

# **STUDENT HANDBOOK**

# STUDENT HANDBOOK

## TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
1 A Welcome from the Chief Executive Officer .....	4
2 MISSION STATEMENT.....	5
3 CAMPUS LOCATION'S.....	6
3.1 COURSE OUTLINES .....	7
3.2 ADMISSION PRE-REQUISITES .....	7
3.3 RECOGNITION OF PRIOR LEARNING .....	7
3.4 ASSESSMENT PROCESSES.....	7
3.5 TEXTBOOKS .....	8
3.6 TRAINING AND ASSESSMENT STANDARDS.....	8
3.7 METHODS OF TRAINING AND ASSESSMENT .....	8
3.8 EXAMINATIONS .....	8
3.9 STATEMENT OF ACADEMIC RECORD.....	8
3.10 ASSIGNMENTS .....	8
3.11 WITHDRAWALS.....	8
3.12 RESULT APPEALS AND RE-SITTING FOR EXAMS.....	9
3.13 COURSE DEFERMENT .....	9
3.14 RELEASE FROM STUDY .....	9
3.15 ILLNESS .....	9
3.16 ACHIEVEMENT OF A QUALIFICATION .....	9
3.17 ATTENDANCE .....	9
3.18 LATENESS.....	10
3.19 CHANGE OF ADDRESS.....	10
3.20 REFUSAL / CANCELLATION OF ENROLMENT.....	10
3.21 TERMINATION OF ENROLMENT.....	10
3.22 FEES and CHARGES .....	10
3.23 CONDUCT .....	10
3.24 CONDUCT WITH OTHER STUDENTS.....	10
3.25 HARASSMENT .....	11
4 STUDENT SUPPORT SERVICES.....	12
4.1 STUDENT SUPPORT .....	12
4.2 LEARNERS WITH DISABILITIES INCLUDING LITERACY & NUMERACY.....	12
4.3 SECURITY ISSUES .....	12
4.4 STUDENT IDENTIFICATION CARD (ID) .....	12
4.5 ACCOMMODATION (for International Students).....	12
4.6 OTHER ACCOMMODATION .....	13
4.7 ACTIVITIES.....	13
4.8 STUDENT COUNCIL .....	13
4.9 CAREER PROSPECTS ADVICE .....	13
4.10 JOBS.....	13
4.11 PUBLIC TRANSPORT CONCESSION FARE .....	13
4.12 COMPUTER FACILITIES.....	13
4.13 INTRANET .....	13
4.14 PHOTOCOPYING FACILITIES .....	14
4.15 COPYRIGHT .....	14
4.16 PARKING .....	14
4.17 LOST PROPERTY .....	14
5 WELFARE AND COUNSELLING .....	15
5.1 HEALTH & SAFETY .....	15
5.2 INCIDENTS AND REPORTING.....	15
5.3 HAZARD REPORT.....	15
5.4 EMERGENCY .....	15
TALK TO US!! .....	15
6 APPROPRIATE CODES OF CONDUCT.....	17
6.1 DRESS CODE.....	17
6.2 SMOKING .....	17

# STUDENT HANDBOOK

6.3	MOBILE PHONES.....	17
6.4	EATING AND DRINKING .....	17
6.5	COMPLAINTS & APPEALS POLICIES .....	17
6.6	DISCIPLINARY PROCEDURES.....	17
7	.....	18
7.1	COUNSELLING.....	19
7.2	Stage 1 – DISCUSSION AND VERBAL WARNING.....	19
7.3	Stage 2 – FIRST WRITTEN WARNING.....	19
7.4	Stage 3 – SECOND WRITTEN WARNING.....	19
7.5	Stage 4 – FINAL WRITTEN WARNING AND SUSPENSION .....	19
8	FUN FACTS ABOUT OUR LOCAL COMMUNITY AND WHAT IT HAS TO OFFER	21
8.1	COMMUNITY INFORMATION.....	21
8.2	GEOGRAPHICAL AREA INFORMATION .....	21
8.3	SHOPPING .....	21
8.4	TRANSPORTATION .....	21
8.5	BANKS .....	22
8.6	CHEMISTS.....	22
8.7	POST OFFICE .....	22
8.8	DOCTORS DENTISTS AND HOSPITALS.....	22
8.9	FOOD.....	22
8.10	ENTERTAINMENT and RECREATION .....	22
8.11	SCHOOL INFORMATION .....	23
8.12	BEACH SAFETY .....	23
8.13	DAILY LIVING ENVIRONMENT .....	24

# STUDENT HANDBOOK

## 1 A Welcome from the Chief Executive Officer

Dear Student,

We warmly welcome you to Mackintosh College.

For over a decade now, we have offered Nationally Accredited courses to students in a variety of study areas including English, Hospitality, Tourism, Business, and Hairdressing.

In this time we have built a reputation based on the high standard of quality education and training we provide. We pride ourselves on our consistent technological innovation along with our professional and friendly environment.

We have courses that last for one day to two years. Accredited Courses enable students to gain entry to further studies or simply to fast track your career.

We are ready to help you in any way we can. We hope this booklet will be of help to you but please ask a member of staff if you have any further questions.

You can be sure you have chosen a college that values its student's progress and strives to provide its students with their desired outcome.

At Mackintosh College we are constantly looking at new ways of making your stay here with us enjoyable and rewarding.

Enjoy your time with us and we wish you every success for the future!

Warm regards,

Shane Mackintosh  
Chief Executive Officer

# STUDENT HANDBOOK

## 2 MISSION STATEMENT

The mission of Mackintosh College is to provide high quality training and education to assist people in gaining formal vocational qualifications and / or sound English Language skills. Mackintosh College provides clients with:

Mackintosh College aims to be a leader in Vocational Education and Training and English Language Teaching in Australia by providing the personnel, facilities and resources for the delivery of quality programs.

# STUDENT HANDBOOK

## 3 CAMPUS LOCATION'S

The Queensland Campus is located in Robina on the Gold Coast

Mackintosh College  
Level 1, 2 Investigator Drive  
Robina Qld 4226

Tel: (07) 5553 6777  
International Calling Code +617 5553 6777  
Fax: 5553 6700

# STUDENT HANDBOOK

## ACADEMIC ISSUES

### **3.1 COURSE OUTLINES**

Prior to enrolling, students must view and understand a course's content, entry requirements, duration and cost. This must up to date information can always be found on the college's website. There may be paper format marketing materials that outline this information, however the website is to be regarded as the most current and accurate resource for obtaining information.

### **3.2 ADMISSION PRE-REQUISITES**

Check the Colleges website for full entry requirements for each course.

### **3.3 RECOGNITION OF PRIOR LEARNING**

The objective of the RPL for vocational education and training is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

Recognition of Prior Learning focuses on identifying the endorsed industry competency standards of an individual. There are four key principles of assessment in RPL – Validity, Reliability, Flexibility and Fairness

### **3.4 ASSESSMENT PROCESSES**

- Assessments shall be fair, valid, flexible and reliable
- Assessments shall cover the broad range of skills and knowledge needed to demonstrate competency.
- Assessment shall be a process that integrates knowledge and skills with their practical application.
- Assessment shall be based on evidence gathered on a number of occasions (wherever possible) and in a variety of contexts or situations.
- Assessment processes shall be monitored and reviewed to ensure consistency in interpretation of evidence and benchmarking.
- Assessment shall include both on the job and off the job components of training.
- Assessment processes shall provide for the recognition of competencies no matter how, where or when they have been acquired.
- Assessment processes will be made accessible to individuals so that they can proceed readily from one unit competency standard to another.
- Assessment practises will be equitable to all groups of individuals.
- Assessment procedures and the criteria for judging performance will be made clear to all individuals seeking assessment.
- There shall be a participatory approach to assessment.
- Individuals shall be permitted to challenge assessments and provision shall be made for re-assessment.
- Mackintosh College provides each participant with the opportunity to undergo Recognition of Prior Learning (RPL) assessments.
- A fee, determined by Mackintosh College, will be charged for each module in which an applicant seeks RPL. This fee will be reviewed annually.
- RPL assessments will be undertaken by persons capable of assessing prior learning.

# STUDENT HANDBOOK

- Each applicant will receive an RPL assessment report, which provides details of what modules he or she has been credited or details of why RPL has been denied.
- The applicant has a right to appeal within 7 days of receiving the RPL assessment report, if they dispute an RPL decision, by writing to the Directors of Mackintosh College.

## **3.5 TEXTBOOKS**

We will give you course Texts at the beginning of your study. These books would normally cover a whole period of study. We would not provide a new textbook for just a few days of study.

## **3.6 TRAINING AND ASSESSMENT STANDARDS**

Assessment will meet the National Assessment Principles. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

## **3.7 METHODS OF TRAINING AND ASSESSMENT**

The programs at Mackintosh College are supported by a high quality learning environment and state-of-the art technological facilities. Our up to date and innovative training and education programs, combined with our emphasis on practical, hands on experience enable you to have the high quality training required by industry today.

All course requirements are outlined at the beginning of your training program and will be given at the commencement of your course. Assessment methods include but are not limited to: Assignments, Examinations, Practical exercises, Reports, Portfolio's

## **3.8 EXAMINATIONS**

Examinations will be held at the end of each module under supervised conditions.

## **3.9 STATEMENT OF ACADEMIC RECORD**

At the completion of each course you will receive a transcript outlining the course content covered and your level of competency achieved.

## **3.10 ASSIGNMENTS**

All assignments are to be submitted to the lecturer / teacher of your course in class or through College reception. Be sure the cover sheet is attached to the front of your assignment along with all your details and signed by you the student. Assignments will not be accepted without a fully completed and signed cover sheet as supplied by Mackintosh College.

## **3.11 WITHDRAWALS**

Occasionally a student may suddenly stop attending. You must not leave without telling the College of your intentions. We will not stop you from leaving but it is polite to inform the College. Please note, that if you disappear without giving

# STUDENT HANDBOOK

reason you will be deemed to have forfeited your enrolment therefore forfeiting all monies and certification of course completion.

## **3.12 RESULT APPEALS AND RE-SITTING FOR EXAMS**

Mackintosh College has implemented a policy for students to appeal the result of an exam or assessment. Please view the College's Complaints and Appeals Policy.

## **3.13 COURSE DEFERMENT**

The following are allowable situations in which course deferment will be considered:

- Medical reasons
- Grounds of compassion
- Unforeseen circumstances
- NOTE: Deferment of a course by an International Students is bound by rules and conditions set down by regulations and the Australian Department of Immigration.

## **3.14 RELEASE FROM STUDY**

In the event that a student of Mackintosh College wishes to leave their studies with us and enrol to study at another institution, Mackintosh College can provide a 'Letter of Release'. Students that require a 'Letter of Release' must meet the requirements of National Code Standard 7.3.

## **3.15 ILLNESS**

In the event of absence due to illness appropriate documentation will need to be handed in to the college. I.e. Medical certificate

## **3.16 ACHIEVEMENT OF A QUALIFICATION**

In order to achieve full recognition of completion and gain the nationally recognised qualification it is imperative that you complete all modules and pass all modules outlined within the course. All tasks and assignments must be handed in on time. 20.

## **3.17 ATTENDANCE**

Mackintosh College expects excellent attendance from our students. And in some circumstances your attendance record will be taken into consideration by your trainer and the college in relation to completion of your course requirements

If you feel you are unable to attend class due to illness you should phone the College between 8.30am and 9.00am and leave a message for you teacher, saying you will be absent.

Mackintosh College phone number is: (07) 5553 6777

Medical certificates should be obtained from a doctor if you are sick and need medical attention. You should ask for a certificate on the FIRST day you see a doctor, not the last. Backdated certificates are not accepted.

If you participate in part-time work, absence from school due to tiredness from work or the need to work is not acceptable. It is the responsibility of the student to manage their own work and study commitments.

# STUDENT HANDBOOK

## **3.18 LATENESS**

You are expected to be in class during the scheduled class times. These class times usually fall somewhere between the hours of 8.30am and 5.15pm Monday to Friday. From time to time and as required students may be required to attend outside these hours. We understand that unforeseen circumstances do eventuate, that may cause you to be late, in such an event bare in mind the disruption your lateness causes to other students and your trainer. We encourage punctuality.

## **3.19 CHANGE OF ADDRESS**

If you change your personal details i.e. address, phone number etc you are required to notify the college as soon as possible. Please see our Student Services in the Education Office if you need to update your details.

## **3.20 REFUSAL / CANCELLATION OF ENROLMENT**

Mackintosh College may refuse the enrolment of students that have prior criminal convictions, display inappropriate behaviour or have provided misleading or false information on the grounds of gaining enrolment.

## **3.21 TERMINATION OF ENROLMENT**

Mackintosh College has the right to terminate enrolment in the event that a student fails to attend the sufficient level of contact hours for his/her course, fails to meet the requirements of academic progress or having not paid the total amount of course fees required upon commencement or constant / intentional misconduct.

## **3.22 FEES and CHARGES**

Please refer to you enrolment letter of offer and application form as all fees / charges and refund policies are stipulated here.

## **3.23 CONDUCT**

It is mandatory that all students attending the college represent themselves in a professional manner at all times. In no circumstance will any form of misconduct be tolerated. Keep in mind that whilst you are studying at Mackintosh College you are an advocate for the college. Conduct must in no way discredit yourself or the college.

## **3.24 CONDUCT WITH OTHER STUDENTS**

The laws of Australia protect both Australians AND people from overseas. You must treat all people the same. Discrimination is prevented by law. You may not treat people differently if they are:

- Homosexual (Gay)
- Married or single
- Male or Female
- Rich or poor, young or old
- By their religion or their customs
- By their looks /appearance e.g. short / tall, fat / thin, beautiful / unattractive.
- If a woman is pregnant

# STUDENT HANDBOOK

- Disadvantaged by physical or mental disability
- People with sickness such as AIDS, Diabetes or people in wheelchairs

## **3.25 HARASSMENT**

At Mackintosh College harassment in any form will not be tolerated. The management, administration staff and teaching staff believe that sexual, racial and disability harassment is a serious issue which affect the learning outcomes of students so affected. Equal Opportunity, Sexual Discrimination and relevant Employment legislation provide a framework for creating a positive learning / working environment.

Sexual, racial and disability harassment can be determined as any behaviour(s) which are intimidating or humiliating in the eyes of another person and which are not welcomed by that person.

Here at Mackintosh College we encourage a healthy and co-operative learning environment in which the rights of all individuals are respected.

If you witness or experience any form of harassment we encourage you to report it to staff and the grievance procedure will be implemented to rectify the situation.

## 4 STUDENT SUPPORT SERVICES

### 4.1 STUDENT SUPPORT

Staff at Mackintosh College will assist you by providing answers to your questions, giving information and support. Our aim is to have an environment where students are comfortable to approach us if they need help. All communication is encouraged; it may be concerning your studies or related to issues outside the College. Students have access to multi-lingual staff that will assist to help ease discomfort associated with communication for international students. All matters discussed are treated as confidential in accordance with company policy.

### 4.2 LEARNERS WITH DISABILITIES INCLUDING LITERACY & NUMERACY

Mackintosh College is committed to promoting equal learning opportunity for all students. We understand that learning and the educational requirements of individuals can be diverse and we are prepared to accommodate students that may require extra assistance in learning.

In order to allow the college to identify students that require special learning assistance we have implemented the use of a Literacy and Numeracy assessment that is given to students to complete before commencement of their course, this will allow the College to ensure the students needs are met and sufficient support is given to make their educational experience a successful one.

Flexible training methods will be implemented in the event of a student needing learning assistance.

### 4.3 SECURITY ISSUES

We advise students to not carry personal items or large amounts of money and to secure all important personal belongings..... especially passports.

### 4.4 STUDENT IDENTIFICATION CARD (ID)

In order to maintain the high level of security and privacy we promote for our students, upon arrival a new student will be photographed for the purposes of creating a student ID card. This will be attached to a lanyard and will need to be worn around your neck whilst on premises at all times. If lost a replacement card will cost you \$20 and a replacement Mackintosh College lanyard is \$3.

YOU MUST WEAR YOUR IDENTITY CARD AT ALL TIMES IN THE COLLEGE.  
YOU WILL BE REFUSED USE OF A COMPUTER AND ENTRY TO CLASS  
WITHOUT PROPER IDENTIFICATION.

### 4.5 ACCOMMODATION (for International Students)

Living with an Australian family in their home is a wonderful and rewarding experience for International students. Mackintosh College carefully selects our Home-Stay families to ensure the best possible placement.

# STUDENT HANDBOOK

## **4.6 OTHER ACCOMMODATION**

The Gold Coast provides extensive range of accommodation alternatives for students. For example - units, houses, shared accommodation all of which can be fully furnished and equipped depending on your requirements. Mackintosh College Staff can help by directing you to the appropriate people to help find accommodation. Also view the notice board on campus which often has people listing shared accommodation opportunities that is available.

## **4.7 ACTIVITIES**

A free BBQ is held every week, usually on Wednesday lunchtime, at the back of "MICA" house (which you will be shown on your orientation). Please come along enjoy it will give you a chance to meet new people both domestic and international students.

## **4.8 STUDENT COUNCIL**

There is a College STUDENT COUNCIL which provides student feedback to the college management as well as organising activities for the student body. Why not consider becoming a member of the Student Council yourself!

## **4.9 CAREER PROSPECTS ADVICE**

In the training information you will receive on commencement of your studies here at Mackintosh College, you will find outlined examples of career / employment opportunities that align to the particular training you are undertaking. Our website also contains examples in the specific course outlines. Your lecturer / teacher will also be able to assist you with career prospect information.

## **4.10 JOBS**

Notification of available employment opportunities in the local area are sometimes on the notice board in the corridor. We can offer advice if you need it.

NOTE: International students must apply for permission to work if you are studying on a visa. You can apply with Department of Multi-Cultural Affairs @ <http://www.immi.gov.au/study/wrking/howtoapply> or phone 1800 040 070.  
Helpful Info: [www.ato.gov.au](http://www.ato.gov.au) for all taxation information

## **4.11 PUBLIC TRANSPORT CONCESSION FARE**

Once you have received your ID card you will be able to use this card to redeem the entitlement of a concession rate on public transport.

## **4.12 COMPUTER FACILITIES**

Students have access to the College's computer facilities. The computer room "Fred Hollows Room" is available for academic purposes only and only available for general use when the room is not being used as a class room.

## **4.13 INTRANET**

Whilst enrolled at Mackintosh College you will have access to the student intranet portal. This is where you can find information about the College itself, upcoming events, class notes and much, much more. It is your virtual connection to the

# STUDENT HANDBOOK

College. You will have an account and password set up for you upon commencement of your course.

## **4.14 PHOTOCOPYING FACILITIES**

As a student of Mackintosh College you will have access to printing facilities. Printing credits can be purchased through Student Services.  
NO PHOTOCOPIER IS AVAILABLE FOR STUDENT USE.

## **4.15 COPYRIGHT**

We ask that when completing assessments and exams you adhere to all requirements related to statutory Copyright Regulations.  
NOTE: All training products given by Mackintosh College are the property of Mackintosh International College (Australia) Pty Ltd and may not be reproduced without the permission from the college.

## **4.16 PARKING**

There is no parking available on campus, however there is limited parking in the surrounding area, take note of the Gold Coast City Councils parking regulations as stated on the signs in these designated parking areas.

## **4.17 LOST PROPERTY**

In the event of items being misplaced direct your enquiry to Reception.

# STUDENT HANDBOOK

## 5 WELFARE AND COUNSELLING

### 5.1 HEALTH & SAFETY

Your personal safety is important to us, while you are in the college it is in part our responsibility to take care of you. It is therefore paramount that we all look out for each others safety around the College. In anything you do, you must have the safety of yourself, other students and staff in mind.

### 5.2 INCIDENTS AND REPORTING

If the need for medical attention presents itself, please inform a College staff member so we can provide first aid or arrange the appropriate medical assistance.

### 5.3 HAZARD REPORT

In the event of a hazardous situation, event or object being detected it is asked that you immediately advise a member of staff or directly to reception so the matter can be rectified. An incident report will be filled out and the incident will be investigated.

### 5.4 EMERGENCY

“WHAT TO DO IN AN EMERGENCY SITUATION”

FIRE – Keep calm. Report it to the nearest staff member. Wait for instruction. Leave the building when told. Use the nearest SAFE exit. Wait at the assembly point for a teacher to check you and others are safe, the class roll call will be performed at this point. It is imperative you do not leave the College without being accounted for as being safe, it may cause unnecessary worry to staff, students and authorities.

DANGEROUS SITUATION – Report a situation to your teacher or member of staff.

Emergency Numbers for reference;

Police	000	
Fire		000
Ambulance	000	

### TALK TO US!!

If you have any questions or problems, the Training Coordinator, Director of Studies - English or the Education Manager will be happy to help you. Please arrange a suitable time with Student services to see them as they are sometimes away from the office.

They can help you with questions about your class, study paths or assessments. They may be able to offer advice on where you can get specific information on other matters

If you have problems with your study you should:

# STUDENT HANDBOOK

Talk first to your class teacher / trainer. He or she will know you best and is more likely to give you the best academic advice. If you do not wish to discuss this with your class teacher you should see the Director of Studies - English or Training Coordinator.

You should also see this person in the first instance if you have questions about your attendance.

# STUDENT HANDBOOK

## 6 CODE OF CONDUCT

### 6.1 DRESS CODE

You are expected to wear clean clothing suitable for the purposes of study indoors. We do not wish to see beach wear or inappropriate footwear such as thongs. Jewellery should be reasonable. The College is not fond of body piercing. We have high expectations and place emphasis of a high level of personal presentation.

### 6.2 SMOKING

Smoking is NOT allowed in the building. There are designated outside areas in which this act may take place.

NOTE: This is not just College policy it is the law.

### 6.3 MOBILE PHONES

The use of a mobile phone for calls or text messages is not allowed in class. Please be considerate of the teacher and other students, give your peers the opportunity and respect to learn without disruption.

### 6.4 EATING AND DRINKING

Food and any drink, other than water, will not be permitted in the classroom, this is a health and safety regulation enforced by Mackintosh College. You have the "Occy Room" in MICA House which has a fridge, microwave, television, tables and chairs and washing up facilities, we ask that you utilise this designated area for breaks instead of the classrooms.

Failure to adhere to the above codes may result in disciplinary action.

### 6.5 COMPLAINTS & APPEALS POLICIES

Please refer to the Complaints and Appeals Policy for further information. This can be obtained by contacting the college.

The Senior Education Officer, Office of Non-State Education,  
Education Queensland  
P.O. Box 33  
Brisbane Albert St QLD 4002  
Phone (07) 3237 1883

Nothing in the Colleges' Complaints / Grievance Policy negates the right of any overseas student to take action under Australia's consumer protection laws in the case of financial disputes. Nothing in the Colleges' Complaints / Grievance Procedure negates the right of any overseas student to pursue other legal remedies.

### 6.6 DISCIPLINARY PROCEDURES

The College expects a high standard of student conduct, it forms part of the student agreement upon commencing studies at the college. Anyone not maintaining a high standard may be asked to justify their behaviour to the College Board.

# STUDENT HANDBOOK

Examples of unacceptable behaviour are:

- Theft from the College or other students
- Falsifying information / documents for enrolment
- Damage to College property
- Assault
- Insubordination
- Drinking alcohol / taking / distributing drugs (or being under the influence of either whilst on campus)

# STUDENT HANDBOOK

## 7 HEADING

### 7.1 COUNSELLING

Mackintosh College provides personal help to students if they need it. We will do all we can to help you if you have personal problems. You may speak to a male or female member of staff if you wish and have it noted that all discussions will remain strictly confidential.

Student services can give you information and advice about your studies, helping you to settle in the college and local area, or simply just be a point of contact to talk to.

Remember we are here to help you. Don't be afraid to speak to us.

If you feel the college is unable to help you then we will endeavour to assist in directing you to other professionals.

Sometimes little problems can turn into big ones if nothing is done about them!

In the event of any of the above behaviour and or any other behaviour the College deems to be inappropriate disciplinary action will be taken in one or many of the following forms:

### 7.2 Stage 1 – DISCUSSION AND VERBAL WARNING

This is discussion where you and your teacher will go through the events / incidents. This will result in recommendations for improvements and, if necessary, an action plan with timelines.

### 7.3 Stage 2 – FIRST WRITTEN WARNING

If there is no significant improvement in performance or conduct as agreed in Stage 1, or another incident takes place, your teacher will issue a written warning. You have the right to discuss this document and comment in writing (you may get help to do this if you wish). If you would like to discuss this matter it will be done in the presence of the Education Manager and Registrar. A record of the meeting will be placed on file.

### 7.4 Stage 3 – SECOND WRITTEN WARNING

This is a final warning issued if there is still no improvement in the situation. The teacher and Education Manager will discuss this with you and a copy will be placed on file. You may have someone with you if you wish.

### 7.5 Stage 4 – FINAL WRITTEN WARNING AND SUSPENSION

If the disciplinary review process fails, you will be suspended. In the event of an incident or specific conduct has been deemed unacceptable and of a serious nature, please note that immediate suspension will take place. Documentation of reason and action will be placed in your student file. You may choose a person to assist you at any time during these processes.

# STUDENT HANDBOOK

NOTE: If a student wishes to appeal the disciplinary decision they must follow the Grievance Policy.

## 8 FUN FACTS ABOUT OUR LOCAL COMMUNITY AND WHAT IT HAS TO OFFER

### 8.1 COMMUNITY INFORMATION

The Gold Coast is Australia's 6th largest city with a population close to 500,000. It provides residents with a relaxed lifestyle in safe and friendly surroundings, together with modern facilities and conveniences.

The Gold Coast offers:

- Golden beaches stretching for 42 kilometres
- A subtropical climate offering an average 287 days of sunshine per Year
- A rural Hinterland featuring World Heritage listed rainforest
- Sporting and recreational facilities covering many interests
- An efficient transport system
- Shopping centres, retail shops, markets and international food outlets
- Excellent Health and Medical services
- Convention and Arts Centres
- A multicultural community

The College is situated in Robina towards the picturesque southern end of the Gold Coast. It is only 5 kilometres from the Coolangatta airport and in close proximity to the world-famous surfing beaches at Kirra, Currumbin and Burleigh Heads.

Currumbin Wildlife Park is only 5 minutes drive from the College.

There is a wide range of restaurants and fast food outlets in the area and a food supermarket and post office are only metres from the College door.

### 8.2 GEOGRAPHICAL AREA INFORMATION

Outlined below is a list of the facilities and services in the region that is accessible to you, and we hope that this list and the information assists you in utilising them to make your time in the local one an enjoyable one.

### 8.3 SHOPPING

There are many shopping facilities locally that you can go to, to buy clothes, food etc. Most shops accept EFTPOS/Credit Card and Cash Payment. Shopping centres in the local area:

- Pacific Fair – (Gold Coast Highway Broadbeach)
- The Pines – (Elanora)
- Surfers Paradise Mall (situated in the heart of Surfers)
- Robina Town Centre – (Robina)

### 8.4 TRANSPORTATION

Helpful Info: [www.translink.com.au](http://www.translink.com.au)

Bus Service: Surfside Bus lines [www.surfside.com.au](http://www.surfside.com.au)

# STUDENT HANDBOOK

Taxi: 131 008

Airport: The Gold Coast Airport is very close and there are both domestic and some services available. There are many domestic services to all parts of Australia. Check Virgin Blue and Jetstar for the best prices, they have many special deals which may only be available for a few days.

[www.virginblue.com.au](http://www.virginblue.com.au), [www.jetstar.com.au](http://www.jetstar.com.au), [www.quantas.com.au](http://www.quantas.com.au)

## **8.5 BANKS**

Most banks are open on Monday to Thursday from 9:30 am to 4:00pm and Friday from 9:30 to 5:00pm. Banks are closed on Sundays.

To open a bank account you will have to provide several pieces of identity – Passport, credit cards, Photo Identity and any other details you can take. There are ATM's in Robina.

## **8.6 CHEMISTS**

There are several chemists/pharmacies near the College. You can buy non-prescription medicine there. If you need certain medicines such as antibiotics then you will need to see a Doctor and obtain a prescription. Most supermarkets sell basic medicines such as aspirin and paracetamol for use as treatments for cold and flu and basic ailments.

## **8.7 POST OFFICE**

There is a Post Office opposite the College. Post Offices open from 9:00am to 5:00pm. Some larger ones are open on Saturday morning.

## **8.8 DOCTORS DENTISTS AND HOSPITALS**

There are many listed in Yellow Pages and also in White Pages. Some doctors speak other languages. Again feel free to ask us if you need help.

In the local area you have access to:

Tweed Heads Public Hospital	Ph: (07) 5536 1133 - 24 Hrs Service
John Flynn Private Hospital	Ph: (07) 5598 9000
Gold Coast Public Hospital	Ph: (07) 3234 0111 (Switchboard)

## **8.9 FOOD**

Gold Coast offers a range of International Cuisines / Restaurants as well as western food opportunities. You can find the locations of these in the local newspapers, internet and yellow pages online: [www.yellowpages.com.au](http://www.yellowpages.com.au)

## **8.10 ENTERTAINMENT and RECREATION**

Resource: [www.goldcoast.com](http://www.goldcoast.com)

You are also just short ride to thrilling rides and adventures.

# STUDENT HANDBOOK

Theme parks: Warner Brothers Movie World [www.movieworld.com.au](http://www.movieworld.com.au)  
Dreamworld [www.dreamworld.com.au](http://www.dreamworld.com.au)  
Seaworld [www.seaworld.com.au](http://www.seaworld.com.au)

Tickets for the above theme parks can be purchased from the college. See Reception or Student Services for further information on events currently happening on the Gold Coast.

## 8.11 SCHOOL INFORMATION

### **Caring for Accompanying Minors/Dependants**

If you are bringing your children with you to Australia then you will need to consider your options. If they are school-age they will be required to attend schools for which fees may apply. According to DIAC sources as at July 01, 2008, the approximate funds required for tuition and schooling in Australia is \$8,000 per annum per child

Depending on the age of your child you may require them to enrol in Childcare, Primary or Secondary Schooling. You can also choose between public and private education for your children.

### **Childcare: Ages 2 to 5**

Be advised that childcare centres often have waiting lists and you may have to contact a few centres to register your child on a waiting list. Costs vary from centre to centre and it is ultimately your decision as to where your child attends.

### **Primary and Secondary Schooling: Ages 5 to 17**

You will need to find the schools in your area/suburb and contact them directly in regard to how to enrol your children. Some schools offer ESL programs and others have specific language proficiency entry requirements. Again, it is your decision as to which school you opt for. Student visa holders must pay full-fees to these schools for their dependants (Please note that scholarships are available in selected schools for high-achieving students). Detailed information can be found by contacting Education Queensland at [www.education.qld.gov.au](http://www.education.qld.gov.au)

Public Schools are government funded. The education system in Queensland is standard and is divided into primary school (Ages 5 to 12, Years 1 to 7) and secondary school (Ages 13 to 17, Years 8 to 12).

Private schools are not free. They are split into two groups; Catholic and Independent Schools. Some of these schools take boarders and you can enquire as to prerequisites and availability.

## 8.12 BEACH SAFETY

If you are on the beach you must remember the following:

- SWIM ONLY BETWEEN THE RED and YELLOW FLAGS
- An all-red flag means NO SWIMMING
- An all- blue flag is the board riding boundary
- A red and white quarter flag is a shark alarm
- Dangerous 'rips' (undertows) exist on some beaches. These can be very strong. If a rip takes you out, DO NOT try to swim back against it, raise your hand to call for help.

# STUDENT HANDBOOK

- Allow the water to take you out to the breakers. When you are past the breaker you can then swim across the rip parallel to the shore and swim back to shore in a safer area.
- Beware of jellyfish and stingers. Wash a jelly fish sting with fresh water.
- Do not rub sand on it or use vinegar.

The most dangerous thing you will probably have contact with is the sun. Wear a hat, sunglasses and T shirt. If you are in the sun use a high protection sunscreen to protect your skin. Queensland has great weather but the sun can be very strong and the rays very harmful - even on a cloudy day.

## **8.13 DAILY LIVING ENVIRONMENT**

Summer -	December – Feb	19-40 degrees Celsius
Autumn -	March – May	11-28 degrees Celsius
Winter	- June-Aug	10-22 degrees Celsius
Spring	- Sept-Nov	18-32 degrees Celsius