



Student Orientation Handbook

English Language Programs

UIL@Springfield Campus

1 Staff Members

1.1 Management

Academic Manager – Dawn Creighton

General Manager – Cedar Tegan

Principal – Anne McDougall

1.2 Administration

Administration/Student Services – Gary Si / Arisa Snedden

1.3 Counselling

Dawn Creighton

1.4 UIL @ Springfield Campus - Contact Details

Union Institute of Language	Phone: 07 3470 0011
Level 2, World Knowledge Centre	Fax: 07 3470 0012
Sinnathamby Boulevard	enquiry@uil.edu.au
Springfield QLD 4300	www.uil.edu.au

2 First day timetable

9.15am – 11.15am

Interview with Academic Manager & Placement test
Campus orientation – campus tour

11.15 am– 12.45pm

Complete and/or sign the following:

Authority to release information and promotional release form

Student Code of Conduct Form

Copy of passport

Copy of Visa

Photo for student ID card

Assist in obtaining a locker key

Student Orientation Handbook

OSHC Card or Policy Certificate copied (if applicable)

Miscellaneous information, if applicable (eg Temporary Homestay Permission form, Travel Permission form, how to obtain a SIM card, assist in opening a bank account, Student Breach of Conduct Register)

Campus orientation – campus tour

1.30pm

Introduce to teacher and commence class

2.1 Timetable (subject to change)

Current Timetable	
9:00 – 9:10	Home Room
9.15 – 10.45	Morning Class
10.45 – 11.00	Mid-morning Break
11.00 – 12.45	Mid-morning Class
12.45 – 13.30	Lunch Break
13.30 – 15.15	Afternoon Class

Full time attendance is required by all students. If you arrive more than 15 minutes late for class (ie after 9.15am) without good reason, your teacher will mark you absent for that session.

3 Campus facilities and surroundings

3.1 Student Common Room

You can eat your morning tea and lunch in the common room. This room is provided for you as a comfortable area to sit and relax during your breaks. Please respect this area by keeping it neat and tidy.

You are responsible for the general cleanliness of the common room. Please wash your own dishes after use, keep the tables clean and place all rubbish in the bins provided.

3.2 Lockers

All UIL students must have lockers. On your first day you will be required to pay a \$20 deposit for a locker key. Your bag and all other personal belongings eg mobile phones must be kept in your locker until break times. Please take care of your personal possessions because UIL is not responsible for personal items brought onto the UIL campus. On your last day at UIL, please return your locker key to reception between the hours of 9.00am and 3.30pm, and your locker key deposit will be refunded.

Please do not store belongings on top of your locker. If you have something that doesn't fit in your locker please ask administration to look after it for you and remember to collect it and take it home.

3.3 Student Identification (ID) Cards

You will have your photo taken for your student ID card in your first week at UIL. You will receive your card as soon as possible.

3.4 Toilets

Australian toilets are designed to sit on, so please do not stand on them. The UIL toilets are cleaned daily. If you find any problems in the toilets please tell a UIL staff member immediately.

3.5 Notice Boards

Your teacher will advise you of any important information and notices in Homeroom. This information will also be posted on the notice boards located in each room.

3.6 Education City – Security

Education City is monitored by 24-hour security guards and video cameras around the grounds. Please note that you may be filmed as part of this security. Any suspicious behaviour will be reported by security. Security do not allow you to play ball or ride skateboards or bikes in the carpark. There are many different areas at Education City that you can use to play sport, ride bikes etc.

3.7 Robelle Domain

Is a park located next to Education City. There are boardwalks, walking and bike tracks for you to enjoy as well as sports fields and playgrounds that include water features, shady picnic areas and tree walks. This park also has free Wi-Fi. The Orion lagoon (opposite the Orion shopping centre) has interconnecting pools of varying depth.

4 Attendance

You must attend at least 80% of your classes to comply with student visa regulations.

4.1 Policy on absence from class

Your homestay parent/Boarding House Supervisor must contact UIL by 8.45am if you are going to be absent from class. Medical certificates will be required for an absence of two or more days. Students are advised that it is illegal to request and be issued with a medical certificate from a doctor in Australia if they do not have a genuine illness. Medical certificates must state a specific illness or medical condition. Students who produce a large number of medical certificates for absences may be reported to the Department of Immigration. The students will then need to show cause as to why they should continue their studies. The College may also contact the doctor concerned for further clarification on the issuing of medical certificates.

4.2 Policy on being late to class, or leaving early

Students who are late within the first 15 minutes of any session without good reason, will be marked absent for 15 minutes of that session. If a student leaves class 15 minutes before the end of any session they will be marked absent for 15 minutes of that session.

Students who are late by more than 15 minutes to any session, or leave more than 15 minutes early, will be marked absent for that session.

4.3 Policy on unsatisfactory attendance

- When your attendance drops to 85%, you will be given a verbal reminder.
- When your attendance drops to 80%, you will be issued with a written warning notice.
- If your attendance falls below 80% to the point where the 80% minimum attendance requirement over the period of the COE cannot be met, a **Notice of intention to cancel enrolment** will be sent to you (and your parents or guardian if you are under 18) informing you of the intention to cancel your enrolment and to inform the Department of Immigration and Border Protection (DIBP) of the breach in visa conditions.

Note: medical certificate copies will be kept in your file. They **do not give you attendance credit** when you have been absent. You are to keep original documents.

5 Course Information

5.1 English Only Policy

At UIL you will learn English with students from different countries. It is important that all students speak English only while at the UIL campus or on any UIL run activity or camp. If you need help in class please ask your teacher before asking another student to translate for you.

5.2 Excursions/Activities

All UIL excursions are supervised by a UIL staff member. You must listen carefully and follow all instructions given by UIL staff. You **must** wear appropriate clothing and footwear on activity days. When going on an activity you must bring/wear the following:

- Water bottle and cold packed lunch
- Appropriate sun-safe clothing and closed in shoes
- Sunscreen and hat

5.3 UIL Supervised Self Study Day

Standard UIL enrolment may require adult students to attend a self study day at UIL each week. The purpose is to develop study skills and peer group learning to prepare you for higher education studies.

On the self study day you will work under the supervision of UIL teaching staff throughout the day who will check progress and give assistance and explanation where required.

5.4 Classroom requirements

All UIL students are required to purchase the following items for their daily study needs:

- Red, blue and black pens, pencils, eraser, ruler, scissors, glue stick in pencil case
- Writing exercise books

In addition to the list above, **SSPP** students are required to also purchase the following items:

- Calculator
- A basic geometry set
- 4 x A4 exercise book – 96 pages

In addition to the first list above, IELTS students will also be required to purchase:

- Electronic English Dictionary

5.5 Textbooks

Sets of class textbooks are provided for use in class only. No text books are to be removed from UIL premises under any circumstances.

6 General English course assessment

Component 1: Assessment	Weighting	Week Due
Speaking assessments	40%	3 & 9
Writing assessments	20%	4 & 8
Mid Course Reading Test	15%	5
Mid Course Listening Test	15%	5
Mid Course Writing Test	10%	5
	100%	
Component 2: Tests	Weighting	Week due
End of Program Listening Test	30%	10
End of Program Reading Test	35%	10
End of Program Writing Test	35%	10
	100%	

General English pass requirements: Overall 60% minimum in each component with no one individual result less than 50%.

6.1 End of program certificate

Your end of program certification will include:

Course name, attendance percentage, final academic achievement scores/levels and report.

7 Change of address/contact details

Please let us know your new address and contact details as soon as possible.

8 Fees and payment

All fees must be paid according to invoices issued.

9 Refund

For any refund queries see Administration and Student Services. Please read the *Refund Policy* on your Acceptance of Offer. The following forms are available from Reception:

- Refund request form

10 Student grievance

If you have any issues, you may speak with the Academic Manager; your teacher; or the Student Services Officer. To make a formal complaint you may

- record your issue on the five-weekly [feedback form](#).
- complete the [formal complaint form](#). You may get a copy of the formal complaint form from Reception.

Formal complaints must include your name so they can be addressed with you personally. Your complaint will be reviewed and investigated, and you will receive a written response. Return your completed formal complaint form to:

- The Academic Manager, or
- The General Manager, or
- The Student Services Officer, or
- The UIL Principal, via email
- If you are still dissatisfied, you may lodge a formal complaint with the Overseas Students Ombudsman. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Please refer to the Student Grievance Flow Chart at the back of your orientation handbook.

11 Evacuation procedures

You must evacuate the building when the fire alarm sounds or when asked to do so by a teacher or staff member of UIL. Evacuation plans are displayed on classroom noticeboards.

- When the alarm sounds, remain calm.
- Listen to your teacher and follow their instruction.
- Calmly exit the building via front stairs.
- Stay with your class at all times.
- Assemble at the designated evacuation area outside the building on the grass opposite UIL.
- Wait with your teacher until it is safe to go to your class room.

12 Visa

For visa enquiries please contact the **Department of Immigration and Border Protection (DIBP)**

Brisbane Office Ground floor 299 Adelaide Street BRISBANE QLD 4000 Telephone: 131 881	<u>Opening Hours:</u> Monday - Friday 9am – 4pm Web: www.immi.gov.au
--	---

You might need to make an appointment so telephone the office to check.

12.1 Student visa holder tip sheet

Changing courses

Can I transfer to another course or education provider?

If you have completed at least six months of your principal* course, you can obtain a new confirmation of enrolment (COE) for a different course with another education provider. Make sure you notify your current education provider of your transfer.

If you have not completed at least six months of your principal course, you may still change to another course with the same provider. However, if you wish to enrol with a different education provider, you will need to obtain a release letter from your current education provider. Once a release letter is issued, you may enrol with another education provider.

What can I do if my provider refuses my deferral / release request?

You should first access the internal appeal process with your education provider. If you are still not satisfied, you can appeal the provider's decision at an external complaint handling body, see the Making Complaints Student Visa Holder tip sheet for more information.

** A principal course is the highest qualification course in which the visa was granted. This is usually the final course on the confirmation of enrolment (COE) that was submitted with the visa application for which the student visa was granted.*

Further information is available at www.immi.gov.au/students/

13 Food and drink

- Hog's Breath Café
- Orion Shopping Centre – food court, cafes and restaurants

14 Telephones

14.1 Making phone calls within Australia

To make international phone calls:

-
- Dial – international access code (0011) + country code + area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

To make domestic phone calls:

- Dial – the area code + phone number

14.2 Mobile/cell phones

- Mobile phones can be purchased 'pre-paid' or on a mobile phone plan.
- For further information enquire at reception

15 Transport

- Springfield Central Train Station
- Buses: see <http://translink.com.au/> for timetables and fares
- Taxi service
 - Black & White Taxis – National service: Telephone: 131 008
 - Yellow Cab Co – National Service: Telephone 131 924

15.1 Bicycles

- Use bicycle paths wherever possible.
- You must wear a bicycle helmet at all times.
- Some bike shops offer students attractive deals for hiring, buying and selling bicycles.

16 Post Office

Australia Post offices are open Monday to Friday, 9.00 am to 5.00 pm, located at:

Australia Post Orion Springfield Central Shop 222, 1 Main Street Springfield (07) 3470 5970	Australia Post Redbank Plains Shopping Centre Shop 32, 357 Redbank Plains Road Redbank Plains (07) 3143 5592
---	--

17 Banking

- Bank hours are usually Mon-Thurs 9:30 to 4pm, Fri 9:30 to 5pm.
- Automatic Teller Machines (ATMs) are available 24 hours a day.
- Electronic Funds Transfer at Point of Sale (EFTPOS) is available at most shops.

17.1 Setting up a bank account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia.

To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as \$10)
- for further information or assistance, please see Student Services Officer

17.2 Location of Automatic Teller Machines (ATMs)

Most shopping centres will have a number of ATMs available. ATMs are also available in some garages and 24-hour shops (7 Eleven, Night Owl etc).

<p>Commonwealth Bank of Australia Orion Shopping Centre 1 Main Street Springfield or go to http://service.commbank.com.au/locate-us/</p>	<p>Bank of Queensland 1 Commercial Drive Springfield or go to http://find.boq.com.au/</p>
<p>National Australia Bank (NAB) Orion Shopping Centre 1 Main Street Springfield or go to https://www.nab.com.au/locations</p>	<p>Westpac Orion Shopping Centre 1 Main Street Springfield or go to http://www.westpac.com.au/locateus/</p>
<p>ANZ Orion Shopping Centre 1 Main Street Springfield or go to http://www.locate.anz.com/anz/australia</p>	<p>Suncorp Orion Shopping Centre 1 Main Street Springfield or go to https://www.suncorp.com.au/banking/</p>
<p>St George Bank Orion Shopping Centre 1 Main Street Springfield or go to http://www.stgeorge.com.au/</p>	<p>Heritage Bank Orion Shopping Centre 1 Main Street Springfield or go to http://heritagebank.com.au/</p>

A fee will be charged if you use an ATM that does not belong to your own bank network.

18 Shopping

For shopping, try the Orion Shopping Centre on Main Street, Springfield Town Centre or Springfield Fair on the corner of Springfield Parkway and Topaz Road, Springfield.

Shopping trolleys should not be taken away from the Shopping Centre. It is considered stealing if you use the trolley to take your shopping bags home. The Police may give you a fine if you are caught doing this.

18.1 Shopping centres

- Trading hours are between 9:00 am and 5:30 pm, Mon - Sat, with the exception of late night trading on Thursday night until 9pm
- Some shopping centres are also open Sunday 10 am-5 pm

<p>Woolworths Supermarket Orion Shopping Centre 1 Main Street Springfield Town Central</p>	<p>Coles Supermarket Orion Shopping Centre 1 Main Street Springfield Town Central</p>	<p>ALDI Supermarket (discount) Orion Shopping Centre 1 Main Street Springfield Town Central</p>
<p>Coles Supermarket Springfield Springfield Fair Cnr Springfield Parkway & Topaz Road Springfield.</p>	<p>IGA Springfield Lakes Shop 22/31 Springfield Lakes Blvd Springfield Lakes</p>	

19 Health

- Overseas Student Health Cover (OSHC) is compulsory medical insurance for international students on a student visa. OSHC will help with the costs of medical and hospital care in Australia and will also cover the cost of emergency ambulance transport. **OSHC does not cover dental costs.**
- As part of your UIL enrolment, OSHC is arranged and paid for **before** your course start date.
- If your OSHC provider is Medibank, the Student Services Officer will help you to complete online student registration which must be done **within 60 days** of your OSHC start date. You will then receive a Membership Card sent to the address you provided in your online registration. Take this card with you to all medical visits. The Student Services Officer will help you to make a claim online, by post or by phone.
- If your OSHC is with Allianz or another health fund please check with the Student Services Officer about obtaining your Membership Card and how to make a claim.
- If you have a visa other than a student visa it is recommended that you purchase travel or private medical insurance.

20 Medical services

20.1 What do I do if I'm sick?

- The Student Services Officer or your homestay family will help you to make an appointment with a doctor.
- Take your OSHC card to the appointment and make sure you have a credit card or cash to pay for your visit.
- Ask the doctor for a medical certificate to prove you were sick if you will miss classes. There is no charge for the certificate and you may need it to prove to the Immigration Department that you were sick. Give a copy of the medical certificate to the Student Services Officer and make sure you keep the original.
- The Student Services Officer will tell you how to pay for your visit and will help you to make a claim to OSHC for a part refund, if applicable.

21 Useful Contacts

21.1 Emergency telephone number: police, fire, ambulance – 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should **NOT** be used for non urgent medical assistance - these cases can be treated by a doctor at a medical centre or at the hospital.



21.2 Hospitals

Ipswich Hospital, Chelmsford Avenue, Ipswich. 24 hour Accident and Emergency section

21.3 Doctors

24-hour Medical Centre

- ❖ Priority Health 7 Day Medical Centre, 1 Main St Springfield Lakes, Springfield Lakes. (07) 3470 1599.

21.4 Medical Centres

Lakeside Medical Spring Lake Village 31 Springfield Lakes Boulevard Springfield Lakes (07) 3818 0700	MyLife Medical Group Level 1, Woolworths Shopping Village 2 Tournament Drive Brookwater (07) 3199 3299
Stellar Medical Springfield 8 Commercial Dr, Springfield 533 Ross River Road, Cranbrook (07) 3818 2277	Stellar Medical Springfield Lakes Orion Shopping Centre, Suite 1.16 1 Main St, Springfield Lakes (07) 3470 0072

Priority Health Medical Centre

Orion Shopping Centre
1 Main St, Springfield Lakes
Ph: (07) 3470 1599

My Medical & Dental Centre

Orion Shopping Centre
1 Main St, Springfield Lakes
Ph: (07) 3472 2966

22 Living in Brisbane

22.1 Weather and seasons

- **Summer:** December – February (wet/green season)
In the summer months, Brisbane experiences its highest temperatures, humidity and rainfall. The temperature ranges from 26-36 degrees Celsius.
- **Autumn:** March – May
During these months, the humidity decreases and the days are cooler.
- **Winter:** June - August
Winter is the coldest time of the year, with temperatures ranging from 14-26 degrees.
- **Spring:** September – November
During these months, the humidity decreases and the days are warm and pleasant.



22.2 Sun safety

- Wear a hat, long-sleeved shirt and sunglasses
- Use a 30+ sun block
- Do not stay in the sun for long periods of time
- Drink lots of water

22.3 Swimming

- Care must be taken when swimming in the surf as there may be strong rips and large waves. Look for signs before you swim. Always swim between the flags at patrolled beaches.
- Never swim, dive or snorkel alone.

23 Time zones

Springfield is in the Australian Eastern Time Zone (AEST) which is GMT+10 hours during standard time. Queensland does not have daylight saving in summer.

24 Personal safety

- Springfield is generally a very safe area, but you still have to exercise some caution:
- Avoid carrying large amounts of money, your passport, air tickets and credit cards unless you need them. We recommend that you photocopy key documents so that you have a record of them.
- Observe Australian law in regard to the use or possession of non-prescription drugs.
- You must be 18 years and above to legally drink alcohol in Australia.
- Be sure that you know and observe the road safety rules particularly when crossing the road.

25 Counselling & Grievance Issues

25.1 Academic Issues

- Speak with your teacher first about the issue and then refer to the Academic Manager if required.

25.2 Personal Issues

- If you are comfortable, speak with your teacher or another UIL staff member. UIL staff will be pleased to assist you with contacting professional counsellors.
- If you are being “harmed”, or you see someone else being “harmed”, verbally, physically or sexually, you have a right to report this to any member of the UIL team. ***Your safety is our priority and all conversations concerning any form of harm will be taken seriously and confidentially.***
- BULLYING and Harassment will not be tolerated at UIL. If you are involved in or see an incident of bullying or harassment, speak with your teacher or any UIL Staff member you feel comfortable talking with. ***Your safety is our priority and all conversations concerning any form of bullying or harassment will be taken seriously and confidentially.***

25.3 Accommodation Issues

- If you are in Boarding School accommodation and are comfortable speaking with the Boarding House Supervisor, discuss the issue with them first. If the issue isn’t resolved speak with the Student Services Officer who can then refer you to the Academic Manager if required. You are required by law to notify UIL immediately if your accommodation address changes.
 - If you are in homestay accommodation discuss the issue with the Student Services Officer. They will refer you to the Homestay Coordinator, who will be able to advise you.

25.4 Visa Issues

- Any issues that may arise with your Visa must be discussed with the Principal at UIL. If they cannot be resolved your case will be referred to the Department of Immigration and Border Protection (DIBP).

25.5 Grievance Procedure

- Refer to the flow chart in Appendix 1 outlining the process for students to follow for grievances.

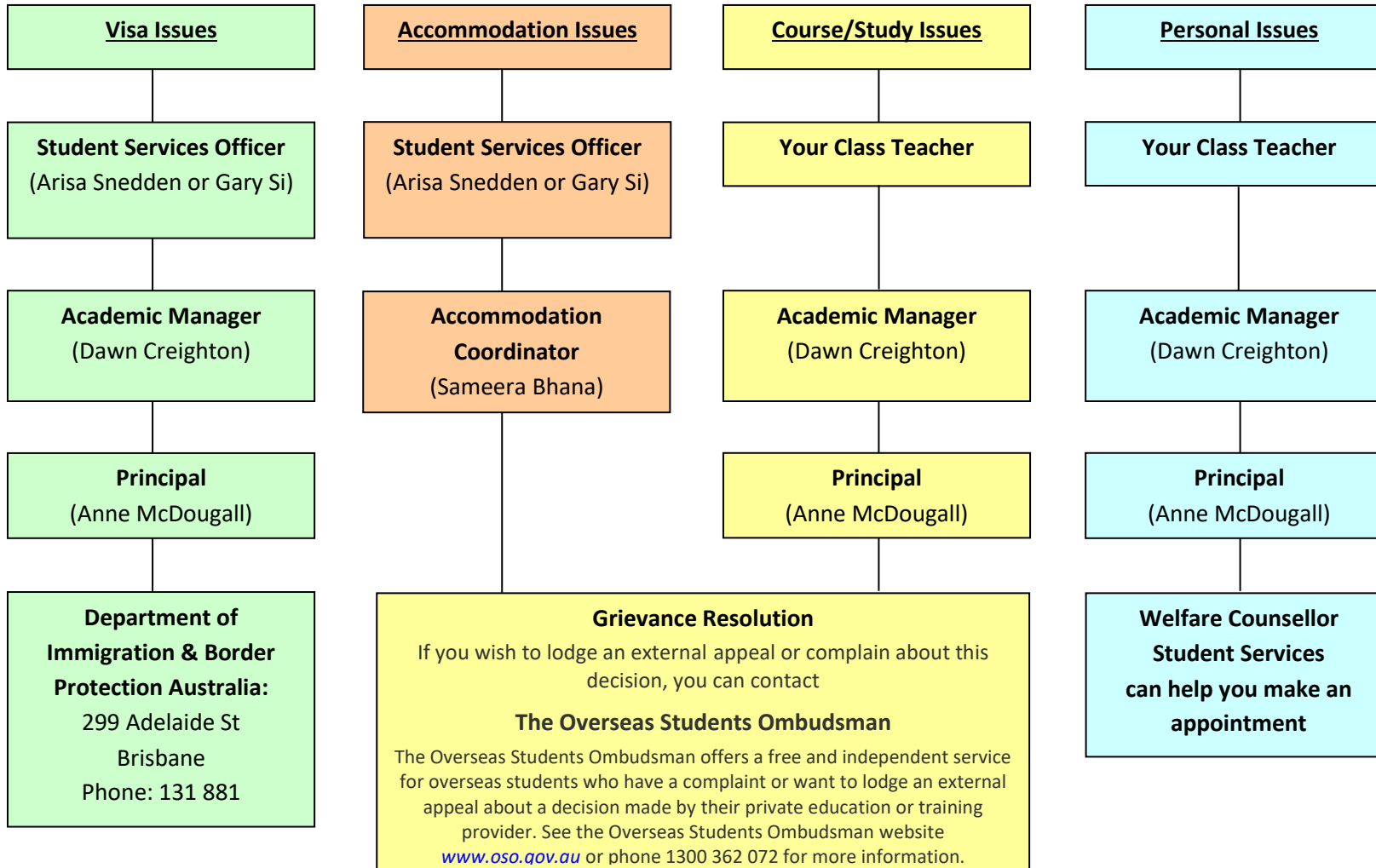
25.6 Critical Incident

- In the event of a critical incident (a critical incident is defined as a traumatic event or threat of such which causes extreme stress, fear or injury), please refer to Appendix 2 which outlines the process to follow for critical incidents.



Student Grievance Process – UIL@Springfield Campus

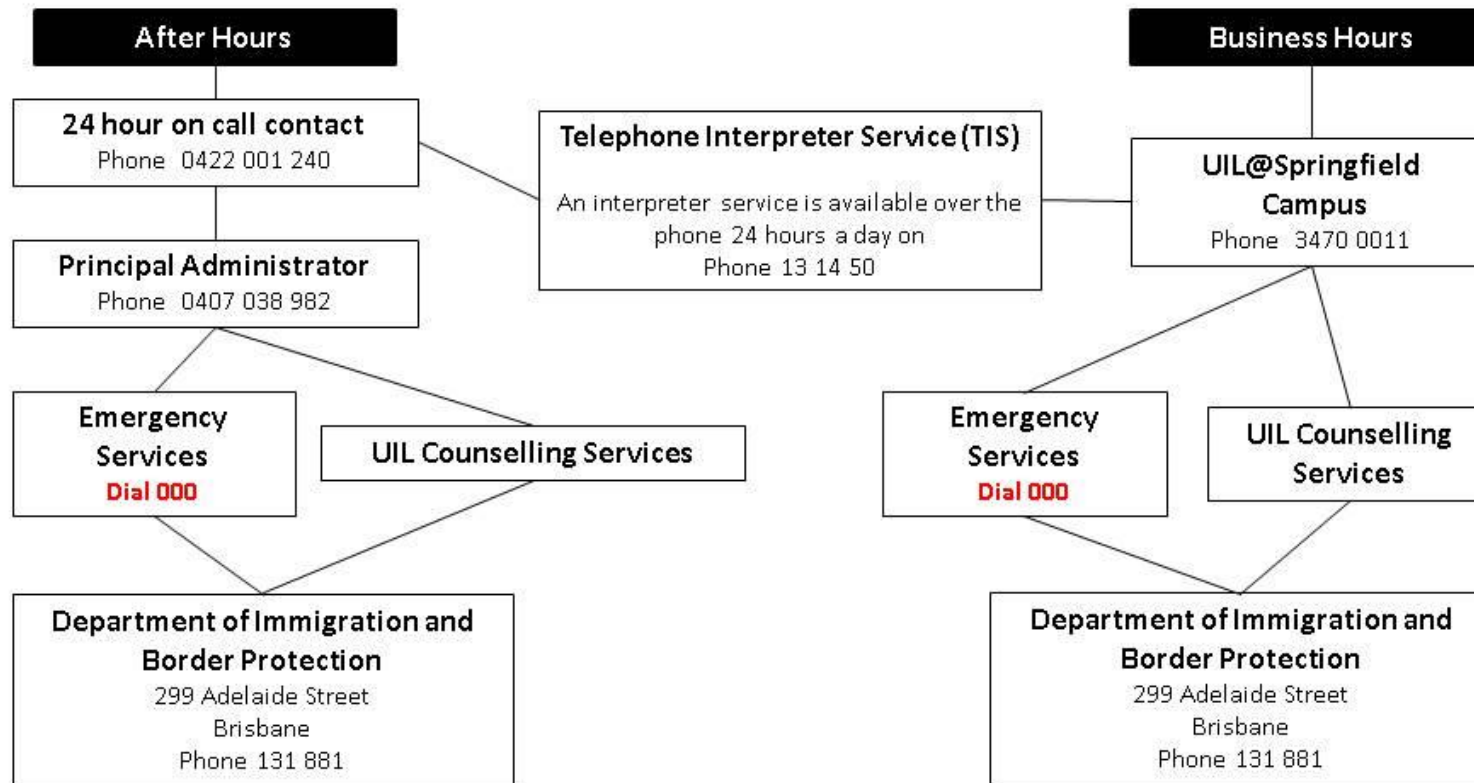
If you have a problem, this chart shows you who to see.



Please note that at any stage of the grievance process the student may be accompanied and assisted by a support person.



Critical Incident Process UIL@Springfield Campus



Critical incident is defined as a traumatic event or threat of such which causes extreme stress, fear or injury