bath   |   | Phone: (07) 40 399 222<br>Email: <a href="mailto:tbath17@eq.edu.au">tbath17@eq.edu.au</a><br>Location: P-6 Administration |
|                                         | Drew Hay     |  | Phone: (07) 40 399 222<br>Email: <a href="mailto:dhay63@eq.edu.au">dhay63@eq.edu.au</a><br>Location: P-6 Administration   |

## 6. Emergency Contacts

### During school hours

An emergency is a situation that may 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         |
|----------------|-----------------------|-----------------|
| Nicholas Smith | ISP Coordinator       | 0400 825 176    |
| Cait Pearson   | Home Stay Coordinator | 0473 349 848    |
| Joy Murgatroyd | Deputy Principal      | (07) 40 399 222 |
| Administration |                       | (07) 40 399 222 |

### After school hours and on the weekends



**Your personal safety is our number one priority.**



### What is 1800 QSTUDY?

1800 QSTUDY (1800 778 839) is a service that ensures you have consistent 24/7 support, including urgent after-hours service and a process for managing incidents.

To call the service from overseas, you must dial +61 1800 778 839. This hotline helps to keep you safe and supported.

### When can I call 1800 QSTUDY?

The hotline is available to you to use outside of school hours. This means you can call 1800 QSTUDY (1800 778 839) before 8.30am and after 3.30pm on school days, and 24 hours during weekends, public holidays and school vacations.

### How do I find out more about 1800 QSTUDY?

For more information read the [1800 QSTUDY brochure for international students \(PDF, 2.1MB\)](#).

Find out more about the service by emailing [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au) or phoning 1800 316 540.

### Who can use 1800 QSTUDY?

International students in all International School Program (ISP) schools can use the 1800 QSTUDY support service. Members of your family, your legal guardian, agent, homestay provider or other persons may also call the service regarding issues that concern you if they are listed as one of your authorised contacts. Your school will answer any questions you have about the student support hotline. If you are a new student, this will be part of your school orientation.

## 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.

## 7. School Emergency and Lock Down Procedure

### EVACUATION

You will hear a **CONTINUOUS SIREN**.

Listen to the Teacher's directions. Collect your belongings and proceed in an orderly manner to the **EVACUATION POINT: OVAL (unless otherwise directed by the teacher)**.

### LOCK DOWN

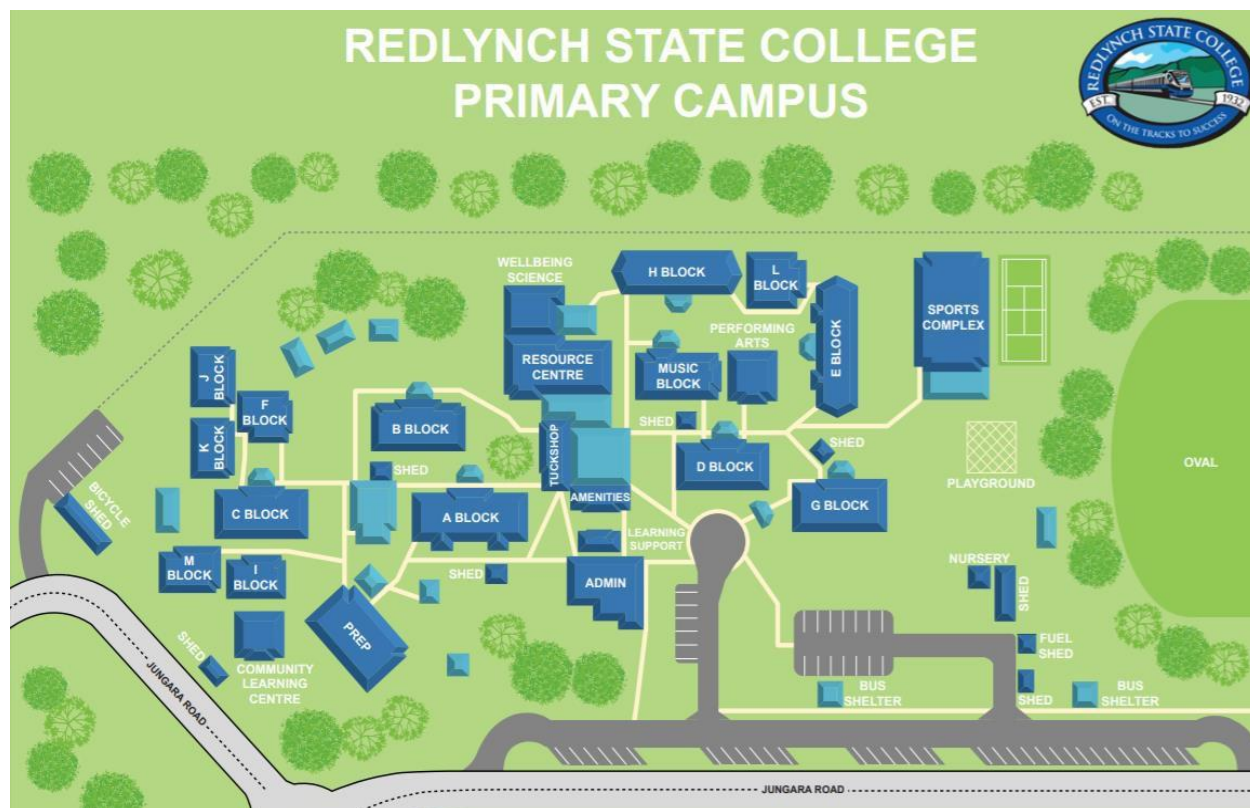
You will hear an announcement over the PA system and a **CONTINUOUS SHORT PULSE**.

**Should this occur during Class** - Remain in your classroom, SIT UNDER THE DESKS AWAY FROM THE WINDOWS and REMAIN QUIET. Always follow the Teacher's directions.

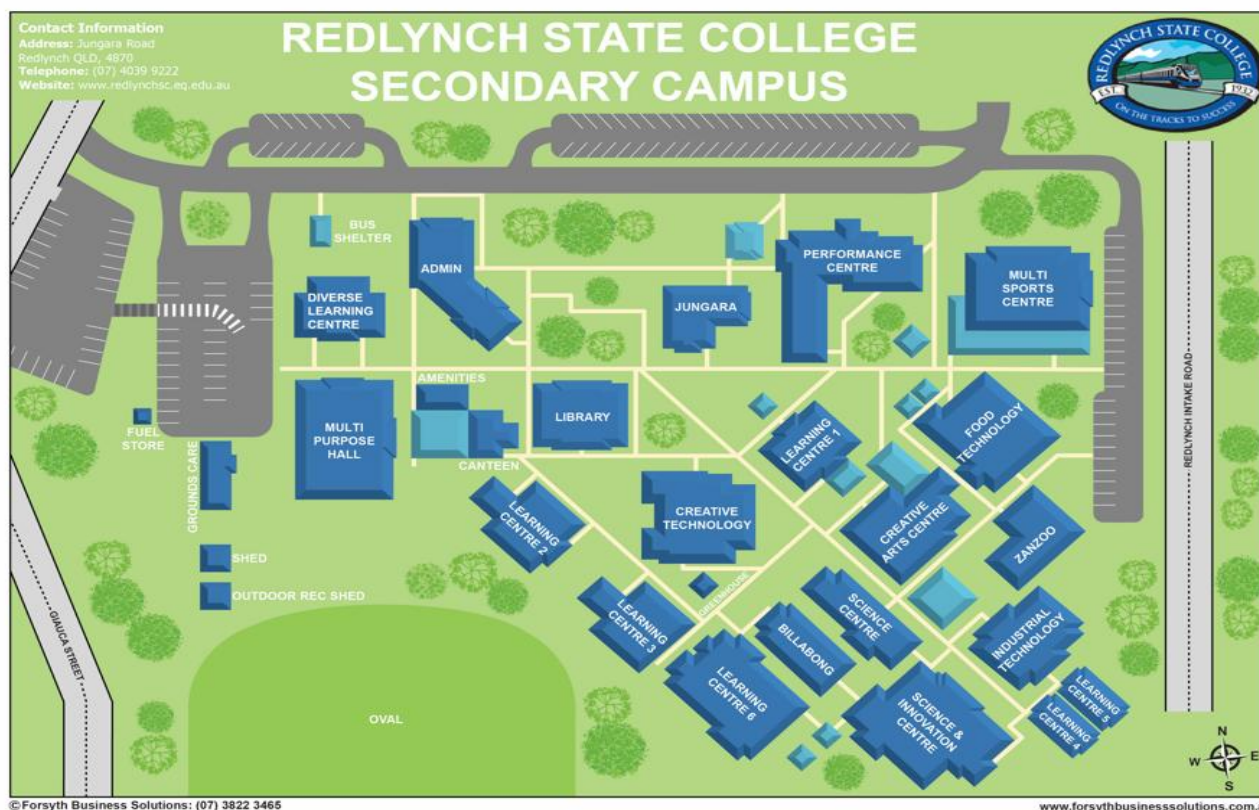
**Should this occur during Breaks/Before School/ After School** - Move to the closest building, SIT UNDER THE DESKS AWAY FROM THE WINDOWS and REMAIN QUIET. Always follow the Teacher's direction.

## 8. School Map and Facilities

### P-6 Campus (Primary Campus)



### 7-12 Campus (Secondary Campus)





| What if I .....                                               | You should ....                                                                                                                                                                                                                     |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Absent from school                                            | Parents must phone the school on 4039 9294 to explain the reason for the absence. This is 24 hours a day service. For absences of 2 days or more or if absent for an exam or assessment due date, a medical certificate is required |
| Late for school                                               | Go to the Student Services window at Administration and wait for assistance from one of the Student Services Team                                                                                                                   |
| Have to leave school early                                    | Parents will go to the Student Services window at Administration and one of the Student Services Team will assist you to contact and sign out your son/daughter.                                                                    |
| There is a fire or emergency at school                        | Follow your teacher's instructions                                                                                                                                                                                                  |
| Lost property                                                 | Contact Student Services (Administration building)                                                                                                                                                                                  |
| Sickness or Injury at school                                  | Tell your teacher. Go to Student Services.                                                                                                                                                                                          |
| Study problems                                                | Talk to your teacher, EALD Coordinator, Mr Smith, or Guidance Officer                                                                                                                                                               |
| Personal problems                                             | Speak with the ISP staff or make an appointment to see the Guidance Officer, Wellbeing Officer or School Nurse                                                                                                                      |
| Wanting to see a Guidance Officer or the College Psychologist | Speak with Ms Cait Pearson or Mr Smith                                                                                                                                                                                              |
| Toilet access during class time                               | Ask your classroom teacher.                                                                                                                                                                                                         |



## 10. Accommodation and Welfare

### Care Arrangements

While studying you must live with a parent, legal custodian or [Department of Home Affairs \(DHA\) approved guardian](#).

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

If you live with a DHA approved guardian, 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. Culture Shock

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

For international 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 may 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
- you are easily upset and can't concentrate at school.

### Culture Shock

Culture shock can be described as consisting of at least one of four distinct periods: Honeymoon Period, Frustration/Distress period, Adjusting period, and Acceptance and Autonomy

#### Honeymoon Period

The first stage of culture shock is usually positive. During the honeymoon period 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.

#### Frustration/Distress Period

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.

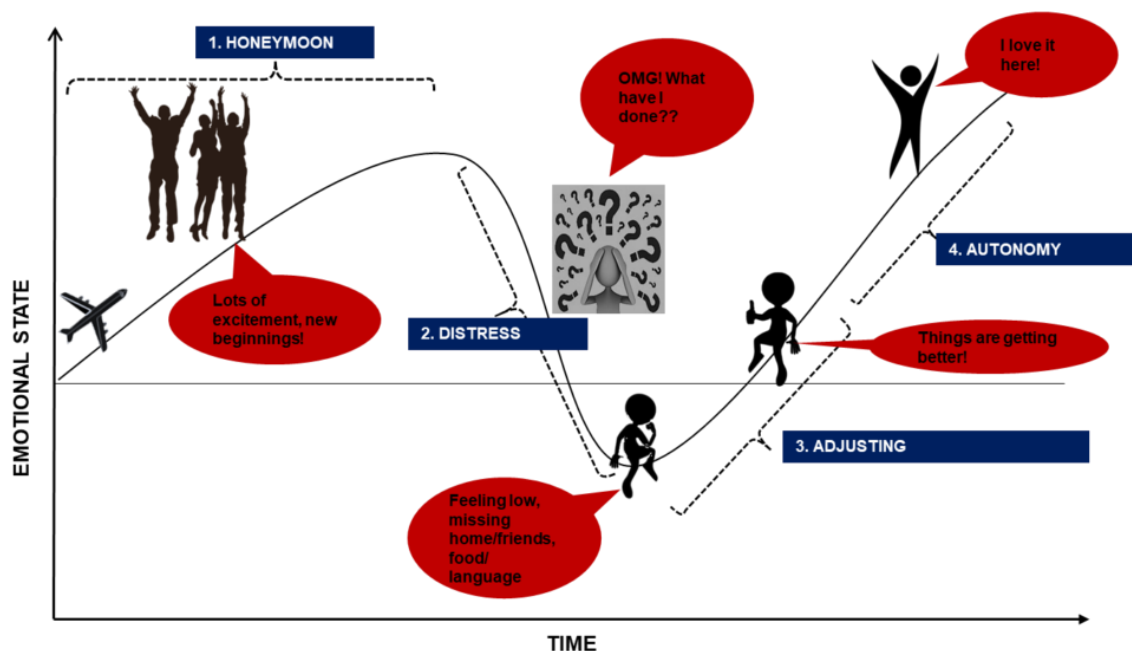
During this period students adjusting to a new culture may feel [lonely](#) and homesick because they are not yet used to the new environment and new people they are meeting.

## Adjusting Period

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this period a person knows what to expect in most situations and the host country no longer feels very new. You will also 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.

## Acceptance/Autonomy Period

Individuals in the acceptance period are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; you may keep many traits from your earlier culture, such as accents and languages.



If you think you are feeling culture shock, here are some things that you can do:  
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 Redlynch State College.

- 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 team
- keep in contact with your loved ones back home
- socialise and make new friends.

## 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).

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.

## 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.

## 12. 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 us within seven days.

## 13. ISP Standard Terms and Conditions

Before you arrived in Australia you were provided with a copy of the [ISP standard terms and conditions](#). The standard terms and conditions 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](#)
- [Portuguese](#)



## 14. Visa Conditions

### Attendance

Redlynch State College's attendance policy at <https://redlynchsc.eq.edu.au/international> 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 Redlynch State College it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8:45am. 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 40 399 294 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 on 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.

Satisfactory attendance is a **student visa condition** for overseas students enrolled in an EQI course, studying on a subclass 500 (schools) visa for the duration of your study. Commonwealth law requires EQI to be proactive in notifying and counselling students who are at risk of failing to meet these attendance requirements. EQI is required by law to report international students who have breached attendance requirements. Important information about attendance

- Start and finish times 8:45am – 2:55pm
- School absence telephone number (07) 399 294
- Serious, injury or incident process Contact a member of staff immediately

### At Risk of Failing to Meet Attendance Requirements

You are considered to be at risk of failing to meet attendance requirements if:

- you are absent for three consecutive days or more and a temporary suspension of study has not been approved by us prior;
- your attendance falls to 95% - 90% of your course contact hours in a study period (semester) or
- we have other concerns about your attendance record.

Your International Student Coordinator will require you to meet with them about your attendance record and provide evidence explaining your absences (such as medical certificates), if requested.

If your attendance falls to 90% - 85% of your course contact hours in any semester, we will give you and your parents/legal custodians and your DHA approved guardian an *Attendance risk notification letter*.

### 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 maintaining 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;
- your attendance record remains above 70% and there are compassionate or compelling circumstances (if your attendance falls below 70%, EQI is required to report you to authorities and your student visa may be impacted).

If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the Appeals Policy section of the [ISP standard terms and conditions](#).

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

- [ISP standard terms and conditions](#)
- [Attendance - subclass 500 \(schools\) visa procedure](#)
- Redlynch State College Attendance Policy <https://redlynchsc.eq.edu.au/international>

## 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 will report you to authorities and your student visa may be impacted.

At Redlynch State College we provide written reports to you and your parents or legal custodians every semester as per the [P-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website. 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 [ISP 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

Redlynch State College will monitor your workload and your results to ensure you complete the course on time and to assist you if you are having difficulties. The school will implement suitable intervention strategies to identify if you are at risk of not meeting course progress requirements and to notify and assist you in sufficient time for you to achieve satisfactory course progress.

### Formal Intervention

If you are not making satisfactory course progress, the school Principal will give you and your parents or legal custodians a *Course progress at risk notification letter*. 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. <https://redlynchsc.eq.edu.au/our-college/rules-and-policies>

At any point during your enrolment, where your course progress is impacted to the point that your academic outcome or pathway is no longer available, EQI will notify you. If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the **Appeals Policy** section of [ISP standard terms and conditions](#).

You can read in more detail about your course progress requirements at:

- [ISP standard terms and conditions](#)
- [Course progress - subclass 500 \(schools\) visa procedure](#)
- Redlynch State College Academic policy:
- <https://redlynchsc.eq.edu.au/our-college/rules-and-policies>

Interim Reports are issued at the end of Term 1, and Semester Reports are provided at the end of Semesters 1 and 2. If you require an Academic Report outside these times, or a specialised report for your home country, please let us know as soon as possible.

## Behaviour

Redlynch State College 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 of their lifelong wellbeing.

The Redlynch State College Student Code of Conduct <https://redlynchsc.eq.edu.au/our-college/rules-and-policies> is available on the school website. Student Code of Conduct for Students 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.

[ISP 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 Redlynch State College's rules – student code of conduct and school policy and procedures



At all times you must

- comply with Australian laws and with the conditions of your student visa;
- not drink alcohol, 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 your enrolment. This may affect your student visa.

## 15. English as a Second Language or Dialect (EAL/D)

To support your success at Redlynch State College you need to have good English language skills. All overseas students will receive support through our EAL/D program. On the primary campus at Redlynch State College, EAL/D support is delivered in the following ways;

1. In-class support;
2. Withdrawal from class (individual/ small group);

Your EALD teacher will also support your progress by tracking your literacy and numeracy each semester with diagnostic testing. This will help your teacher and support staff better target areas for support, or in some cases, areas to extend.



## 16. 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 Coordinator.

[Legal Aid Queensland](http://www.legalaid.qld.gov.au) 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.

## 17. Emergency and Health Services

**If you have a medical emergency dial 000** or need assistance with a medical matter you can call 1800 QSTUDY (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 are covered. Some countries [reciprocal health care arrangements](#) or are [OSHC exempt](#) which may mean OSHC may not be not required.

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
- personal safety

There are currently six OSHC providers in Australia, including:

| OSHC Provider                               | Website                                                                                                                                           |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| ahm OSHC (offered through Medibank Private) | <a href="https://www.ahmoshc.com.au/">https://www.ahmoshc.com.au/</a>                                                                             |
| Allianz Care Australia                      | <a href="https://www.allianzcare.com.au/en/visas/student-visa-oshc.html">https://www.allianzcare.com.au/en/visas/student-visa-oshc.html</a>       |
| Bupa Australia                              | <a href="https://www.bupa.com.au/health-insurance/oshc">https://www.bupa.com.au/health-insurance/oshc</a>                                         |
| CBHS International Health                   | <a href="https://www.cbhsinternationalhealth.com.au/overseas-students-oshc">https://www.cbhsinternationalhealth.com.au/overseas-students-oshc</a> |
| Medibank Private                            | <a href="https://www.medibank.com.au/overseas-health-insurance/oshc/">https://www.medibank.com.au/overseas-health-insurance/oshc/</a>             |
| nib                                         | <a href="https://www.nib.com.au/overseas-students/">https://www.nib.com.au/overseas-students/</a>                                                 |

## 18. 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. If you are living with a homestay provider, will may need to 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 or **homestay coordinator** 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 parents/guardian 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.

### Medical Treatment

If you need medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours 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 refer to the [ISP standard terms and conditions](#).

## Mental Health

Your mental health and well-being are a priority during your time in your new school. Adjusting to a new environment can be challenging, and it is normal to feel homesick, anxious, or stressed at times.

Our school offers a range of resources to support your emotional health, including access to our school Mental Health Resource Hub and school counsellors, who are available for confidential one-on-one sessions.

You can also reach out to local mental health services, such as Lifeline (13 11 14) or Beyond Blue (1300 22 4636), which provide support for managing stress, anxiety, or other mental health concerns.

For immediate help outside school hours, you can contact the 24/7 1800QSTUDY hotline (1800 778 839). There are also several online resources available that offer self-help tools and advice for emotional well-being.

## Mental Health Telephone and Online Contacts

### Beyond Blue support service

- All ages:
- Phone: 1300 22 46 36 (24 hours a day, 7 days a week)
- [Online chat](#) (open 3pm to 12am daily)
- [beyondblue website](#)

### Kids Helpline

- Age range: 5 years old to 25 years old:
- Phone: 1800 55 1800 (24 hours a day, 7 days a week)
- [WebChat Counselling](#) (open 7 days, 8am to 12am AEST)

### Lifeline

- All ages:
- Phone: 13 11 14 (24 hours a day, 7 days a week)
- [Online chat](#) (7pm to 4am AEST, 7 days a week)
- [Lifeline](#) provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services, information, facts and resources.

## 19. 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 (such as the Senior College Formal and non-curriculum related excursions). Please check with your International Student 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 on [EQI website](#).



## 20. Change of School, Year Level, Course or Course Duration (variation of enrolment)

You may apply to change between Queensland Government schools, change year level, course type or course duration (variation of enrolment).

Additional tuition, homestay or other non-tuition fees may apply.

Before applying for a variation of enrolment, you should talk to your International Student 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:

- [Student management procedure](#)
- [ISP standard terms and conditions](#)
- [Variation of enrolment request form](#)

## 21. Transfer to a Non-government School or Another Institution

Before applying for a transfer to a non-government school or another institution registered under Australian law to provide education to overseas students, you should talk to your International Student 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.

- [Transfer procedure](#)
- [ISP standard terms and conditions](#)
- [ISP Transfer request form](#)

## 22. 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 Coordinator.

If you have an issue relating to your International Student Coordinator or a decision they have made, you should discuss this with your school 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 and grievances management policy](#) and [Customer complaints management procedure](#), and the [ISP standard terms and conditions](#).

You can make a formal complaint if you are dissatisfied about 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.

## 23. Appeals

### Internal Appeal

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

- to report you for failing to maintain satisfactory attendance or course progress;
- to refuse your request to defer or suspend their enrolment;
- to suspend or cancel your enrolment (initiated by EQI);
- to refuse your request to transfer to another registered provider.
- to refuse your variation of enrolment request.

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

### External Appeal

If you are still not satisfied with the decision by EQI, 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.

For external appeals the Queensland Ombudsman will consider if the decisions made by the Director, EQI (or delegate) and the internal appeal review officer were made in accordance with the relevant policies and procedures and may not result in a change of the original decision. EQI will implement the decision or recommendation of the Queensland Ombudsman.

## 24. Be Safe!

### Swimming

Before engaging in water sports (for example swimming and surfing) be sure that you are familiar with swimming conditions and local weather conditions.

### Surf, Beach and Bush 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.

## Bush Safety

We are surrounded by bushland and therefore you should take precautions when you go walking or exploring the area. If possible, walk with a friend, ensure that your host family knows where you are going and when you expect to return, use sunscreen, carry plenty of water, read and heed any warning signs and do not feed the wildlife. **Like our beaches and waterways, dangerous animals such as snakes and spiders are common in bushland, so please take care when out and about.**

## Useful Links

- [Queensland Surf Lifesaving](#)
- [Patrolled Beaches in Cairns](#)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.
- Water Safety in FNQ: [freshwater-safety](#)
- Croc Safety: [crocodiles-in-tropical-north-queensland](#)

## 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
- regularly apply an SPF 30+ high protection sunscreen.
- Sun Beach Safety link: <https://www.youtube.com/watch?v=EaKmVpo5YY>

## 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.**

## 25. 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 directly with 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 your rights to take action under the Australian Consumer Law if the Australian Consumer Law applies. More detail regarding refunds can be accessed at:

- [ISP standard terms and conditions](#)
- [Refund request form](#)

## 26. At School: Rules, Policies and General Information

### Rules and Policies

A comprehensive list of College rules and policies can be located at the College website:



<https://redlynchsc.eq.edu.au/>

<https://redlynchsc.eq.edu.au/our-college/rules-and-policies>

Information about and available policies for download include:

- Bookwork policy
- Homework policy
- Mobile Phone and Smart Device Policy
- Parent and Community Code of Conduct
- SunSmart Policy
- Uniform Policy

## Canteen

The canteen is the place you go to buy something to eat and drink. It sells a wide variety of healthy foods. It is a good idea to **place an order** at the Canteen before school to ensure that your choice is waiting for you.

## Valuables

Students should not leave valuables in their school bag. You can sign your valuables in with the receptionist at the student desk in the Office for safe keeping during the day. At the end of the day you can sign them out.

## Uniform Requirements:

The College Dress Code:

- promotes a sense of belonging and pride in the College and Community
- gives the College a unique identity and a unified approach to achieving common goals
- creates a sense of equity for the students
- is practical in its application to a wide range of physical activities
- ensures students observe health, safety and decency standards

The uniform shop is located on the Primary Campus. Opening hours are: 8:00am-11:00am, Monday – Thursday

## 27. 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 Home Stay Coordinator for banking assistance.

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** share 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.

## 28. Transport

There are morning and afternoon bus services provided by Kinetic Bus Company For further information phone (07) 0740577411 or visit

**K/NET/C**

<https://www.wearekinetic.com/au/cairns>

Students may purchase a weekly bus ticket at the start of each week, or on a daily basis. Buses leave the school at various times after 3.05pm. Students are required to make their way to the bus stop areas once let out of class.

Behaviour is monitored by the drivers, the bus companies and the school. A student may lose their bus pass if they demonstrate unacceptable behaviour on the bus or whilst waiting for the bus. Students must travel directly to and from school by bus and not loiter at any other venues.

School bus timetables and routes are available here: <https://jp.translink.com.au/plan-your-journey/journey-planner>

For information about local bus services in and around Cairns, go to <https://translink.com.au/cairns>

Bus safety: <https://translink.com.au/travel-with-us/safety-and-security>

### 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 or preferred route* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. International students are not eligible for a bus pass, so you will have to pay the bus fare to and from school.

### Bicycles:

Students riding bicycles are to enter the College grounds through the gate closest to the bike racks on their side of the road. Bicycles are to be walked through the College grounds and placed in these racks. Children are required by law to wear a helmet whenever they ride their bicycles and are encouraged to use a bicycle lock and chain to secure their bicycles.

## 29. House Structure

When you commence at Redlynch State College you will be assigned to one of 4 Houses for sporting, cultural, academic and community events and competitions.

### House Groups

| House    | Colour | Mascot      |
|----------|--------|-------------|
| Cascades | Green  | Crocodile   |
| Falls    | Yellow | Falcon      |
| Rapids   | Red    | Razorback   |
| Torrents | Blue   | Tiger Shark |



## Sports Carnivals

Students are encouraged to participate in the swimming carnival, athletics carnival and cross country events. These events are held on regular school days.

## 30. School and Community

RACE Excellence: Redlynch State College offers opportunities to extend students through a number of Courses of Excellence: DANCE, DRAMA, MUSIC, VISUAL ART, LIVE PRODUCTION.

These programs are unique to our College and are available to talented students from Year 5 to Year 12.

### Community Events

Students at Redlynch State College participate in many different community events throughout the year. These vary from year to year and are generally run through our Student Council.

### Involvement at School

There are many groups and activities that you can join whilst you are at Redlynch State College. You will meet new people and make friends. This will also allow you to improve your English and develop skills. Below are some of the activities that you can become involved with. Activities are also announced through the student notices which are read out at Form class every morning.

- Camps and excursions
- Music
- Instrumental music including Senior String Orchestra, Jazz band, Senior concert band
- Sporting teams and competitions
- Leadership positions

## 31. Communication

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
- Ask another student to interpret for you.

## 32. General Advice

We are sure that you want to succeed and benefit from your time spent at Redlynch State College. Here are some suggestions to help you.

- **Work hard**  
Homework – you will need to spend more time studying than most of the other students to improve your English. A rough guide is to add 30 minutes to an hour each night to each of the times recommended for your year level. When you are doing your homework, ensure that you are working in a quiet, comfortable place with good lighting.
- **If you don't understand something**, get help quickly so it doesn't become a big problem
- **Try to make friends who will give you help and support**  
A student will be allocated as your "buddy" (friend). Talk to your buddy regularly and ask him/her



to help you with any difficulties you may have or ask them to take you to see Mr Smith (International Student Coordinator) or Ms Cait Pearson (Homestay Coordinator)

- **Have a balanced lifestyle**

You need to make time to relax, exercise, go out with friends etc. Allow time each day and each week to relax, do some exercise and socialise with friends. It is important to have a break from studying and to enjoy yourself with your friends and homestay family.

You may see students behaving in a way that is different from the way students behave at schools in your country. Although things may be more relaxed than you are used to, there are still **rules and expectations of all of our students**.

- Arrive to school on time
- To be prepared for lessons (pens, paper, books, calculators etc.)
- To do your homework and hand in class work and assignments on time
- To attend school every day unless you are sick
- To follow the **RSC** expectations – **R**espect, **S**afety, **C**ommitment to Learning