TOOWOOMBA
ANGLICAN SCHOOL
Est. 1911

International Student HANDBOOK

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INTRODUCTION AND WELCOME

Welcome to Toowoomba Anglican School from the Principal

At TAS, we believe in every student's capacity to grow through support and challenge. In our caring and dynamic learning environment, students thrive by developing resilience and confidence, transforming their potential into achievement. Our community's strength flows from how deeply we care for one another. Every student, staff member, and family learns and grows together, creating a connected TAS family that honours our past while building our future.

TAS is where students thrive by discovering their unique strengths and believing in their abilities. Through caring relationships and collaborative learning, we create an exceptional environment where every individual can flourish.

Mr Nick Johnstone
Principal

REGISTRATION AND ACCREDITATION

CRICOS Registration Details

Organisation Name:	The Corporation of the Synod of the Diocese of Brisbane
Trading Name:	Toowoomba Anglican School
Organisation Type:	Education Provider
Registered State:	Queensland
ABN:	69 079 137 518
CRICOS Provider Code:	00712A

The Principal Executive Officer appearing on the **CRICOS website** in School Contact Details is:
Mr Nick Johnstone (Principal)

The following Staff members have access to PRISMS:
Ms Meg Coles (Head of Admissions)

Obligations

In order to be registered on CRICOS, Toowoomba Anglican School is required to:

- Have the principal purpose of providing education; and
- Clearly demonstrate capacity to provide education of a satisfactory standard.

Reporting

Evidence of Toowoomba Anglican School's ability to meet these requirements is provided in:

- The school's Annual Report to Commonwealth and State governments, available at: https://www.taschool.qld.edu.au/ and
- Non-State Schools Accreditation Board documentation via the school's Cyclical Review Report and NSSAB confirmation letter.

Toowoomba Anglican School is registered to enrol a maximum of 20 full fee paying 500 visa subclass students.

The CRICOS Registered Courses offered to International Students at Toowoomba Anglican School are as follows:

CRICOS Code	CRICOS Course Name	Course Level
085601E	Primary School	Years 1 - 6
081058M	Junior Secondary	Years 7 - 10
081059K	Senior Secondary	Years 11 - 12

Academic Outcomes

Toowoomba Anglican School ensures that all subjects and courses offered to International Students have stated educational outcomes as specified in curriculum documents and individual work programs. A summary of subjects and courses is available to International Students to help them map their academic path. Subject handbooks are available to International Students in Years 7 to 12 to assist in suitable subject selections plus the chance to discuss subject choices with key academic staff.

Enrolment

Toowoomba Anglican School conducts its enrolment of International Students in an ethical and responsible manner, consistent with the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students (the National Code) 2018. Enquiries for enrolment are directed to the Head of Admissions. Enquiries regarding student welfare during a student's enrolment are directed to the Head of Admissions and Director of Boarding.

International Student Policies

Please visit the **school website** to downland the following policies:

- International Student Accommodation and Welfare Policy
- International Student Complaints and Appeals Policy
- International Student Deferment, Suspension and Cancellation Policy
- International Student Entry Requirements Policy
- International Student Transfer Request Policy
- International Student Refund Policy
- International Student Progress, Attendance and Course Duration Policy

INTERNATIONAL STUDENT CONTACTS

TAS Contact Details:

2 Campbell Street
TOOWOOMBA QLD 4350
AUSTRALIA
Tel: +61 (7) 4639 8111
Fax: +61 (7) 4639 8100
Email: admin@taschool.qld.edu.au
Web: www.taschool.qld.edu.au

24-Hour International Student Contact:

Kyle Langman
Director of Boarding (resides on-campus)
Tel: +61 (7) 4639 8129
Email: klangman@taschool.qld.edu.au

Boarding House Office:

Tel: +61 (7) 4639 8122
Email: boardingoffice@taschool.qld.edu.au

School Health Centre:

Tel: +61 (7) 4639 8120
Email: healthcentre@taschool.qld.edu.au

Admissions:

Tel: +61 (7) 4639 8111
Email: enrolments@taschool.qld.edu.au

International Student Success - Video

INTRODUCTION TO TOOWOOMBA AND THE DARLING DOWNS

The images above were sourced through Google Images/Toowoomba Region.

A leisurely 90 minute drive from Brisbane, Toowoomba is one of Queensland's most breathtaking provincial cities and it doesn't take long to understand why. Situated adjacent to the fertile Lockyer Valley on the Great Dividing Range, Toowoomba and Darling Downs offers a rich cultural experience with lots to love!

The region is renowned for its magnificent parks and gardens, scenic views and provider of gourmet food and wine culture. It is a region of unparalleled beauty, offering the contrasts of the seasons; the colours and characters of the countryside, rich heritage and the release from big city pressures to enjoy country pleasures.

Toowoomba and Darling Downs provides the perfect setting to enjoy all the beauty and adventure of the great outdoors. Whether you are planning a weekend retreat, an extended getaway or visiting friends - from the moment you arrive your senses will be overwhelmed by the region's beauty, history and diversity.

The region's event calendar is overflowing with exciting new experiences rich in cultural and artistic diversity. From the annual Carnival of Flowers to several top-class sporting events, hobby craft markets and displays through to musical and theatre productions, the region offers an eclectic range of adventure, entertainment and history to cater for the most varied of tastes.

Toowoomba and Darling Downs is the region where you will live, laugh, LOVE...

Welcome to Toowoomba Region - Video

EXPERIENCE TOOWOOMBA

5 'must-sees'

- Marvel at the incredible view from **Picnic Point** lookout
- Experience hands-on history at **Cobb+Co** Museum
- Visit the authentic **Jondaryan Woolshed**
- Stroll through the **Japanese Garden**
- Enjoy a show at the magnificently restored art deco **Empire Theatre**

5 'must-dos'

- Enjoy a picnic in one of the region's beautiful parks
- Experience spring at its blooming best at the annual **Toowoomba Carnival of Flowers**
- Sample exquisite local delicacies at the Food & Wine Festival
- Explore the region's scenic tourist drives and destinations
- Have a hearty meal at a true-blue Aussie country pub

INTRODUCING TOOWOOMBA ANGLICAN SCHOOL

Toowoomba Anglican School, fondly known as TAS, is situated in the most beautiful part of the city of Toowoomba. At 600 metres above sea level and on the edge of the mountains, we enjoy a spectacular panoramic position. With five hectares there is plenty of room for children to enjoy the semi-rural environment of our school. The leafy surrounds of our campus certainly create a unique atmosphere. By road, we are 90 minutes from Brisbane, the state capital of Queensland, and under two hours from the international airport.

JH Fairfax Library

The JH Fairfax Library provides a beautiful, fresh and comfortable environment for the literacy and numeracy pursuits of our students. Research areas, reading corners and workstations are included in this wonderful facility that is utilised by all year groups on a very regular basis. As well as meeting teaching needs, the Library is well-used for recreational reading, with the mezzanine level being a popular place for students to enjoy their favourite novel. Complementing the main reading area, there is the Ron Burling Multi-Media Room which is ideal for showing curriculum-related DVDs, lecture presentations, meetings and film nights. The JH Fairfax Library is completed with the Technology Centre that enables students to utilise electronic resources in order to complete projects and assignments that form part of their course work. This facility is open after school to enable students to undertake independent research.

Technology Laboratories

Two main technology laboratories, which cater for whole class learning activities, are supported by several smaller technology laboratories strategically placed about the school. Across the year levels, there is a coordinated information and communication technologies program that ensures technological skills and processes are taught on a weekly basis to all students.

Science Laboratory

This purpose-built laboratory is designed to provide the ideal medium in which students can engage in scientific enquiry. Here, they investigate, explore, experiment, record and report their work in a subject which they find fascinating.

It is no surprise then that the students refer to the work undertaken in this facility as 'real science'. The students have the assistance of qualified Science teachers to undertake specialist Science lessons each week, in the laboratory.

Creative Arts Centre

TAS is fortunate to have a magnificently resourced Creative Arts Centre which is used by every student in the school. On one level, our Performing Arts Centre provides a main music rehearsal room which is the venue for practices by our bands, choirs and ensembles. In addition, there are six private tuition rooms where students may learn any of the 16 instruments on offer in the school's music program.

The other level of the Creative Arts Centre is comprised of a beautifully appointed art room and an excellent manual arts facility. Not only are these used for class lessons, but they also provide the venue for after school clubs which are much enjoyed by the students.

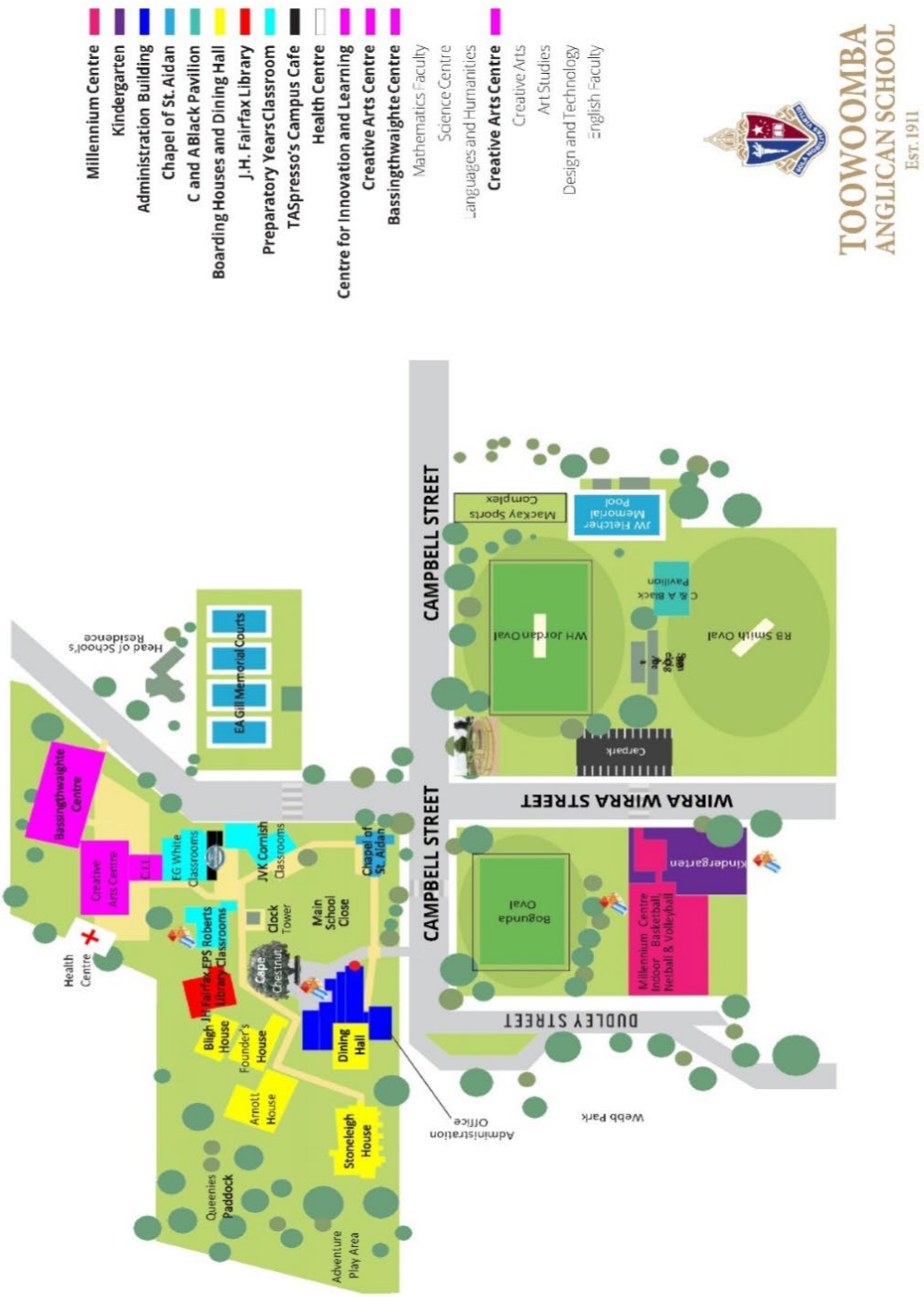
Buildings and Facilities

- Technology laboratories
- Science Laboratories
- Extensive Library with Multi-Media Room
- Four Boarding Houses
- School Chapel
- Dining Room
- State of the art general learning classrooms
- Learning Enhancement Centre
- A multi-purpose sports hall for basketball, netball, assemblies and concerts
- Music facilities that include six private practice rooms
- Art room
- Three sports fields with cricket practice nets
- 25-metre heated swimming pool
- Four tennis and basketball courts
- Uniform shop
- Café

Toowoomba Anglican School Campus - Video

Together We Are TAS - Video

GETTING AROUND SCHOOL



[School Campus & Classroom Map]

ACCOMMODATION

Once a decision to board is made, parents can be reassured that their child will be supported in a gentle environment with a focus on developing strength and resilience. Mindful of the immense trust placed in us, we consider it a privilege to journey with boarder families in this way and encourage regular contact between the school, parents/guardians and students.

In 2020 and 2021, Toowoomba Anglican School were named 'Boarding School of the Year' Excellence Awardees in the Australian Education Awards. The Australian Education Awards celebrate the outstanding achievements of the country's top performing schools, principals, department heads and teachers.

By design, Toowoomba Anglican School applies a modern approach to traditional boarding. Located within a unique setting, our boarding houses enjoy outstanding views to the East with easy access to our Arts, Sporting and Academic facilities located within campus grounds.

The Boarding houses are split into age and gender appropriate groups, and the unofficial slogan of "four houses, one family" can be seen clearly in the many friendships and socialisation between our young boys, girls, men and women.

Our Boarding Staff place tremendous importance on the academic, pastoral and social wellbeing of the boarding students. Each house parent lives within their boarding house and sees the members of each house throughout the day. Our house parents have tertiary education qualifications and teach within the day school and also supervise homework periods. These homework periods are run for two hours each afternoon and at an increased frequency during more concentrated study periods.

Boarding Information

Visitor Accommodation

There are many local accommodation options for family members who may be traveling alongside students for school arrival and departure at the beginning or end of the school term outside of boarding. Options range from $100 to $300 a night approx. Accommodation can be booked through websites such as **Booking.com**.

HOW TO ENROL AT TAS

International Student Enrolment Steps:

STEP 1

- ❑ Complete the International Student Enrolment Application Form*.
- ❑ Provide the school with the following supporting documentation:
    - Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report.
    - Copy of International English Language Testing results.
    - Copy of the student's Birth Certificate
    - Copy of the student's Passport
    - Copy of the student's VISA (if applicable)
    - Letter of recommendation or statement of student behaviour from previous school principal (if not included with the school report card).
    - Supporting documentation (medical reports, specialist reports, Parenting Plans, Specific Issues Orders, Consent Orders (relating to residence/contact) or Care and Protection Orders in place that affect the Student (if applicable)
    - Enrolment Application Fee of AUD$150.00 (non-refundable)
    - If the student has own private Overseas Student Health Cover (OSHC) then details of this must be provided.
    - Forward these documents to the Head of Admissions at: enrolments@taschool.qld.edu.au

***Medical Information:** It is important that parents understand Toowoomba Anglican School needs to have full details of any medical or psychological condition that requires medication or medical supervision, and any learning difficulties or special needs a student may have. Failure to disclose this information at time of enrolment may be grounds for future cancellation of enrolment.

NOTE: Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

IMPORTANT: Toowoomba Anglican School will assess all applications for course credit for students enrolling in Senior Secondary Studies. The student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework. Toowoomba Anglican School assesses and records course credit, according to requirements of the Queensland Curriculum and Assessment Authority (QCAA).

STEP 2

- ❑ The Principal and Head of Admissions will review the enrolment application.
- ❑ An enrolment interview via Microsoft Teams will be arranged with a member of the Senior Leadership Team. The purpose of this interview is to converse with the student in English, discuss the school and student expectations, discuss accommodation and welfare, refer the student to relevant policies, subjects and appropriate year level curriculum, extra-curricular activities, and address any questions the student may have.

STEP 3

- ❑ The school will notify the Parent(s)/Guardian(s) if the student can be accepted for Direct Entry or will be required to undertake an ELICOS Course or a High School Preparation Program (HSPP) prior to beginning mainstream studies. If an ELICOS Course or HSPP is required, evidence of enrolment must be provided to the school.

STEP 4

- ❑ Once the application has been accepted, the student will be issued with:
  - Letter of Offer outlining fees payable upfront including accommodation, entry requirements and course details.
  - Written Agreement outlining total estimated fees for the duration of the enrolment (tuition and non-tuition fees), special conditions (if any), relevant policies around refund, welfare and accommodation, course attendance and progress, visa requirement for enrolment as an international student and privacy.
  - The school Medical Forms.
  - Invoice for Payment of fees.

STEP 5

- ❑ The parent(s)/legal guardian(s) and the student sign and return the Written Agreement with confirmation of fees quoted in the Letter of Offer. Parent(s)/Guardian(s) may choose to pay more than 50% of total fees in which case a separate invoice will be issued.

IMPORTANT: if an agent is involved, they cannot sign documents nor make fee payments on behalf of the student or their parent(s)/legal guardian(s).

STEP 6

- ❑ On receipt of payment and return of signed enrolment acceptance (Written Agreement), the school will issue a Confirmation of Enrolment (CoE) and Confirmation of Accommodation and Welfare (CAAW) via PRISMS for the period the student is to be enrolled at Toowoomba Anglican School. These documents will be emailed to the student's parent(s)/legal guardian(s).

STEP 7

- ❑ Student applies for the student visa and notifies the school when it is granted.
- ❑ Student arranges Overseas Student Health Cover (OSHC) for the period the student is to be enrolled at Toowoomba Anglican School.

- ❑ Forward a copy of the student visa and OSHC to the Head of Admissions at: enrolments@taschool.qld.edu.au

STEP 8

- ❑ Prior to the student arriving in Australia, the Head of Admissions will arrange:
  - Transport from the Brisbane International Airport to Toowoomba Anglican School, if required.
  - Please provide copies of the student's flight schedule to the Head of Admission as soon as possible.

NOTE: It is expected that international students hire a laptop from the school for use in the classroom. Purchased computers from overseas are generally unsupported by the school's Information Technology (IT) Department.

STEP 9

- ❑ Upon arrival, the student will be settled into the boarding house.
- ❑ The student will need to purchase uniforms from the school's onsite Uniform Shop:
  - For all uniform requirements, both summer and winter, the student will need to consider spending approximately AUD$2100.00 to purchase all necessary uniforms (This cost is based on the purchase of new items and may vary depending on individual circumstances).
  - Payment is made directly to the Uniform Shop; therefore, the student will need to have direct access to these funds or have planned for the purchase of these requirements.
  - **Uniforms Information**
- ❑ The student will need to purchase stationery supplies:
  - For a student commencing at the beginning of a school year (i.e. January), parent(s)/legal guardian(s) will be provided with a link to order the student's stationery online and have it delivered to the school.
  - For a student commencing mid-way through the school year, the boarding house staff will assist the student with purchasing stationery from a local supplier.
  - The student will need to consider spending approximately AUD$400.00 to purchase all necessary stationery (This cost may vary depending on individual circumstances).

NOTE: It is recommended that parents deposit approx. AUD$500.00 to be used for any medical costs as required.

STEP 10

- ❑ On the first day at school, the student will meet with the Director of Boarding, Deputy Principal and Head or Primary/Secondary Head of House.
- ❑ The student will also be assigned a buddy to assist them with attending classes during their first days at Toowoomba Anglican School.
- ❑ Classes start!

BEFORE LEAVING HOME CHECKLIST

- ❑ Contact Toowoomba Anglican School (TAS) to ensure all plans are in place.
- ❑ Arrange for immunisations and medications from your doctor.
- ❑ Make travel arrangements.
- ❑ Arrange travel insurance.
- ❑ Advise TAS of travel details
- ❑ Pack bags being sure to include the following; Name and contact details Toowoomba Anglican School; Enough currency for taxis, buses, phone calls etc. in the event of an emergency
- ❑ You should prepare a folder of official documents to bring with you to Australia:
    - THIS HANDBOOK!
    - Passport
    - Student Visa
    - Airline Tickets
    - Letter of Offer
    - Written Agreement
    - CoE (Confirmation of Enrolment)
    - CAAW (Confirmation of Appropriate Accommodation & Welfare) boarding students only
    - OSHC (Overseas Student Health Cover)
    - ID cards, birth certificate (or copy)
    - Medical records and/or prescriptions
    - Receipts of payments (e.g. school fees, OSHC etc.)

NOTE: Make sure you leave hardcopies copies (and digital) of these documents safely with family in your home country in case of loss.

UPON ARRIVAL IN AUSTRALIA CHECKLIST

- ❑ Call home
- ❑ Attend international student orientation (meet your buddy, key staff and tour of school)
- ❑ Attend Uniform Shop
- ❑ Get stationery and textbooks
- ❑ Get student ID card
- ❑ Get laptop (Year 7+)
- ❑ Start classes
- ❑ Get involved in student life and associations (e.g. music, sporting and cultural clubs).

ARRANGING TRAVEL

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 days before the start of your commencement at TAS to allow enough time for settling-in, adjusting to the climate and overcoming any jetlag. You should fly into Brisbane International Airport which is the closest international airport to Toowoomba. Visit **Brisbane Airport**. Toowoomba is located 1.5-2 hours from Brisbane International Airport.

WHAT TO BRING

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets.

Clothing

You must wear the TAS school uniform to classes and other school activities. As well as TAS uniform requirements you will also need to bring jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both boys and girls to wear shorts and t-shirts. This is common during the hotter months. Boarding students will require thongs or crocs to wear in the shower.

Other Items You Might Need to Include (most can also be purchased in Australia)

- scientific or graphics calculator
- camera
- spare glasses or contact lenses
- your optical prescription
- photos of friends and family
- swimming outfit
- small gifts from home
- toiletries

Electricity

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the **Australian Communications and Media Authority** before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. Any external or built-in modems must be Austel Approved to function in Australia. Students in Year 7 and above must purchase a school laptop for studies.

KEEPING IN CONTACT

Before you leave home, you should provide your family and friends, and TAS, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them). Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you by phone or by post.

BEGIN AT TOOWOOMBA ANGLICAN SCHOOL

Arrive Early

TAS will provide an Orientation before the commencement of classes. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation sections which we have provided for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the sections will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with TAS.

Orientation

Arrive early to see and talk to the most important people you will need to know at TAS:

- Leadership staff and their roles
- Head of Secondary/Primary School
- Learning Enhancement Co-Ordinator
- Director of Boarding/Boarding Staff/House Parents
- Class/Mentor Teacher

On arrival you will also be introduced to the Student Protection Officers and the process for reporting any alleged incidents.

Familiarise yourself with the campus:

- Library
- Computer rooms and facilities
- Recreation and eating areas
- Classrooms
- Boarding facilities

Meet other International Students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.

Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

Textbooks

A list of textbooks and stationery requirements will be given to you on acceptance of your enrolment offer along with other information you will need to start studying at TAS.

What to Do First

Advise the Head of Admissions when you will be arriving by providing a copy of your travel itinerary to the school. If you are a boarding student, you will be able to unpack and settle into your room and the boarding house. We will then commence an orientation with you and a tour of the school and facilities in readiness for your first day at school.

For students living with family, a tour of the school facilities and your classroom will be given on your arrival.

Calendar of Events

A calendar of events is listed on the school student portal – TASS Web Student Cafe.

Subject Selection

This is organised by Head of Secondary for Secondary students.

Timetables

Student timetables can be found on the school student portal - TASS Web Student Cafe.

English Language Support

ELS support is available at Toowoomba Anglican School. Students will be monitored by the Learning Enhancement Coordinator and allocated assistance where necessary.

INTERNATIONAL STUDENT VISA REQUIREMENTS

If you are studying on a Student Visa, there are two important things you need to remember; Attendance and Course Progress.

1. **Attendance**

You must make sure that you attend every day of school if you can. You can be away for two the two reasons below:

a) **Medical Reasons:** If you are away for a medical reason we will require a Medical Certificate from a doctor.
b) **Compassionate or Compelling Reasons:** circumstances beyond the control of the student. These could include:

i. serious illness, where a medical certificate states that the student was unable to attend classes
ii. bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)
iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
v. where the school was unable to offer a pre-requisite unit
vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

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

We will send you and your parents/guardians a letter if your attendance drops below the required level. If your attendance gets low, we will decide if you should stay studying at the school. We may be required to report you to the Australian Government which would cancel your CoE to study at the school. For further information, please refer to our **International Student Progress, Attendance and Course Duration Policy.**

2. Course Progress

In each TAS year level, you must achieve the below standards to make satisfactory course progress:

a) **Years 1 – 3:** Students must demonstrate academic outcomes each semester that allow them to remain on track for progression to the next year level.
b) **Years 4 – 5:** Students must demonstrate a minimum overall achievement of C grade in English (Literacy) and Mathematics (Numeracy) as well as academic outcomes each semester that allow them to remain on track for progression to the next year level.
c) **Year 6:** Students must demonstrate a minimum overall achievement of C grade in English (Literacy) and Mathematics (Numeracy) with no more than three other subjects studied below a C grade.
d) **Years 7 – 9:** At the end of each semester, students must demonstrate:
   - a minimum overall achievement of C grade in English (Literacy) and Mathematics (Numeracy) and
   - a minimum overall achievement of a C grade, with no more than three other subjects studied below a C grade.
e) **Year 10:** At the end of each semester, students must demonstrate:
   - a minimum overall achievement of a C grade in English (Literacy) and Mathematics (Numeracy) and
   - a minimum overall achievement of a C grade, with no more than two other subjects studied below a C grade.
f) **Years 11 & 12** (full duration): You must remain eligible for a QCE! To demonstrate satisfactory course progress, students must remain eligible to be awarded a Queensland Certificate of Education (QCE) at the conclusion of Year 12. Eligibility for a QCE is contingent upon the student achieving the set amount of learning, to the set standard, in the set pattern, while meeting literacy and numeracy requirements. Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being 'at risk' of not achieving satisfactory course progress

anytime the student does not demonstrate a 'pass' or 'satisfactory' grade for a subject they rely on to meet either their literacy or numeracy requirements, or are counting on to meet the required credit points to be awarded a QCE.

If you are struggling academically, there are a lot of staff at TAS who can help you. Please staff by speaking with your Class Teacher or Mentor.

For further information, please refer to our **International Student Progress, Attendance and Course Duration Policy**. For a full list of mandatory and discretionary student visa conditions please visit **HERE**.

Current Address Details

TAS must confirm each student's residential, mailing address, email and telephone contacts every six months. The Head of Admissions will email the student's parents/guardians at the commencement of each Semester to confirm the details we have on the student's file are current. Please ensure you let the school know in writing if any of your contact details change.

Fees

Fees are payable on the first day of each Semester and can be made by direct deposit, BPAY or credit card facilities.

QUICK GUIDE TO KEY PERSONNEL

WHO TO SEE FOR:

Academics

Class Teacher/Mentor

- Questions about content of units, teaching procedures, assessment.
- Questions about the program, academic regulations, difficulties with study, decisions to defer from study
- Help with reading, writing, note taking, preparation for exams & assignments
- Timetable, subject choices
- Examination / study adjustments.

Administrative

Head of Admissions

- Visa problems, financial problems, enrolment and short-term accommodation
- Health care/ insurance problems, academic progression, accommodation
- Change of address

Personal and Pastoral Care

Boarding House Parent/Deputy Head/Chaplain

- Problems with homesickness, depression, settling in, personal problems.
- Harassment, discrimination issues.
- Boarding issues
- Timetable, subject choices

ASSESSMENT, REPORTS AND OUTCOMES

Year 1 to Year 10

There are no public school examinations in Queensland. State-wide moderation of student results ensures state-wide educational standards are maintained. Assessment for students is formative as well as summative. In Years Foundation – 10 assessment is criterion-based within School programs.

Years 11 and 12

The Queensland Certificate of Education (QC) is Queensland's senior secondary schooling qualification. It is internationally recognised and provides evidence of senior schooling achievements. The QCE allows students to choose from a wide range of learning options to suit their interests and career goals.

To receive a QCE, students must achieve the set amount of learning, in the set standard, in a set pattern, while meeting literacy and numeracy requirements. Students working towards a QCE can choose from a wide range of learning options to suit their interests and career goals.

Assessments

Assessments are ongoing throughout the year. Reporting is progressive, and parents/guardians are informed on every assessment and grade which includes teacher feedback. Students are given a statement of result each semester.

Course Credit

Toowoomba Anglican School will assess all application or course credit for students enrolling in Senior Secondary Studies. The student may receive course credits for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework. Toowoomba Anglican School assesses and records course credit, according to requirements of the **Queensland Curriculum and Assessment Authority** (QCAA).

SUPPORT AND SAFETY

When you arrive, you may sometimes feel overwhelmed or anxious. Remember that everybody goes through some form of Culture Shock. Culture Shock can be described as the anxiety felt by a person who moves to a new environment or country and is in an unfamiliar environment. It is okay to feel a little lonely or homesick after the initial excitement of arriving in Australia ends. The first few days and weeks of living in Australia will probably make you very tired. Not only do you have to function in English (very tiring) you will be settling into a whole new routine. Try these suggestions to help make your time here easier and more enjoyable. Remember if you are feeling sad or homesick, there is always someone you can talk to.

Stages of Culture Shock

Usually there are four phases of Culture Shock. By understanding them, you will be able to better manage your feelings and experiences.

Phase 1: Honeymoon (euphoria): Upon arrival in Australia you may have high hopes and great expectations. Everything is fascinating and exciting to you.

Phase 2: Culture shock/crisis (frustration): Feelings may include disappointment, frustration, embarrassment, fear, anger, guilt, nostalgia, irritability or depression. You may also suffer from sleeplessness, fatigue, loss of appetite and apathy.

Phase 3: Adjustment (recovery): You start feeling more in control as your English improves and you have more experience in Australia. You may still have some uncertainty and self-doubt. Your expectations are not easily met.

Phase 4: Mastery (biculturalism): A routine has been established. You have become more accustomed to the language, habits, customs, food and people of your new country. You feel more comfortable and accept Australia as your home. Be patient and remember you are not alone.

Dealing with Culture Shock

Below is a list of suggestions for ways of coping with your new situation:

- **Listen, observe and keep an open mind**
  - You may be unfamiliar with the social rules in Australia. Try to listen carefully to what people say and observe their body language. You will learn how to communicate both verbally and non-verbally in appropriate ways.
- **Ask questions**
  - Ask yourself if the behaviour you are seeing makes sense in the Australian culture, even if it seems strange or wrong to you. If you see or experience something you do not

understand, remember, it may be because you did not have enough information. Ask questions of someone you trust. Your caseworker will often be able to help, or they can refer you to someone who can.

- **Keep your sense of humour**
  - It is likely that you will make mistakes as you explore your new culture. If you are able to laugh at some of these mistakes it will help you learn, adapt and enjoy the overall experience.
- **Anxiety and frustration**
  - Learning to function effectively in a new culture is not easy. Meanings in cross-cultural situations may sometimes be unclear. In these situations, it is natural to feel anxious and frustrated. If you recognise that these feelings are a normal part of the resettlement experience, you might be able to deal with them better.
- **Become involved in your school community**
  - There is great value in experiencing and understanding a new way of life in a different culture. Try to make an effort to meet people and get involved in your school community. This will help you learn about Australia and share your culture with Australians. Get out, volunteer and keep busy with school activities.
- **Participate in activities that build your hopes for a better future**
  - Try to look at the initial period as just one phase of your life – the beginning of your hopes for a better future. Attend language classes. These classes provide more than just language; they provide access to your community and improve self-esteem.
- **Do something special for yourself regularly**
  - Get some exercise. Join one of the numerous porting teams available at TAS.

(Adapted from: https://immi.homeaffairs.gov.au/settlement-services-subsite/files/english-ausco-culture-shock.pdf)

Who Can I speak to if I want to talk or feel unsafe?

If you want to speak to someone about your feelings, you can talk to the School Counsellor, Director of Boarding or Head of Primary/Secondary. You might want to talk about:

- Your studies
- Missing home
- Your friendships
- Difficult subjects

You can make an appointment to see one of these staff members, details will be provided to you during your Orientation.

Feeling Safe

You can speak to any teacher or staff member if you do not feel safe or if you would like to tell them about something that has happened. If you ever feel worried about anything, please make sure you come and speak with us. You should speak to us about any of the below straight away:

- *Physical abuse* is where somebody hurts your body; it may leave marks or bruises e.g. hitting, shaking, shoving, kicking, biting or scratching.
- *Emotional abuse* is hurting you with words or not properly caring for you emotionally e.g. name calling, yelling, rejecting, ignoring, criticising or parents fighting in front of you.
- *Sexual abuse* is where somebody gets you involved in sexual activity e.g. touching you in your private areas, showing you pornography or watching you naked.

- *Neglectful abuse* is when you are not given the things you need to feel safe and secure e.g. not treating you when you're hurt or sick, not having food to eat, leaving you alone for long periods of time.

Abuse is not ok. You should speak to a teacher if you are worried.

Bullying

Bullying involves one or more people repeatedly and deliberately doing things to make another person upset, afraid or hurt. A person or a group of people might feel that they have more power than someone else and use hurtful words or actions to bully them. Bullying is not just 'playing around' – it can really affect someone's feelings and emotions. Speak to your teacher if you or someone else is being bullied.

Emergencies – Dial 000

The Triple Zero **(000)** service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations** only**.** Emergency 000 lines should not be used for general medical assistance.

The operator will ask:
Do you want Ambulance, Police, or Fire?

- What is your exact address or location?
- What is your phone number?

Remember to keep calm and speak slowly and clearly. Stay focused and only give relevant details.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Emergency Translation

For translation service in an emergency situation dial 1300 655 010.

OVERSEAS STUDENT HEALTH COVER (OSHC)

When visiting a doctor or hospital, you will need to take your Overseas Student Health Cover (OSHC) information with you. You should make sure you know this information at all times. Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. TAS uses Medibank Private as the preferred OSHC provider. However, you are free to choose your own institution and apply through them as you are required to join one of these four registered health funds. You may choose to change your health fund at anytime but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC PROVIDERS

Medibank Private:	www.medibank.com.au
BUPA OSHC:	www.bupa.com.au/health-insurance/oshc
Allianz Global Assistance OSHC:	https://www.oshcallianzassistance.com.au/
AHM OSHC:	www.ahmoshc.com.au
CBHS International Health:	www.cbhsinternationalhealth.com.au

Further information on OSHC can be found **HERE**.

If you come to Australia on a visa other than a student visa and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

TYPES OF HEALTH CARE IN AUSTRALIA

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government

programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference. Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP**. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

MEDICAL SERVICES

What do I do if I am sick?

Inform our House Parent, Head of Secondary/Primary, teacher, or member of staff. They will send you to the schools onsite Medical Centre to see one of our registered nurses who will assess your condition and seek appropriate medical treatment

If required to see a doctor that day, our registered nurses will help arrange a doctor's appointment on site at the school or at a local medical surgery. Please note however, that it may not be possible to get an appointment on the same day – you may have to wait one or two days before you can see a doctor.

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication.

If you have had or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider.

If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests e.g. blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared. House Parents and our onsite Registered Nurses will assist in this process.

Prescription Medication

Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist, you will need to make an appointment and pay the full fee of this service. House Parents and our onsite Registered Nurses will assist in this process.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used.

For more information visit https://www.tisnational.gov.au/ or phone **131 450**
*Confirm with your OSHC provider

PUBLIC TRANSPORT SAFETY

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well-lit areas and near other people
- Check timetables to avoid long waits.

Riding on the bus:

- Sit as close to the bus driver as possible

- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver

Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.

Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination

If the driver harasses you when travelling in a taxi your options include:

- Ask the driver to stop. You may choose to make up an excuse to do so;
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

(Source: Queensland Police Service)

Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia.

HOWEVER: Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is: **DO NOT HITCHHIKE!** It simply is not worth the risk.

COMPLAINTS AND TRANSFERS

If you have a complaint about anything during your time at the College, you should meet with the Head of Primary/Secondary and Head of Admissions to discuss the complaint. During this discussion, you will be provided with information about what you can do and your rights. You will be given a copy of our **International Student Complaints Policies**.

A student:

- may nominate a support person of any relevant means to accompany him/her at any stage of the dispute resolution process
- has the right to be represented by a nominee if they so choose

If a student is concerned about a decision made or action taken by the school, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students.

Please see: **Overseas Students Ombudsman**, or phone 1300 362 072 for more information.

Transferring to a different school

If you wish to discuss transferring to a different school, you will need to meet with the Deputy Principal first. During this discussion, you will be provided with information about transferring. You will be given a copy of our **International Student Transfer Request Policy**.

OTHER IMPORTANT INFORMATION

Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also several laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces. *Smoking and vaping are strictly prohibited on school grounds.*

Alcohol

Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia. *Drinking alcohol is strictly prohibited on school grounds.*

We are thrilled to be welcoming you to the Toowoomba Anglican School
– Together we are TAS!