

North Lakes | STATE COLLEGE



International Student Handbook

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Welcome to North Lakes State College

North Lakes State College is a proud and innovative College that offers high quality education for both boys and girls from the Preparatory school year through to Year 12. The College offers a diverse and rich curriculum supported by quality teaching that gives our students a seamless progression through their 13 years of schooling.

Address: North Lakes State College
P to 9 Campus Joyner Circuit
10 to 12 Campus Little Burke Street
North Lakes Qld 4509

Telephone: (07) 3482 5555
Facsimile: (07) 3482 5500
Email: info@northlakescollege.eq.edu.au
Website: www.northlakescollege.eq.edu.au
Facebook: <https://www.facebook.com/NorthLakesStateCollege/>

P to 9 Campus International Office is located in Terrace 1, access via staffroom
(please call 3482 5584 and I will meet you)

10 to 12 Campus International Student Hub is located beside the Canteen.

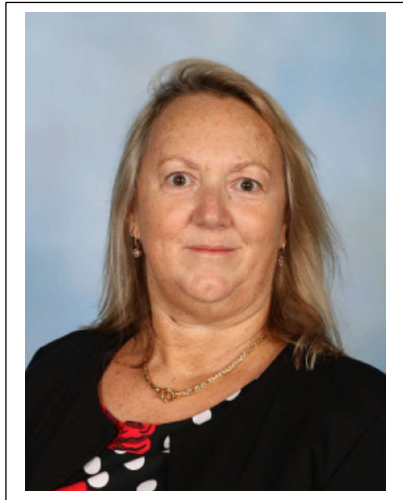
Please head to Administration Office to sign in before proceeding to either International Office

Important People at School



Executive Principal

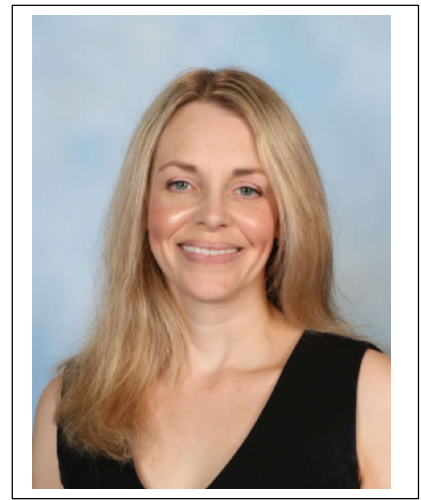
Kerri Jones



Associate Principal

Prep to Year 9 Campus

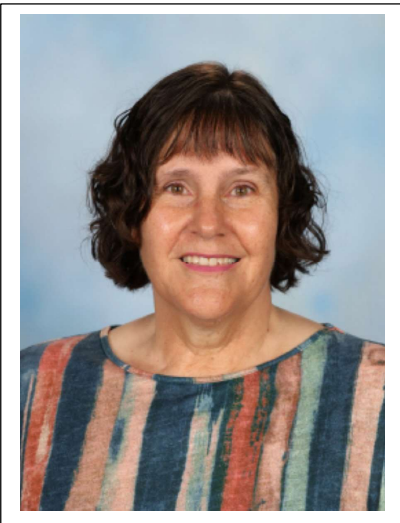
Vanessa Adamson



Associate Principal

Years 10 – 12 – Senior Campus

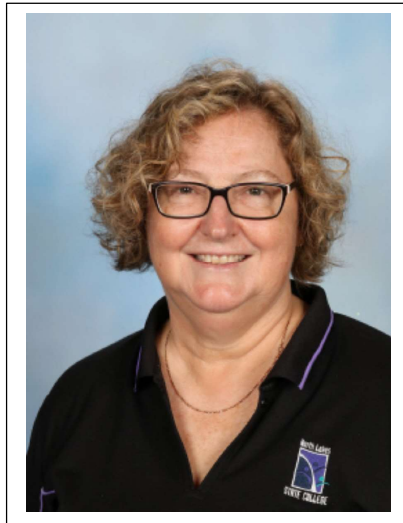
Jodie Hill



International Program

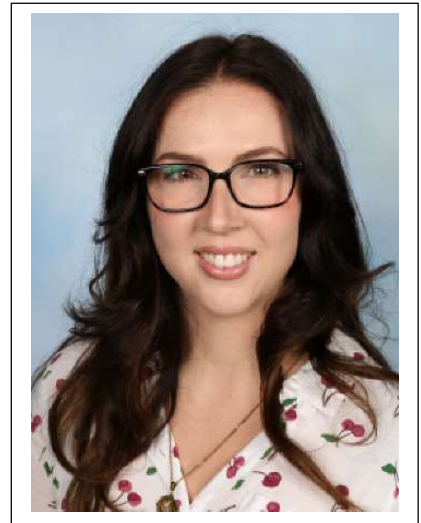
Coordinator

Lyndell Simpson



Student Coordinator

Caroline Burns



Home Stay Coordinator

Vanessa Hayes

Our School Values – Courage, Choice and Respect

Important Phone Numbers

Names	Numbers	email
Your Homestay mobile		
Home		
International Student Coordinator	0455 077 811	international@northlakescollege.eq.edu.au
International Homestay Coordinator	0467 723 457	homestay@northlakescollege.eq.edu.au
North Lakes State College	(07) 3482 5555	info@northlakescollege.eq.edu.au
North Lakes State College – Absent Line	(07) 3482 5560	studentabsence@northlakescollege.eq.edu.au
Emergency from mobile number	000 / 112	

What to do if...

You are absent from school.	Ask your homestay parent or guardian to call the student absence line on 07 3482 5560 to leave a message or email studentabsence@northlakescollege.eq.edu.au explaining why you are absent and for how long.
You are late to school.	Go to Student Centre, there is an office at both campuses and sign in and get a late notice before you go to class.
You need to leave school early.	Ask your homestay parent or guardian to write you a note explaining why you need to leave early. When it is time to leave, take the note to Student Centre at your campus, where your homestay parent or guardian will need to meet you and sign you out.
You become unwell during the day.	Ask your teacher to send you to the Health Nurse/Student Services.
You need to make a telephone call.	Go to Student Services and ask if you can make a phone call.
You want to change subjects.	Years 7 – 9 See your International Student Coordinator. Years 10 – 12 Make an appointment at the Student Services to see the Guidance Officer.
You have a problem with one of your subjects.	Talk to your teacher for the subject. Ask if there is a before-school or after-school tutorial for that subject.
You need help with an assignment.	Talk to your teacher for that subject. Ask your EAD teacher for extra help.
You want to talk to someone about a health problem or personal problem.	Go to Student Services and ask to see the Health Nurse (P - 9 Campus) or Guidance Officer (10 – 12 Campus). You may also talk to your International Student Coordinator.
You have a problem with your homestay family.	Talk to your homestay family first. If you need more help to resolve the problem, see your International Student Coordinator.
You want to make a complaint.	See your International Student Coordinator.

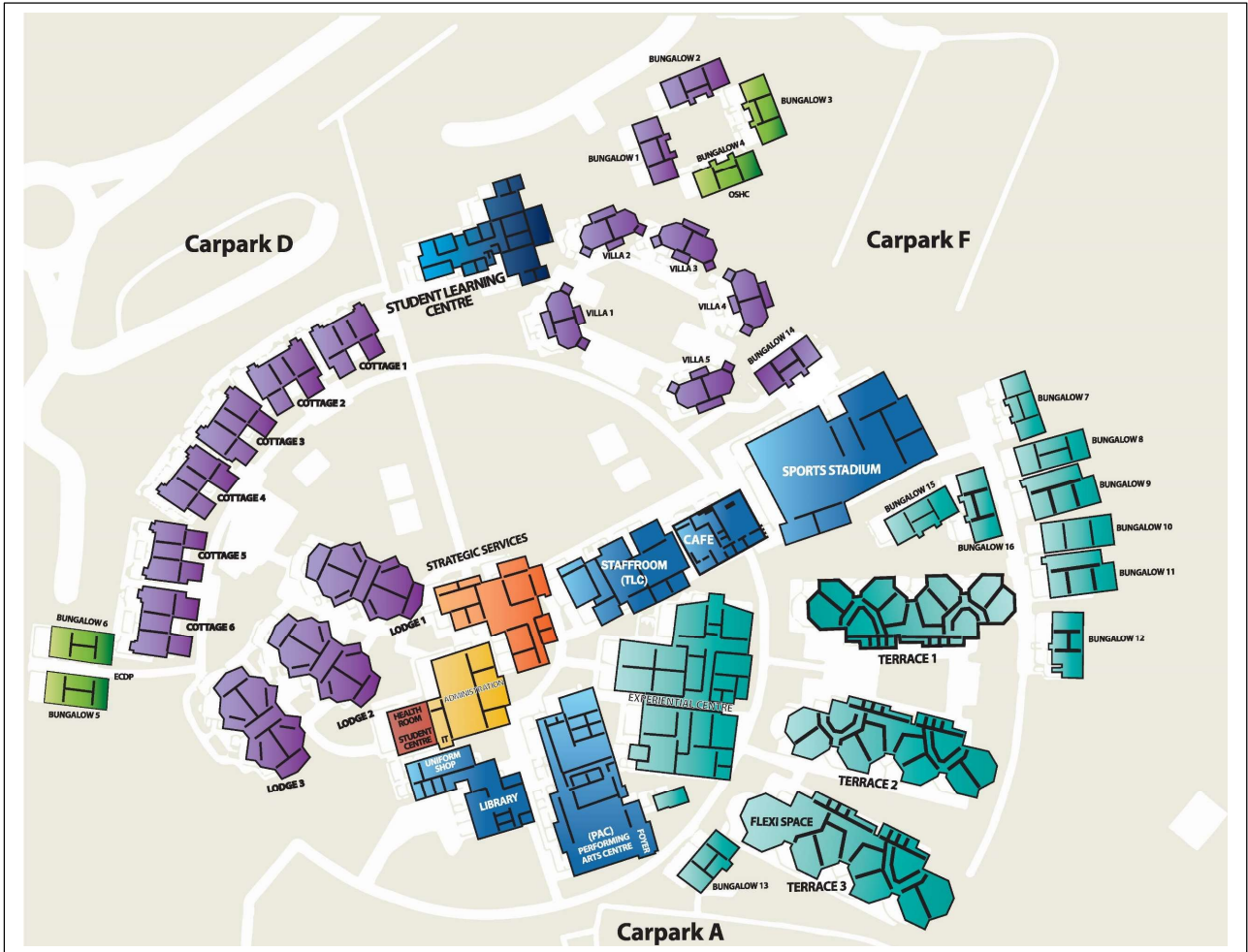
Do you have another problem that isn't on this list?

Remember that your ISP Coordinator is here to help you.

You can always call 3482 5571, call or text 0455 077 811 (any day of the week, 24 hours a day)

International Student Coordinator office EC13 (P - 9 Campus) or PG06A (10 – 12 Campus)

Map of P - 9 Campus



Please note – while all students will receive a school email, students in Years Prep to 4 will not be required to use or access their school email.

Your school email is as follows:

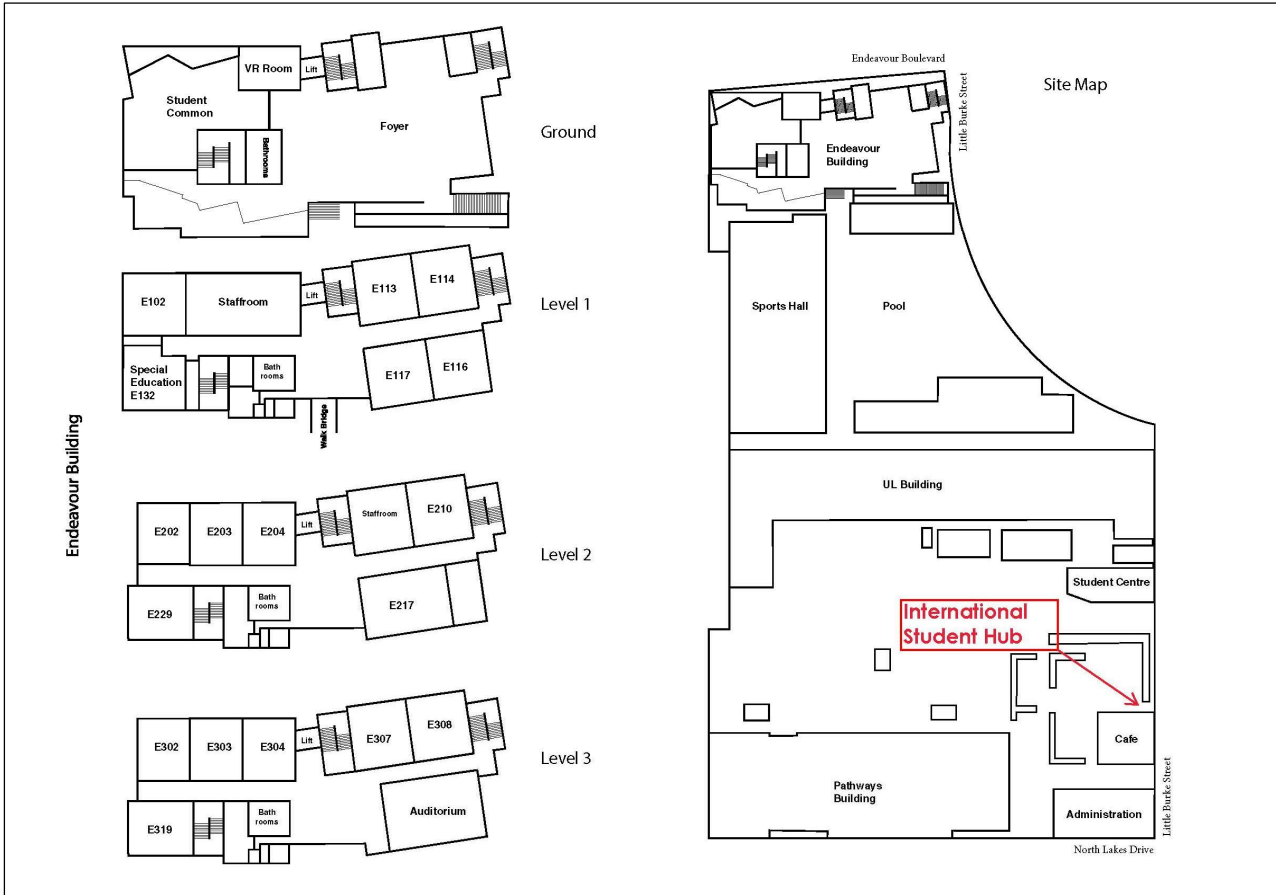
To login to your school emails or school network you will need the following:

Logon:

Password:

Education Queensland ID:

Map of 10 - 12 Campus



Your school email is as follows:

To login to your school emails or school network you will need the following:

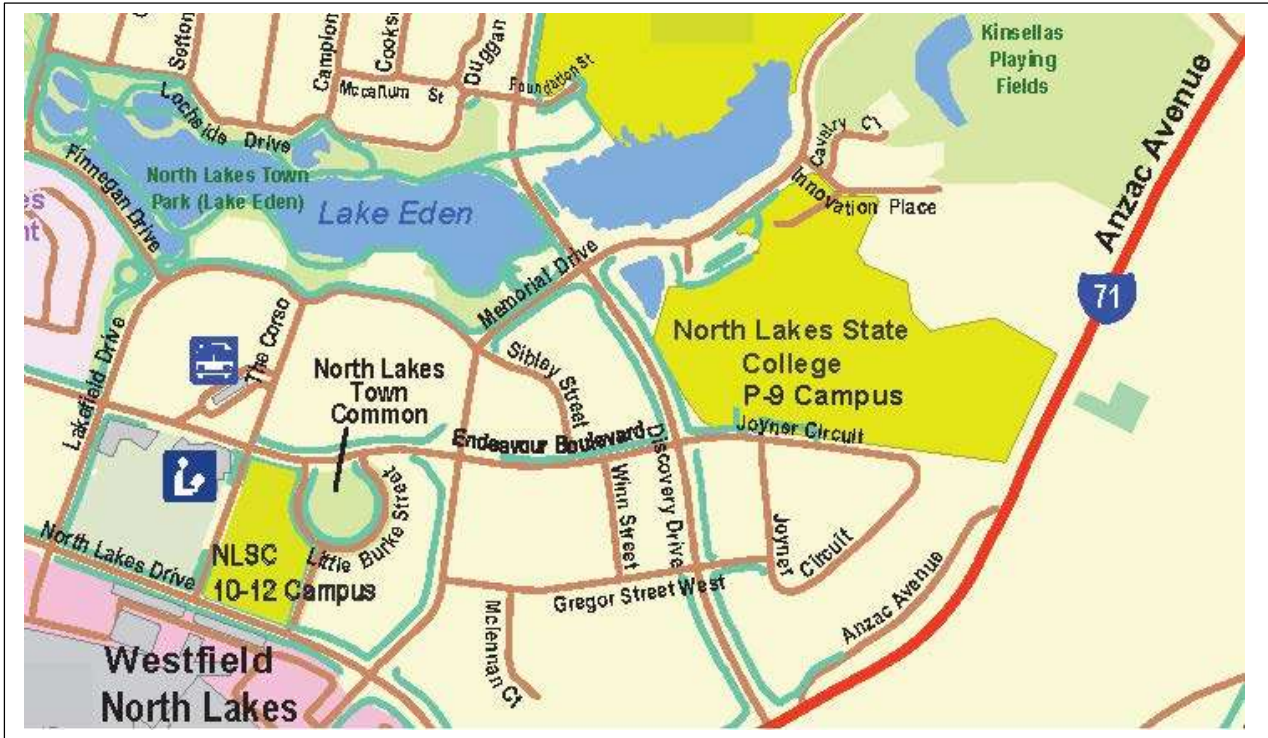
Logon:

Password:

Education Queensland ID:



Finding Your Way Around



School Orientation

North Lakes State College has two campuses. The P - 9 Campus is located at the corner of Discovery Drive and Joyner Circuit. The main entrance is on Joyner Circuit. Students in Prep – Year 9 attend school here. The 10 – 12 Campus is found at the corner of North Lakes Drive and Little Burke Street. Students in Years 10 – 12 have classes here.

Transport to School

If you live close to the school, you may walk to school or ride a bike. If you live further away, you may catch a bus or your host parent may drive you. The College is not serviced by a free school bus. If you use the council bus to travel to school, you will have to pay the bus fare to and from school. You can do this with a Go-Card, we will provide a letter to help you acquire this card, but it is your responsibility to pay for bus and train fares. There is also a public bus service, so that you can go the shops after school or on the weekends.

Bus and Train Service

Many bus services operate in the North Lakes area, including school buses. Your homestay family can help you with bus timetables and tickets. Translink North Lakes Bus Station is located on the Corner of Endeavour Boulevard and The Corso and Mango Hill Train Station is a 10 minute walk from both campuses.

<https://translink.com.au/>

<https://gocard.translink.com.au/webtix>

My Translink application (App)



International Student Hotline (1800 QSTUDY)



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 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.

Different arrangements are in place for study tour students. Your chaperone will explain the support process that is available for you. For further information please phone us on +61 7 3513 5708 or email StudyTours.EQI@qed.qld.gov.au.

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.



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.



Your Passport to Queensland App

Before you arrived in Queensland you would have been provided with a pin code to download [Your Passport to Queensland app](#).

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

You can learn more about the app on at the [Your Passport to Queensland Download Instructions](#). Alternatively, you can email any questions about the app by emailing yourpassport@qed.qld.gov.au.



Adjusting to life in Australia

- Homestay
- School
- Society
- Language
- Behaviour
- Food



Accommodation and Welfare - Care arrangements

While studying you must live with:

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

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

You must report any serious or urgent threat to your welfare to us immediately.

If you live with a 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 EQI paperwork called Standard terms and Conditions and Accommodation and Welfare. If you need help to find these documents, we can share them with you.

Living with a homestay family

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

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



Following are some suggestions on what to ask your homestay family.

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

The way of life in Australia may be different from how you live in your country. Expectations and the degree of independence may differ and your homestay family will try to understand these differences. You also need to try and understand the differences so that you all have a good homestay experience. If you feel you are being asked to do too

much or that rules are unreasonable in your homestay, talk to the International Student Coordinator, who will discuss your concerns with the family.

When living in a homestay you

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

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

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

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

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

Curfews

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

Sunday to Thursday

- Junior High School (Year 7 to 10) no later than 6pm, unless for a school approved extracurricular activity.
- Senior High School (Year 11 to 12) no later than 7pm, unless for a school approved extracurricular activity.

Friday/ Saturday and school holidays

- Junior High School (Year 7 to 10) no later than 9:30pm, unless for a school approved extracurricular activity.
- Senior High School (Year 11 to 12) no later than 10:30pm, unless for a school approved extracurricular activity.



General Information about Australian families

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

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

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



Australian teenagers

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

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

Mealtimes

Breakfast

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

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

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

Lunch

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

Dinner

Dinner time varies depending on the age of the children living in the home and the hours the parent/s work until, but generally dinner is served anywhere between 5.30pm and 7.30pm. Food that is served for dinner varies greatly,

however dinner usually consists of a kind of meat (such as chicken, fish, beef, lamb or pork), a variety of vegetables (potato, beans, peas, broccoli, carrots) and a serve of a carbohydrate (rice, pasta, potato, couscous or bread).

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

Expected table manners **Do:** Wait until everyone is seated before eating
Eat with your mouth closed
Make a positive comment on the meal
Don't: Talk with your mouth full
Eat noisily – Try not to slurp your food
Leave the table without asking, or thanking the cook

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



Socialising with friends

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

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).

Communication

It is normal to feel nervous when you first meet your homestay family. You will begin to feel happier when you get to know the family better. Talking to your homestay family about any worries or questions you have when you first arrive will help you adjust to living in a new country. If you do not speak English well, you can still communicate by using the following;

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

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

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.

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 North Lakes State College.

Culture Shock

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

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

Some of the signs of culture shock include:

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

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

1. Honeymoon phase

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

2. Frustration/ Distress phase

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

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

3. Adjusting phase

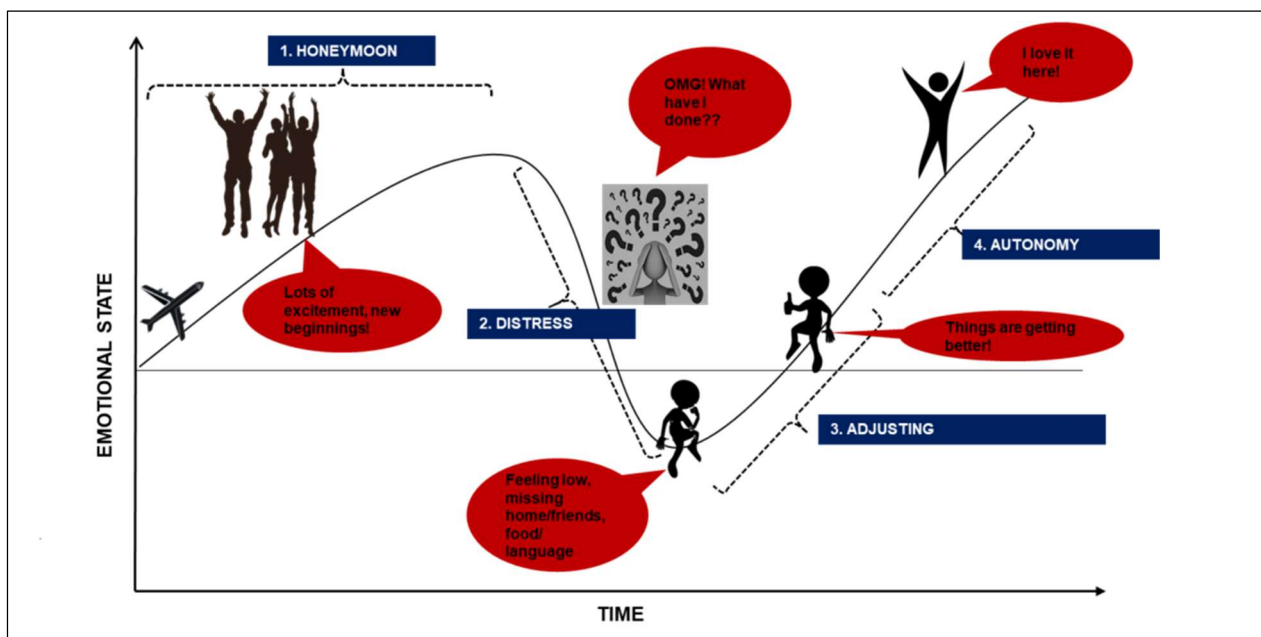
After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines.

During this phase a person knows what to expect in most situations and the host country no longer feels very new.

During this phase people develop problem-solving skills for dealing with the culture and begins to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

4. Acceptance/ Autonomy phase

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



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

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

It is important to remember the following:

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

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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.

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

Visa Conditions

North Lakes State College's [Attendance Policy](#) aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at North Lakes 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 8:30am.

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 parent/homestay parent/guardian to notify the school on the day of the absence via email to studentabsence@northlakescollege.eq.edu.au or via the absence line **07 3482 5555** 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 student's attendance or absence every day. All absences are recorded on student's school report. Electronic rolls will be marked every session. An SMS message will be sent to your parents/homestay parents/guardians for any absences – daily.

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 | 8:30am to 2:40pm |
| • Late arrival process | Attend Student Centre for Late Slip to be handed your teacher. |
| • School absence telephone number | 07 3482 5555 |
| • Serious, injury or incident process | Medical certificates are required for long absences – please notify school as soon as possible. |

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](#)

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 North Lakes 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

North Lakes 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.

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 attendance requirements at:

[ISP standard terms and conditions](#)

Behaviour

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

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 North Lakes State College's rules

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.

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

To support your success at North Lakes State College you need to have good English language skills. If it is identified that you need additional support to build these skills, North Lakes State College will:

- assess new students in the first weeks for commencing study at North Lakes State College
- bandscaling may be necessary and recorded if so
- if assistance is required student will have lessons with EAL/D teachers where available

Additional study support programs

Our school has the following study programs to support you in your studies:

Activity	Time and Location
Homework Club – Monday after school	Prep to 9 Campus – for Junior Secondary only
List of Tutorials (most subjects) is published each term - times may vary	10 to 12 Campus

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 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 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.

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 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)	https://www.ahmoshc.com.au/
Allianz Care Australia	https://www.allianzcare.com.au/en/visas/student-visa-oshc.html
Bupa Australia	https://www.bupa.com.au/health-insurance/oshc
CBHS International Health	https://www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	https://www.medibank.com.au/overseas-health-insurance/oshc/
nib	https://www.nib.com.au/overseas-students/

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, they 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 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

beyondblue 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.

Fees

Tuition

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

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

Some VET courses that rely on external providers are not covered by Tuition fees. Success in Learning (SIL) rewards will also not be covered by Tuition fees.

Non-tuition fees

Some non-tuition fees may also apply for items such as non-compulsory school uniforms (Year 12 Seniors Jersey or Performance shirt, etc.) and non-curriculum activities. 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](#).

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](#)

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](#)

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.

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 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.

Travel and activities

High-risk activities for homestay students

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

You must not undertake high-risk activities, even if you have the permission of your parents, legal custodians or homestay provider, unless the activities are approved by EQI. This includes overnight travel away from your homestay provider’s residence (with or without your homestay provider), activities where recreation provider requests parental consent or activities that require supervision other than your homestay provider.

To request permission to participate in high-risk activities, please complete the Travel and activities request form (link below) and submit it to your International Student and/or Homestay Coordinator.

In assessing your request, consideration will be given to all relevant circumstances including the nature of the activity, the arrangements for supervision, your welfare and your age and maturity. We may also consider the views of your parents, legal custodians and homestay provider but we will not necessarily grant permission even if they consent.

Related documents

- [Non-routine travel and activities for homestay students – subclass 500 \(schools\) visa procedure](#)
- [ISP travel and activities request form](#)

Safety information

Swimming

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

Please also see the [Non-routine travel and activities for homestay students – subclass 500 \(schools\) visa procedure](#).

Surf and Beach safety

Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe.



Surf Life Saving Australia's 10 Surf Safety Hints

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

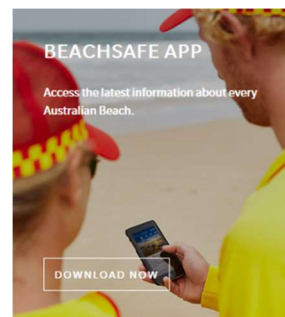
Useful links

- [Queensland Surf Lifesaving](#)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.

Sun safe

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

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



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](#)

School policies

[Attendance Policy](#)

[Uniform Policy](#)

[Homework Policy](#)

[Student Code of Conduct](#)

[Bring Your Own Device](#)

Uniform information for North Lakes State College

Secondary Years only - Formal uniform is to be worn every Monday, unless advised otherwise.

Sports uniform is to be worn Tuesday to Friday.

All students require NSLC hat to wear when outside the classroom.

We will provide basic uniform for ISP student at start of study, student or family can purchase more.



North Lakes State College

TRADING HOURS (DURING SCHOOL TERM ONLY)

The uniform shop is located behind Client Services on the Prep-Yr. 9 Campus, Joyner Crt.

Monday	7.30am to 12.00pm	12.30pm to 3.00pm
Tuesday	Closed	
Wednesday	7.30am to 12.00pm	
Thursday		2.30pm to 6.00pm
Friday	11.00am to 3.00pm	

Bell and Session Times

Please see the table below outlining the times for the start of the day, learning sessions, breaks and finishing times.

Time	Prep – Year 6	Year 7 – 12
8:30am – 9:40am	Session 1	
9:40am – 9:50am	Session 1 Cont'd	TEAM
9:50am – 10:10am	1st break - 20 minutes	
10:10am – 11:20am	Session 2	
11:20am – 11:50am	2nd break - 30 minutes	
11:50am – 1:00pm	Session 3	
1:00pm – 1:30pm	3rd break - 30 minutes	
1:30pm – 2:40pm	Session 4	

Things to remember about bells:

- Weekly song played throughout school – go to class
- Be at the class by then end of the song
- Teacher will mark the roll each session, be on time
- If you are late to school, you must go to the Student Centre for Late Slip
- You are not allowed into class without this slip
- There are special bells for emergencies procedures



Emergency Procedures

Evacuation Procedures

The signal for the evacuation of school buildings will state “Evacuate”. It is important that students follow these steps:

- Remain calm
- Follow teacher’s instructions.
- Turn off all electrical equipment – lights and fans, not laptops/computers.
- Close and lock all windows and doors.
- Leave all belongings in the room.
- Stand and leave the room under the teacher’s direction.
- Move in an orderly manner to the designated assembly area.
- Assemble in Roll Marking groups and wait for further instructions.

Lockdown Procedures

The signal to lockdown will state “Lock Down” and tones. Students are to:

- Lock all windows and external doors and turn off lights.
- Follow teachers’ instructions to sit on the floor, against the wall or under cover as required and turn off all mobile phone devices.
- Remain quiet and immobile.
- The All Clear is determined by school authorities and will be announced over PA system.

Important Facts about Phones and Electronic Devices

- Your phone must be charged!
- Your phone must have some credit!
- Your phone MUST be off and away!
- If you have an I Phone, register it.
- **If you change your number, you must tell us.**
- If we do not answer your call, please text.
- Answer your phone when your homestay or we call you (except in class, as you should not use it).
- Primary students do not need a phone.



Phone manners

- **In class, phones are off and away.**
- Do not take your phone with you to the dinner table or leave the dinner table to answer your phone. Your homestay will think you are very rude.
- When sending a text, please remember to sign your name.

Phone safety

- Keep your phone in your pocket or leave it at the office for safe keeping. **Do not leave your phone in your bag.**

Computer Usage

The use of Information and Communication Technology (ICT) is central to the role of teachers in preparing for learning, delivering learning experiences, managing and accessing learning and reporting on student achievement. Student use of North Lakes State College computers, networks and Internet services are a privilege, not a right.

Unacceptable use/activity may result in suspension or cancellation of privileges. Students and parents/carers are required to sign a "Student Agreement – Computers and the Internet Agreement" form prior to the student accessing school computers. Please refer to the ICT policy for specific details.

BYOD - All International Students are expected to bring their own devices to school and we will arrange access to the school network. Please contact the International Student Coordinator if you have any questions

Mobile Phones/Electronic Devices

- The use of mobile phones is prohibited during school hours. Mobile Phones are OFF and AWAY. Students are **not permitted** to access their own Internet service on these devices.
- Any student found using a mobile phone or electronic devices without teacher permission during school hours will have the phone confiscated. If this occurs on three occasions, parents/guardians will be required to collect the item from Administration.
- Students are not to record any images of students, staff or community, using electronic devices or mobile phones while at school. The college accepts no responsibility for damaged or lost electronic devices or phones.
- Persistent non-compliance may result in suspension.
- Students are allowed to bring personal devices (e.g Laptops and tablets) to school, although must comply with the BYOD policy (refer to College Website).
- All parents are advised to take out personal insurance for any electronic advice brought into the College.
- Primary students do not require a mobile phone, and it is recommended that if your child has a mobile phone they leave it at home on school days.

North Lakes State College Song

We are the children, here together
On a Discovery Journey; to be the best we can be
We are North Lakes, we are the future
We wear our uniform with pride, this is our identity
We're growing and learning in every way
Our teachers find our success buttons and press them every day...

So this is our beginning, a learning celebration
We'll realise our aspirations, and take it in our stride
Together we'll conquer that learning mountain
And aspire to be the pride of our community
In the pursuit of excellence, we'll build our confidence
It's our circle of life - long learning

We are North Lakes, Standing together
With every challenge that we face, success will soon be ours
We are North Lakes, Friends forever
With everything we do together, our school spirit always shines
And years from now when we move on, we know we'll make you proud

We're North Lakes State College
Our teams are Anzac and Halpine,
Discovery and Kinsellas...
On the field or in the pool you'll see
Nobody can stop us - hear us roar!

We are North Lakes, Standing together
With every challenge that we face, success will soon be ours
We are North Lakes, Friends forever.
With everything we do together, our school spirit always shines
And years from now when we move on, we know we'll make you proud

We're North Lakes State College...
We're North Lakes State College...
We're North Lakes State College.

Term Dates

Queensland term dates

School Calendar	Dates	Number of Weeks
Term 1	From 27 Jan 2026 to 02 Apr 2026	10
Easter holiday	From 06 Apr 2026 to 17 Apr 2026	2
Term 2	From 20 Apr 2026 to 26 Jun 2026	10
Mid-year holiday	From 29 Jun 2026 to 10 Jul 2026	2
Term 3	From 13 Jul 2026 to 18 Sep 2026	10
Spring holiday	From 21 Sep 2026 to 02 Oct 2026	2
Term 4	From 06 Oct 2026 to 11 Dec 2026	10
Summer holiday	From 14 Dec 2026 to 26 Jan 2027	6

Public holidays in Australia

Australia Day	26 January 2026
Anzac Day	25 April 2026
Labour Day	4 May 2026
Ekka Holiday	11 August 2026 (Moreton Bay Region) Brisbane City – 12 August 2026
King's Birthday	5 October 2026

Student Free Day

Term 3	4 September 2026
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Last Day of School for the Year

Year 12	20 November 2026
Year 10/11	27 November 2026
Rest of School	11 December 2026