Student Orientation Handbook

2026

Secondary School Preparation Program (SSPP)
General English (GE)
Primary School Preparation Program (PSPP)

UIL Springfield Campus

1 UIL Springfield Campus Contact Details

Union Institute of Language **Level 2, World Knowledge Centre** **Sinnathamby Boulevard** **Springfield QLD 4300** **EMERGENCY 24HR CONTACT**	Phone: 07 3470 0011 mailto:enquiries@uil.edu.au www.uil.edu.au 0422 001 240 (UIL Homestay) 0487 977 027 (Campus contact)

2 First day timetable

9:15am – 11:15am	• Check - in • Placement test
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 tour
13:30pm	• Introduce to teacher and commence class

2.1 Timetable (subject to change)

Secondary School Preparation Program & General English	
Monday to Thursday **Assembly – Wednesday 9.15am – 9.30am	
9:00am – 9:15am	Homeroom
9:15am – 10:45am	Session 1
10:45am – 11:00am	Break
11:00am – 12:45pm	Session 2
12:45pm – 13:30pm	Lunch
13:30pm – 15:15pm	Session 3
Friday – Education Excursion (8.30 - 16.45)	Education Excursion for under 18yr students. Over 18yr students continue the usual study schedule.

Curfew for Homestay Under 18 year Students
6.00pm: Summer
5.30pm: Winter

Attendance:

- 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.

Primary School Preparation Program	
Monday, Wednesday, Thursday, Friday	
9:00am – 10:30am	Session 1
10:30am – 10:45am	Break
10:45am – 12:00pm	Session 2
12:00pm – 12:30pm	Lunch
12:30pm – 13:45pm	Session 3
13:45pm – 14:00pm	Break
14:00pm – 15:00pm	Session 4
Tuesday – Education Excursion (9.00 - 15:00)	

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

Robelle Domain is parkland 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.

3.8 Transport to Campus

Train and bus services operate very regularly to Orion Shopping Centre which is only a few minutes' walk from campus. In addition bus stops are located out the front of the campus on Sinnathamby Boulevard. There is also plenty of low cost park and display on-site parking available for students at the campus.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 written **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 noting the reasons for this intended action and that these actions will not take effect while the internal appeals process is underway unless the student's health or wellbeing or the wellbeing of others is at risk. After this point the relevant government department will be advised 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 textbooks are to be removed from UIL premises under any circumstances.

6 English Course Assessment

The teachers in each specific class will clearly outline the course assessment items with criteria and time frames for completion.

6.1 End of Program ertificate

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. You must keep UIL informed with your current Emergency Contact details.

8 Fees and Payment

All fees must be paid according to invoices issued. Students are required to hold their own copy of the written agreement as supplied by UIL in addition to copies of receipts for payment of any fees.

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 at any time, 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 feedback forms administered after week 1, mid- program and at the end of a program.
- 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 without bias, 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 emailIf 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 and on campus noticeboards.

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 back to your classroom.

12 Visa

For visa enquiries please contact the **Department of Home Affairs (DHA)**

Brisbane Office Ground floor 299 Adelaide Street BRISBANE QLD 4000 Telephone: 131 881	Opening Hours: Monday - Friday 9am – 4pm Web:immi.homeaffairs.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 the Overseas Students Ombudsman. See the Overseas Students Ombudsman website *www.oso.gov.au* or phone 1300 362 072 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 Drinks

- 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 dialed)

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

15.2 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 (only if you need to)
- 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. A fee will be charged if you use an ATM that does not belong to your own bank network.

Address for banks: Orion Shopping Centre 1 Main Street Springfield

Commonwealth Bank of Australia **or go to** http://service.commbank.com.au/locate-us/	**Bank of Queensland** **or go to** http://find.boq.com.au/
National Australia Bank (NAB) **or go to** https://www.nab.com.au/locations	**Westpac** **or go to** http://www.westpac.com.au/locateus/

ANZ **or go to** http://www.locate.anz.com/anz/australia	**Suncorp** **or go to** https://www.suncorp.com.au/banking/
St George Bank **or go to** http://www.stgeorge.com.au/	**Heritage Bank** **or go to** http://heritagebank.com.au/

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

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

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 or optical 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 Legal Services

For legal support please contact The Advocacy and Support Centre (TASC) on (07) 3812 7000 (Ipswich) or the TASC Hotline: 1800 272 596.

TASC offers free legal, advocacy and social services and information to people who are at risk, people who have a disability, people who have mental illness, and people who might not otherwise have a voice in our community.

In addition, if you require legal advice, contact your local Community Legal Centre. To find a local centre visit the National Association of Community Legal Centres https://clcs.org.au/

22 Useful Contacts

22.1 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.



22.2 Hospitals

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

22.3 Doctors

24-hour Medical Centre

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

22.4 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
Metro Medical Centre 30/1 Springfield Lakes Blvd Springfield Lakes 4300 (07) 3818 9400	**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

If you need someone to talk to, the following organisations offer telephone support:

- Lifeline: 13 11 14
- Beyondblue: 1300 22 4636
- Kids Help Line: 1800 55 1800

- Sexual Assault Line (DV Connect): 1800 010 120
- Domestic Violence Hotline (DV Connect): 1800 811 811

23 Living in Brisbane

23.1 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.

23.2 Sun Safety

- Wear a hat, long-sleeved shirt and sunglasses
- Use a 50+ sun block
- Do not stay in the sun for long periods of time
- Drink lots of water

23.3 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.

24 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.

25 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.

IF YOU FEEL UNSAFE AT ANY TIME CALL UIL 24HR NUMBER: 0422001240 (UIL Homestay) or 0487977027 (Campus contact)

26 Counselling & Grievance Issues

26.1 Academic Issues

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

26.2 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 a professional counsellor. You need to be aware that consultation appointments with counselling services external to UIL will have a fee associated with them.
- 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.***

IF YOU FEEL UNSAFE AT ANY TIME CALL UIL 24HR NUMBER: 0422001240 (UIL Homestay) or 0421615197 (Campus contact)

26.3 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**.**

26.4 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 Home Affairs (DHA)

26.5 Grievance Procedure

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

26.6 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.

27 Homestay / Expectations

27.1 Staying with an Australian

Australian families, like families everywhere, differ from each other in many ways. This is especially so because Australia is a multi-cultural country. People from all over the world, including Europe and Asia, have moved and settled here. There is freedom of religion in Australia and people practice many different religions (for example, Christianity, Buddhism, Islam, Hinduism, Judaism).

The Traditional "White Australian Family" is now a misconception, with many second and third generation families from India, China, Asia and New Zealand. Australians are now a blend of races and cultures with cross nationality blends being the norm. So, you will stay with an Australian Family, but they may not be from a traditional British heritage.

27.2 Behaviour

General good manners in Australia and in Queensland include:

- Saying 'please' or 'may I' when asking for something
- Saying 'thank you' when receiving something

- Saying 'I'm sorry' if you make a mistake or upset someone
- Saying 'excuse me' when interrupting or walking past someone
- Knocking on doors when entering a room
- Asking before using other people's property, ie: using the telephone, turning on the television, using the computer, etc and
- Making eye contact wherever possible

27.3 Meals

Australian families usually eat and drink in the kitchen, dining area and lounge room of the home. Sometimes barbecues (BBQs) and picnics are held in outside eating areas of the home or in parks and public places. Males, females and children in Queensland families assist with food preparation, setting and clearing the table, washing and wiping dishes and food items away.

Australian families eat a wide variety of food influenced by other cultures and cooking styles. However, the change in your diet may require an adjustment. If there are any foods that you cannot eat, or foods that you would like to eat, discuss these with your homestay. Your host parents may take you grocery shopping to choose foods from your country to share with your host family.

Breakfast in Australia is often toast, cereal, and/or fruit. Lunch is often sandwiches, salad and fruit. The evening meal is often a hot meal, usually the biggest of the day, and at this time family members may come together and talk about the day, school, etc. For this reason, the evening meal may prove to be a great chance for you to practice your spoken English.

27.4 Everyone Helps

In Australia, families do not normally have household help and, often, both parents work. Therefore, it is usual for all members of the family to be expected to help with household tasks. These might include helping with food preparation and clean-up, keeping their own room clean, and washing and ironing their own clothes. In many families, the children prepare their own breakfast and lunch and either the mother or the father prepares the evening meal.

27.5 Australian Homes

Most Australian homes have a kitchen, living room (where the family may watch TV, entertain friends etc), bedrooms, laundry and bathroom. The bathroom usually contains a bath or shower or both. Sometimes the toilet is also located in the bathroom and toilet paper, not water, is used.

When Australians bathe, they usually do so in the bath or shower cubicle, so water does not splash on the bathroom floor. If there are many people in the family or if there is a drought, water (especially hot water) may be scarce and family members must limit the length of time they spend bathing. Your host family will talk to you about their system of using the bathroom and will provide you with towels. You will need to buy soap, shampoo, toothpaste and other personal toiletry items.

27.6 Talking with the Family

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. Write down what you want to say if your written English is better than your spoken English. Draw a picture of what you want to say. Use your bilingual dictionary. Mime or act out your message or ask another participant to interpret for you.

If you spend most of your time in your room with the door closed, the homestay family may think you do not like them or that you are unhappy. Spend some time each day with the family talking, watching TV, or helping the family with household tasks. Tell the homestay family about your culture and find out about their lives.

27.7 Make the most of your homestay experience

Staying with a homestay family gives you an excellent opportunity to:

- **Learn about Australian culture**
- **Make friends with Australians**
- **Improve your English language skills**
- **Share information about your culture, and**
- **Adjust to a new country while living in a safe and caring environment**

28 UIL Rules and General Etiquette

28.1 General Rules and Etiquette

- You must observe the rules and regulations of UIL and at all times conduct yourself in a responsible, honest and respectful manner.
- Do not wear hats indoors. This is considered impolite.
- You must show respect for and be considerate of all UIL staff and students, just as you wish them to show respect and be considerate to you.
- Do not keep your homestay waiting at the end of the day – make sure you are in the UIL building at the correct time to be picked up.
- You must answer your mobile when homestay, staff or teachers call.
- You are required to pay for any damages or repairs to furniture incurred during your stay at UIL.
- UIL are responsible for your guardianship and welfare. As a result we must know where you are at all times.
- It is advised that you do not carry large amounts of money on your person.

28.2 Campus Rules and Etiquette

- You must always remain within any defined boundaries set by UIL, and any other boundaries set by other providers of Education City. Do not leave the UIL building without permission or letting a staff member know where you are going.
- All students under 18 years of age are strictly prohibited from smoking, vaping, or consuming alcohol on campus. The possession of vaping devices, cigarettes, or lighters is also strictly prohibited on campus. If you are caught by UIL staff, these items will be confiscated, and you may face serious consequences, including cancellation of your enrolment with UIL. Your follow-on institution, parents, and nominated education agent will also be notified immediately.
- Do not access inappropriate content, such as pornography or sexual content. If you are caught by UIL staff, you may face serious consequences.
- Do not disturb other classes by talking loudly or shouting during break times.
- Food and drink must be consumed in the lunch area.
- After eating put all rubbish in bin and clean table.
- Do not pour noodles down the sink.
- Do not put liquids in the rubbish bins.
- Do not leave bags, books or food on tables in the lunch area.
- Place all used toilet paper in the toilet and not in the bin. Always flush the toilet after using.
- Only flush toilet paper, no other objects to be flushed in toilet.
- Sit on the toilet seat, do not stand on the toilet seat when using.
- Do not litter on the Education City campus. Littering is frowned upon and also makes you liable to on-the-spot fines.
- Lunch time students should stay within UIL lunch room and any other circumstances should get permission from school.

28.3 Class Rules and Etiquette

- Be punctual for all classes.
- Do not enter the class without knocking and acknowledging the teacher.
- Ask the teacher for permission to leave the classroom.
- Be polite. Use 'please' and 'thank you' frequently.
- Pay attention when the teacher is speaking. It is extremely rude not to do so.
- Participate fully in class activities and undertake all tasks as instructed.
- Do not use native language in the classroom unless given permission by the teacher
- Keep the classroom clean and tidy.
- No food or drink is to be consumed in the classroom, except bottled water.
- During class mobile phones are to be switched off. No electronic devices are to be used.
- At the end of class, rubbish should be placed in the wastepaper basket and chairs put up on top of the desks.

28.4 Excursion and Activity Rules and Etiquette

- Excursions are to many different places. For your health and safety, please follow all directions of UIL Staff, and any other staff who are instructing you or giving you a tour.
- In Australia, the sun can damage your skin very quickly, even in winter. You should always wear a hat in the sun, and drink plenty of water. Always take your water bottle with you each day.
- When you are at the beach, the surf can be very dangerous, and you must swim between the flags and only when lifesavers are on duty. Always follow all instructions you are given.
- Spitting is totally unacceptable, and can attract on-the-spot fines from police.

28.5 Homestay Rules and General Etiquette

- No eating or drinking in bedroom.
- You will need to make up your bed every morning.
- You are responsible for keeping your bedroom tidy. It must be clean and tidy before you leave the house.
- Please take care with makeup and chemicals so as not to damage household furniture and carpets.
- Agree a shower time with your homestay and remember that due to water restrictions you may only shower for minutes.
- Keep bathroom tidy – place items back where you found them.
- Keep bathroom floor dry.
- Place all used toilet paper in the toilet and not in the bin. Always flush the toilet after using.
- Only flush toilet paper, no other objects to be flushed in toilet.
- Sit on the toilet seat, do not stand on the toilet seat when using.
- Inform the homestay family of any allergies or medical conditions.
- Inform the homestay family of any foods you do not eat.
- The homestay family will inform you of meal arrangements and use of kitchen.
- Always ask if you would like a second helping of food.
- Please return all homestay lunch boxes, water bottles and cutlery every day.
- In Australia vegetables and fruit are an important part of our diet. It is expected that they will be served at most mealtimes.
- Table manners: Do not put your elbows on the table, do not burp, ask for shared food items to be passed to you if they are out of reach, etc. Do not slurp your food/drink. It is seen as rude and offensive to chew with your mouth open.
- Please let your homestay family know about any plans you are making or if you plan to be away for a meal or don't need lunch.
- It is your responsibility to wake up on time and get ready each day. Confirm the departure time with the

homestay family to ensure that you are ready to leave on time.

- Show respect for and be considerate of all members of the family, just as you wish them to show respect and be considerate to you.
- Please try to be part of the family. Saying “hello” and talking about the day are important ways to build communication skills and understanding.
- In nearly all Australian families, basic chores such as washing up, putting the rubbish out and vacuuming are shared. Please be willing to do your share.
- Do not keep your homestay waiting at the end of the day – they will communicate a pick-up time with you.
- You must answer your mobile when homestay, staff or teachers call.
- All electronic devices to be switched off by 9:00pm every night.
- Students must not access, view, download, store, or share pornography or other sexually explicit content while living in homestay accommodation. If a homestay provider becomes aware of such activity, they are required to report the matter to UIL.
- Always ask to use the telephone, please use a telephone card and keep calls short (less than 30 minutes). Remember this phone is for the use of all family members.
- Wi-Fi usage is at the discretion of the homestay family and is not a mandatory requirement for a homestay to provide.
- Please obey the homestay rules regarding the use of their electronic devices and the internet.
- In Australia, it is illegal for persons under 18 years of age to purchase, possess, use, or consume tobacco products, vaping products, or alcohol in circumstances prohibited by law. Students must not smoke, vape, or consume alcohol.
- Students must not possess, store, or use vaping devices, tobacco products, cigarettes, lighters, alcohol, or related items in homestay accommodation.
- Please discuss with the family their system for locking windows, doors, etc. Security is important, and you share responsibility for this.
- Ask your homestay family for permission before inviting friends over to visit. Friends of the opposite gender can only visit but are not allowed in your bedroom
- If the family invite you to join an activity and you would prefer not to do so, it is ok to refuse politely.
- Be aware and abide by the Laws of Australia, for example, wearing bicycle helmets, wearing seatbelts in cars, smoking and consumption of alcohol in public places.
- You are required to pay for any damages or repairs to furniture and fittings of your host family’s home, and any phone/internet bills, incurred during your stay. Your host family is required to submit any claims and details to UIL within one month of your departure. You will be invoiced by UIL, payable on receipt of an invoice.
- If you miss the last bus to get home by curfew then you should call the emergency number as provided on your UIL study tour participant card.
- The details of your homestay family are on the homestay card that you have received from UIL.
- UIL are responsible for your guardianship and welfare. As a result, we must know where you are at all times. You must tell your homestay where you are going before you leave the house.
- It is advised that you do not carry large amounts of money on your person. This can be kept at UIL.

28.6 Public Places

- As cars drive on the left side of the road, people moving forward will generally go to the left as well. When walking on the pavement (usually called the 'footpath'), one should walk on the left, whenever possible. When travelling on escalators or moving walkways, one should keep to the right when walking, or keep to the left when standing.
- When using public transport, it is rude to board before letting other passengers disembark. It is polite to move from the aisle to the window seat if it is vacant, to allow other passengers to sit down easily.
- Trains and buses in all states of Australia have seats set aside for elderly and disabled people. Sitting in these seats is acceptable but these seats should be offered to the people they are set aside for.

- Spitting is totally unacceptable and can attract on-the-spot fines from police.
- Littering, that is dropping your rubbish as you walk or drive along, is frowned upon and also makes you liable to on-the-spot fines.
- When getting off a bus you may choose to say thank you to the driver, especially if they have been polite, although it is not bad manners if you don't.
- When entering someone's home, ask if you should remove your shoes.
- Queuing (getting in line) is polite in stores, post offices, banks, public transport stops and entertainment venues. It is rude to cut in ahead of others.
- Be polite. Use 'please' and 'thank you' frequently.

29 Useful Information on Studying and Living in Queensland can be found on the following sites

It is recommended that students make themselves familiar with comprehensive easy to follow information found in the Study in Australia website.

- https://www.studyinaustralia.gov.au/
- https://www.studyqueensland.qld.gov.au/

It is important to be aware of the indicative living costs in Australia which can be reviewed on:

- https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

UIL must operate in accordance with the ESOS Act 2000 and The National Code 2018. https://internationaleducation.gov.au/Pages/default.aspx

The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE), administers the ESOS Act and its associated instruments.

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30 Modern Slavery

Modern slavery takes many forms and is a term which refers to serious crimes involving people's freedom. It encompasses forced labour, slavery as security against a loan or debt, forced marriage, human trafficking, and the worst forms of child labour. As a student, UIL would like to make you aware of the various forms of exploitation.

Human trafficking. The use of violence, threats or coercion to transport, recruit or harbour people in order to exploit them for purposes such as forced prostitution, labour, criminality, marriage or organ removal Forced labour. Any work or services people are forced to do against their will, usually under threat of punishment Debt bondage/bonded labour. The world's most widespread form of slavery. People trapped in poverty borrow money and are forced to work to pay off the debt, losing control over both their employment conditions and the debt Descent–based slavery (where people are born into slavery). A very old form of slavery, where people are treated as property, and their "slave" status has been passed down the maternal line.

Child slavery. When a child is exploited for someone else's gain. This can include child trafficking, child soldiers, child marriage and child domestic slavery Forced and early marriage. When someone is married against their will and cannot leave. Most child marriages can be considered slavery Domestic servitude. Domestic work and domestic servitude are not always slavery, and when properly regulated can be an important source of income for many people. However, when someone is working in another person's home, they may be particularly vulnerable to abuses, exploitation, and slavery, as they might be hidden from sight and lack legal protection.
(source: Anti Slavery Australia)

If you have questions or feel you might be in danger of a modern slavery practice, please reach out to your student support officer immediately.

University of Southern Queensland
Australia

UIL
UNION INSTITUTE OF LANGUAGE

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

Visa Issues	**Homestay Issues**	**Course/Study Issues**	**Personal Issues**
Student Services Officer	**Student Services Officer**	**Your Class Teacher**	**Your Class Teacher**
Academic Manager (Anna Lukaczyk)	**Homestay Coordinator** (Ana Alarcon) 0422 001 240	**Academic Manager** (Anna Lukaczyk)	**Academic Manager** (Anna Lukaczyk)
Campus Director (Janet Streczynski) 0455 088 009		**Campus Director** (Janet Streczynski) 0455 088 009	**Campus Director** (Janet Streczynski) 0455 088 009
Department of Home Affairs 299 Adelaide St Brisbane Phone: 131 881			**Welfare Counsellor Student Services can help you make an appointment**

Grievance Resolution

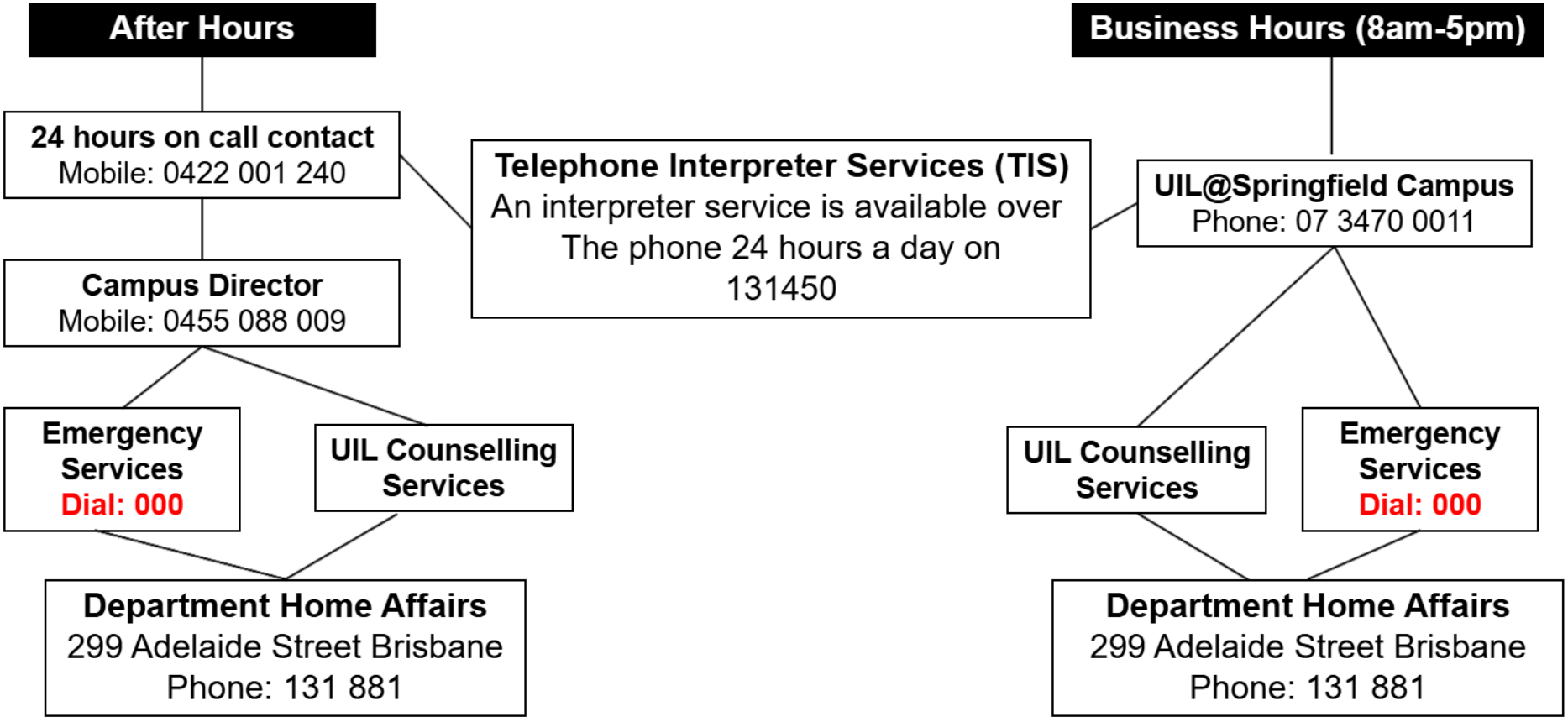
If you wish to lodge an external appeal or complain about this decision, you can contact

The Overseas Students Ombudsman

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website *www.oso.gov.au* or phone 1300 362 072 for more information.

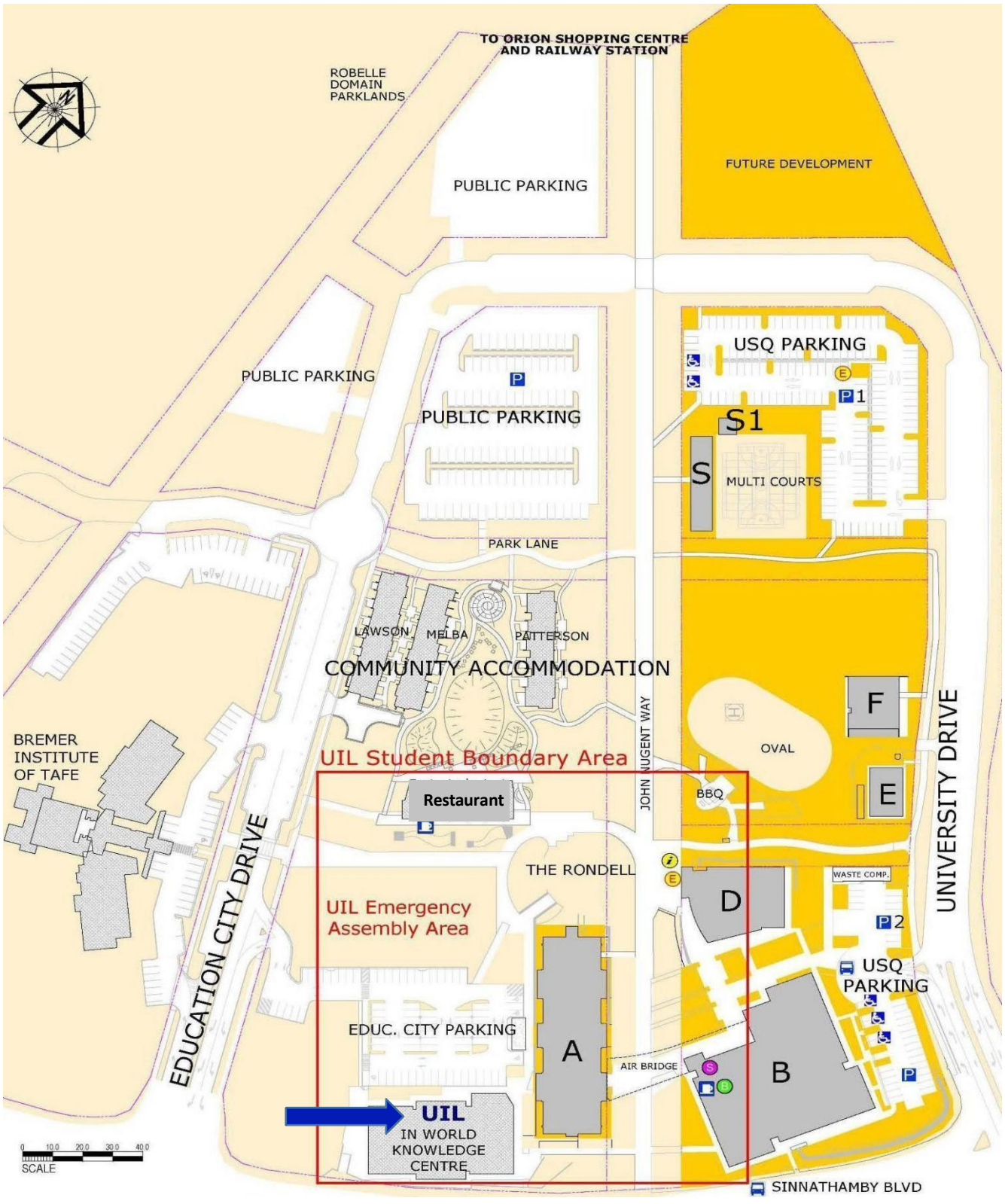
Please not that at any stage of the grievance process the student may be accompanied and assisted by a support person.

Student Critical Incident Process UIL@Springfield Campus



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

UIL MAP


TO ORION SHOPPING CENTRE
AND RAILWAY STATION
ROBELLE
DOMAIN
PARKLANDS
PUBLIC PARKING
FUTURE DEVELOPMENT
PUBLIC PARKING
PUBLIC PARKING
USQ PARKING
P1
S1
S
MULTI COURTS
PARK LANE
LAWSON
MELBA
PATTERSON
COMMUNITY ACCOMMODATION
BREMER
INSTITUTE
OF TAFE
UIL Student Boundary Area
Restaurant
JOHN NUGENT WAY
OVAL
F
E
BBQ
UNIVERSITY DRIVE
THE RONDELL
WASTE COMP.
D
UIL Emergency
Assembly Area
P2
USQ
PARKING
EDUCATION CITY DRIVE
EDUC. CITY PARKING
A
AIR BRIDGE
B
UIL
IN WORLD
KNOWLEDGE
CENTRE
SCALE
SINNATHAMBY BLVD