



International Student Handbook

Primary and Secondary Campus
2026

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1. Principal welcome



At Varsity College we value the ideals of an international education. Our international programs foster cultural understanding and personal development for our visitors and for our school community. Through our programs, we provide opportunities for students and staff to form life-long global networks.

Varsity College welcomes visitors from overseas destinations on both short-term and long-term programs. Our school community values the cultural heritage of other nations and is very interested in developing global networks of friendship, education and business.

We host many study tours every year and welcome many International students. These students choose to study with us because of our diverse curriculum and excellence in teaching. They find our host families friendly and our school lessons interesting and educational. We are proud to share this curriculum with international students and guests.

2. School details

Primary Campus Street address	198 Varsity Parade Varsity Lakes QLD 4227
Secondary Campus Street Address	1 Bridgewater Dr, Gold Coast QLD
Office hours	Monday – Friday 8:00 am – 3:30
Telephone:	07 5562 3575
Absence Email:	SeniorAttendance@varsitycollege.eq.edu.au
Administration Email:	generalenquiries@varsitycollege.eq.edu.au
Website:	www.varsitycollege.eq.edu.au
Facebook	http://www.facebook.com/varsitycollege

3. Administration

Administration	Name	Telephone
Executive Principal	Justin Kummerow	07 5562 3575
Head of School	Bruce McFarlane	07 5562 3575
Deputy Heads of School Year 11-12 Year 10-9 Year 8-7 HOS Inclusive Education	Rebecca Sochanik Andrea Stidwill Graeme Harding David Tuzi	07 5562 3575
Deans of School Yr 12 Yr 11 Yr10 Yr9 Yr 8 Yr 7 Inclusive Education Yr7-12	Paul Sochanik Zoe Koris Maria Breeden Gary Creasey Reid Daniels Stephen Gasson Jasmine Henery	07 5562 3575
Financial matters Business Service Manager Student Resource Scheme	Deborah Beazley Petina Lea	07 5562 3575
Student attendance SECONDARY (copy send to International Department)	seniorabsences@varsitycollege.eq.edu.au and International@varsitycollege.eq.edu.au	07 5562 3575 or SMS 0437 883 296
Heads of Department (HOD) Arts English HPE Sport Humanities Mathematics Science Professional Practice Senior Schooling	Cameron Sarasola Olivia Gollan Ty Dowker Sarah Aicken Alison Lees Crystal Kuipers Tami Creasey Amelia Hands	07 5562 3575
Student Support Guidance Officers	Sheryl Rowe Years 7-8 Geoff McCleod Years 9-10 Sara Massey Year 11-12	07 5562 3575

School values

Welcome to Varsity College, a Prep to Year 12 school which prides itself on a strong history of excellence within the four academic, cultural, sporting and community pillars. We provide each student with a pathway for personal success and achievement that continues in their life beyond school.

4. International Team

The International Team are here to guide you with your studies and support you during your time at Varsity College.

Name	Role	Contact
Justin Kummerow	Executive Principal	07 5562 3575
Jacqueline Pentland (Monday - Friday)	International Coordinator	07 5562 3575 0428677251
Leyla Mustafa EAL/D teacher	English as a Second Language/Dialect (EAL/D)	07 5562 3575

2026 Queensland Term Dates

Term	Date	Length
Term 1	27 January – 2 April	10 weeks
Term 2	20 April – 26 June	10 weeks
Term 3	13 July – 18 September	10 weeks
Term 4	6 October – 11 December	10 weeks

Please check the College calendar on our website for more details.

More information can be found on our [Varsity College Website](#)

Executive Principal



Justin Kummerow



Nigel Hughes - 2027

Primary & Secondary Principals



Karen Gravendyk

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Bruce McFarlane

Department of Education, trading as Education
Queensland International (EQI) CRICOS Provider
Number 00608A

International Team



Jacqueline Pentland

International Coordinator



Jenny Huang

International Student
Officer



Leyla Mustafa

EAL/D Teacher Years 1 - 12



VARSITY
College

Who's Who

Overview of Leadership Team and Support Staff

Acting Executive Principal Prep - 12



Mr Kummerow

Principal Year 7 - 12



Mr McFarlane

Deputy Principals

Year 7 - 8



Mr Harding

Year 9 - 10



Mrs Stidwill

Year 11 - 12



Mrs Sochanik

Inclusion



Mr Winton

Dean of Students

Year 7



Mr Gasson

Year 8



Mr Daniels

Year 9



Mr Creasey

Year 10



Mrs Breeden

Year 11



Miss Koris

Year 12



Mr Sochanik

Phase of Learning HOD

Year 7 - 8



Mrs Hayes

Year 9 - 10



Mrs Sheather

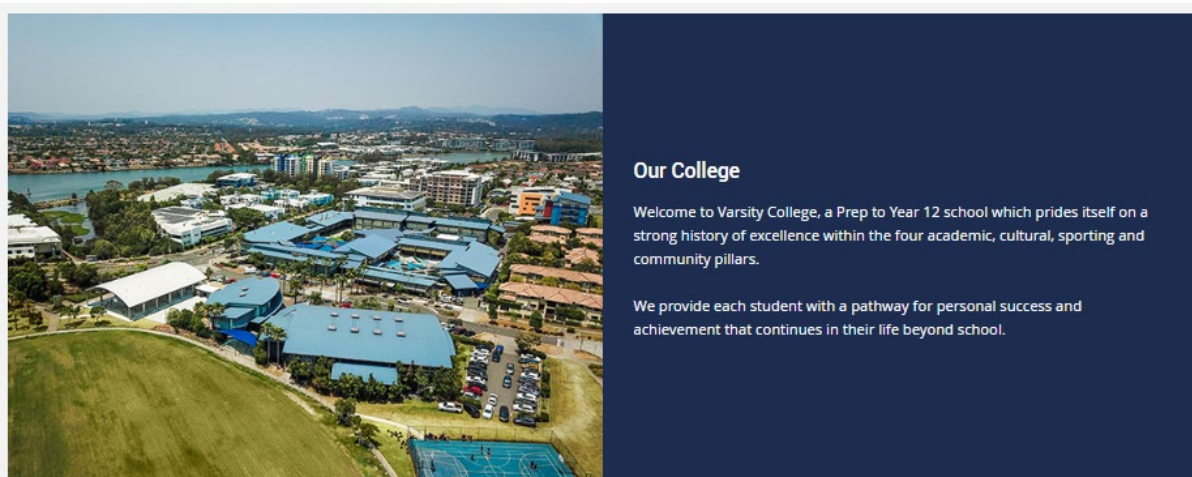
Year 11 - 12



Mrs Hand

VARSITY
College

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Varsity College embarked on its journey on January 29th, 2001, welcoming 354 students to its Prep Campus. Under the leadership of Mr. Michael Roberts as the Preparatory School Principal and Mrs. Julie Grantham as the College Principal, the college took its first steps towards academic excellence.

The inauguration of Stage 1 by the Honourable Peter Beattie, Premier of Queensland, on July 25th, 2001, marked the official beginning of Varsity College's commitment to providing quality education.

Over the years, Varsity College continued to evolve, introducing innovative programs and state-of-the-art facilities to nurture student potential. From the inauguration of the Senior Learning Centre (SLC) in 2010 to the opening of the Junior Learning Centre (JLC) in 2015, the college remained dedicated to providing a holistic learning environment.

The college's commitment to excellence extended beyond academics, as evidenced by the hosting of the first whole College musical in 2017 and the construction of 'The Hangar,' a multi-purpose sports complex, in 2019. In 2023, Mr. Nigel Hughes became Varsity College's Executive Principal, ushering in a new era of education and reaffirming the college's dedication to preparing the leaders of tomorrow



Primary Campus



Primary Campus

The Primary Campus is located on Bridgewater Drive and features large green open spaces, as well as specialised learning areas for our students.

Our Primary Campus engages students from Prep to Year 6 in a vibrant learning community focused on challenging students and enabling them to grow as learners.

In the Primary School we believe all students can achieve success through positive relationships which can motivate them through high quality learning experiences. We therefore encourage all parents and guardians to take an active role and welcome you into our school.

Secondary Campus

The Varsity College secondary campus hosts students from Years 7 to 12. Our college values underpin the moral fibre of our school. Wisdom, integrity, courage, compassion and citizenship are the values we embrace to create well-rounded students who are highly capable of leaving school, prepared for the work force.

Supporting every student's success is a vital part of our vision. We cater for every student by ensuring that we have all of the mechanisms in place to continually encourage their individual journey towards success. The junior secondary and senior secondary Performance Teams play a fundamental role in providing this support to students.

Secondary Campus

Our Secondary Campus spreads across two city blocks, and plays host to our Year 7 to Year 12 students. The Secondary Campus is home to state of the art facilities including our sports centre, black box theatre, performing arts centre, science labs, kitchens as well as general learning areas built to the needs of each cohort.

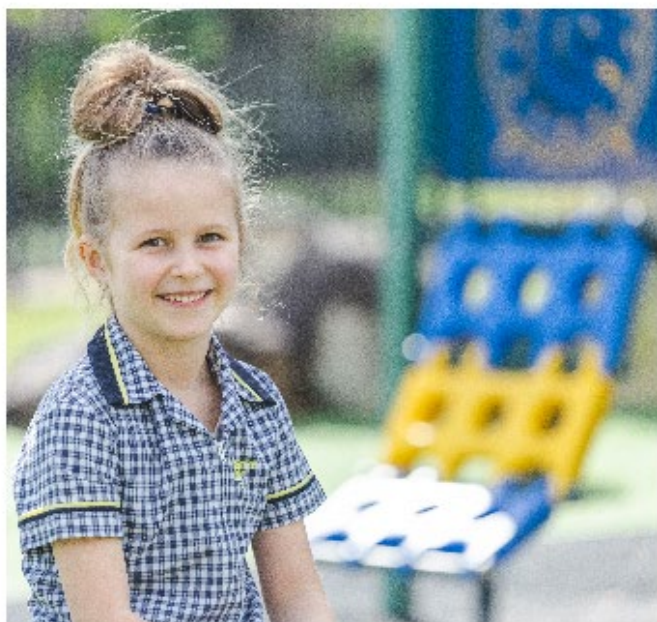
The Secondary Campus was designed as a modern and dynamic teaching facility which is the nucleus of the Varsity Lakes business park. Students are treated to a university like experience with our open design.



Daily timetable

All students are required to attend their normally timetabled lessons. They are to be properly prepared and ready for instruction as per the times specified. Teachers expect you to have your laptop charged and ready for work each and every day; they will also tell you what other resources to have ready for classes.

Our College Class Times



Primary Campus

- 8:25am** | Get Ready for Class
- 8:30am** | Classes Begin
- 10:30am** | Morning Tea - Eating
- 10:45am** | Morning Tea - Playtime
- 11:10am** | Classes Resume
- 1:10pm** | Lunch - Eating
- 1:30pm** | Lunch - Playtime
- 1:50pm** | Classes Resume
- 2:40pm** | School Finishes

Secondary Campus

- 8:25 - 8:35am** | Roll Mark
- 8:35 - 9:45am** | Lesson 1
- 9:45 - 10:55am** | Lesson 2
- 10:55 - 11:35am** | First Break
- 11:35am - 12:45pm** | Lesson 3
- 12:45 - 1:15pm** | Second Break
- 12:45pm** | School Finishes (Wednesday Only)
- 1:15 - 2:25pm** | Lesson 4
- 2:25pm** | School Finishes



Important things covered during orientation may include:

- International Student Handbook
- Diaries/ Student Planner (as appropriate)
- Email and Phone List
- Emergency contact details
- Subject/Sport Selection
- Meeting other International Students
- ***Varsity College Senior campus map***

Assembly

Assemblies take place each week according to year levels. You are to proceed directly to the hall at 8:15am where you will meet your form teachers for roll marking.

Please ensure you know which day your Assembly is – please do not be late.

If an assembly is cancelled for any reason the Heads of School will send an email to all students in the year level advising of the cancellation. Please check your emails regularly so you are always up to date with information relating to your education.

International Student Programs

Varsity College has a proud tradition of being a supportive and caring community that delivers outstanding educational training opportunities for all students.

The school's engaging curriculum and dedicated staff create an environment in which each student is supported to achieve the highest level of success while being a responsible, thoughtful, honest, respectful and confident citizen.

International Student Programs

Varsity College is leading the way in changing the face of public education and offers a curriculum that is rich in digital learning experiences ultimately preparing students for the complex nature of an ever changing world.

Students have the opportunity to join one of the following programs:

Junior, Middle and Senior Schooling Graduate Program

Primary School

Secondary School

Students can commence in Junior, Middle or Senior School and choose ATAR subjects which may enable them to qualify for University. Appointments with our Head of Senior Schooling are offered to students to map out a tailored pathway.

Study Abroad Program

The EQI Study Abroad program is designed for students in Years 7 to 12 who want to experience life at a Queensland high school. Students can choose subjects that interest them, including academic, creative, and sports programs, and have their studies recognised in their home country. Our program offers flexibility, allowing students to stay for 1 term (3 months) up to 4 terms (12 months). More information is available on the [EQI course website](#) [International student programs](#)

5. Emergency contacts (during school hours)

An emergency is a situation that may affect your health, safety or welfare. In the event of an emergency during school hours please contact any of the people below immediately. Please report to an Administration office if you believe you need assistance urgently.

Name	Role	Contact
Jacqueline Pentland	International Coordinator	0428 677 251
Bruce McFarlane	Head of School	07 5562 3575
Justin Kummerow	Executive Principal	07 5562 3575

6. Emergency contacts (after school hours and on the weekends/holidays)



Your safety is our number one priority. Because of this, we work with our partners to ensure you enjoy a safe and high-quality study experience. All Overseas students studying an international program at an accredited International Student Program (ISP) school can use our student support service called 1800 QSTUDY (1800 778 839).

In the first instance please try to contact your International student Co-Ordinator on 0421 677 251.

The 1800QSTUDY service provides support for you, your authorized contacts and Education Queensland International (EQI) homestay hosts, and responds to incidents that involve

Overseas students outside school hours.

You can call 1800 QSTUDY before **8:15am** and after **3:30 pm** on school days, and **24 hours** a day during weekends, public holidays and school vacations.

For more information read the [EQi Brochure](#)



1800 QSTUDY
International Student Hotline | 1800 778 839

1800 QSTUDY
(that's 1800 778 839)

In emergencies, you should always dial **Triple Zero (000) FIRST** for immediate assistance.

Please note that calls to the freecall 1800 QSTUDY are free from any Australian landline or if using a local mobile phone operator.
Charges may apply if you are calling from overseas or using a roaming service in Australia.

1800QSTUDY feedback
EQI is always looking to improve our services. We invite you to provide us with feedback regarding your 1800QSTUDY experience and encourage you to contact us at 1800QSTUDY@qed.qld.gov.au. EQI would like to use your feedback to improve service development and training.
If you experiencing problems to access the 1800QSTUDY phone line, please send an email to 1800QSTUDY@qed.qld.gov.au.

1800 QSTUDY
(that's 1800 778 839)

your *after hours*
support and emergency
contact number

Education Queensland International
Department of Education
Floor 18, Education House
30 Mary Street, Brisbane, Queensland, 4000
Phone: 1800 316 540 (inside Aus)
+61 7 3513 5301 (outside Aus)
Email: EQInternational@qed.qld.gov.au

The safety of our international students is a priority and assistance is only *a phone call away*.

Department of Education
Trading as Education Queensland International
CRICOS Provider Code: 00608A

1800Qstudy is not for information about your school and should not be used for last minute travel requests (students in homestay). Use for these reasons is not reasonable or preferred.

What is the free call 1800 QSTUDY? 1800 QSTUDY

1800 QSTUDY (+61 1800 778 839) is a free support phone service for Overseas students studying in state schools in Queensland. The service provides access to advice and assistance 24 hours a day, seven days a week.

This also includes an emergency after-hours service which manages incidents for Overseas students participating in the International Student Program, Exchanges and Study Tours.

When should I use the 1800 QSTUDY service?

During school hours, school staff are your main point of contact but when school is closed and you would like to report an issue or you need urgent assistance, then phone free call 1800 QSTUDY at these times:

- Monday to Friday before 8:15am and after 3:30pm
- Any time on the weekends (Saturday and Sunday).
- Any time during school holidays and public holidays.

7. Critical or life threatening situations - dial Triple Zero (000)

A critical or life threatening situation includes:

- immediate danger
- physical or sexual assault
- serious injury or illness
- student threatened with violence
- there has been a death.

You can download the [Emergency+](#) application (app) from the Apple, Google and Microsoft app stores. The [Emergency+](#) app helps provide critical location to emergency services.

8. School emergency and lock down procedure

Emergency/lock-down drills will be run through the year – please do not panic.

In the event of an evacuation a loud siren and the words “evacuate” will be heard through the loudspeakers within the Senior campus. Students are required to calmly and quickly evacuate the building and move directly to the school oval. If this occurs during a lesson, then the group will move under the direction of the teacher. When students arrive at the oval, they will be required to line up in their form group and their form teacher will mark the class roll. Students must remain within their roll group until school staff give the all clear for students to return to their normal activities.

In the event of a lock down a loud siren and the words “lockdown” will be heard through the loudspeakers within the Senior campus. If this occurs during class time, students are to move quickly and quietly to an area of the classroom to be out of line of sight such as under desks or against walls. If students are outside when the siren sounds, they are to enter the closest building and position themselves to be out of line of sight such as under desks or against walls. Staff will ensure all doors/windows are locked and the lights are turned off. It is important to remain still and silent during this time and the use of mobile phones is not permitted. Students and staff are to remain there until the Heads of School direct that the lockdown is lifted.

9. Accessing our school and Facilities

Varsity College Secondary campus gates open at 7:00am each morning. Students are permitted to arrive from this time and sit in our quad areas. There will be no access into our buildings until 8am. Students are permitted to stay inside our campus until 2:25pm at the finalisation of the day.

In our Primary campus, students are allowed to be left unattended at 8am where they must play in the under covered area supervised by our staff. Students must be collected by 3:10pm or will be brought to our school office and our staff will contact parents. Gates are locked on our primary campus for student safety during the day.

On both campuses, all students must enter and exit the college during school hours via student services and be signed out by a parent or guardian. This includes students who are in sick bay. Students must visit student services to check that parental permission has been previously recorded for students to finish their studies early. This is also at the discretion of the year level

Dean of the corresponding year level or International Co-Ordinator for students who are in homestay.

Visitors are not permitted to enter our school grounds unless they report to our school administration building or Student Services and sign in through our School security system.

Students may access our school files whilst on campus but will not have access to these whilst off campus unless save to their hard drive.

10. School map and facilities



11. Orientation

The Varsity College Overseas student Orientation has been designed to:

- support your wellbeing
- help you adjust to study life in Australia
- support your academic success.

More information can be found on our website

Uniform Shop

Print Email

Varsity College is a full-uniform college. The college has a proud reputation and the uniform is regarded by the college community as being important in encouraging a sense of self-esteem, belonging and self-discipline in our students. All students are expected to observe the details of correct attire and appearance.

Students must be wearing the complete dress uniform or sports uniform in accordance with school routine and policy.

Students should present in a neat and tidy manner at all times. This includes, but not limited to, whilst travelling to or from the college or whenever a student is out in the community wearing the college uniform. This high standard will ensure that our students continue to represent themselves and the college in an outstanding way.

The uniform has been designed in consultation with the school community and with elements of safety, comfort, climate, modesty, cost, efficiency, social equity, community values, and activity taken into account.



Link to our [Uniform Shop](#)

Canteen

Print Email



Varsity College provides school canteen facilities to enable students to purchase lunch if they need to. Parents and students are able to select lunch options for a wide range of healthy food and drinks.

Two separate canteens are available in the college, one located on the primary campus, and the other is on the secondary campus.

Secondary Campus Canteen

Our Secondary Campus Canteen is open daily for Breakfast from **7:45am to 8:15am**, with lunch being served from **10:55am to 11:35am & 12:45pm to 1:15pm**.

Students are able to pay via their student ID Card (via Flexischools), as well as with card, or cash.

Link to our [Canteen](#) services

12. What to do when

12.1. Late for school or class

If a student is late arriving to school, they must proceed to Student Services upon arrival to obtain a Late Pass then directly to their timetabled lesson. Please SMS 0428 677 251. Any late arrivals will result in an SMS being sent to parent/caregivers requesting for a valid reason for lateness.

Parent/caregivers are asked to reply to this SMS in a timely manner wherever possible to ensure attendance records are complete and up to date.

12.2. Leaving school during the day

Parent/Guardians are kindly asked to SMS the school absence line number 0428 677 251 to request a leave pass to be issued for students. Parent/Caregivers need to include student name, roll class, time leaving campus and a valid reason for early departure. Students may collect leave request slip from Student Services well before departure time but they still must present at Student Services to scan out at time of departure.

12.3. Feeling sick or unwell

Students feeling unwell during class time should consult their classroom teacher for permission to leave class and proceed directly to Student Services. Students will be assessed by a first aid officer once arriving at Student Services. Students who are experiencing COVID-19 like symptoms are not to attend school and will need to be collected by a parent/guardian. If you have a positive test (PCR) or a RAT (please ensure this is registered via the Queensland Health reporting website), please forward your official notification to international@varsitycollege.eq.edu.au to ensure your attendance details have been adjusted to reflect this.

More information on [Varsity College Attendance policy](#) is available

EQI Attendance - [Attendance - subclass 500 \(schools\) visa procedure](#)

12.4. Subject changes

Please see Student Services for a form. This is usually only where possible and subject changes in Years 11/12 will be with an appointment to discuss study options. Subject changes (where possible) are usually done at the semester changes if space is available.





Academic

English, HASS, Maths & Science

Sporting

AFL, Athlete Development Program (ADP),
Basketball & Football

Cultural

Music, Future Performers (Dance & Drama)
& Future Artists (Media Arts & Visual Arts)

Robotics

Robotics Program

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Other Opportunities

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12.5. Changing address or contact details

Parent/Guardians are asked to email international@varsitycollege.eq.edu.au with any address/phone/email changes. Each term, every parent/guardian is asked to confirm these details as this is an immigration requirement.

12.6. Wanting to see a Guidance Officer

Students are encouraged to see staff member at Reception in Student Services or speak with the Dean of their year level. They will assist students in scheduling an appointment to see the guidance officer.

Support Teams & Programs

Guidance Officers

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Varsity College

Guidance Officers P-12

Primary Campus

Prep - Year 3	Years 4-6
Michelle Harris mharr187@eq.edu.au Ext: 306	Jessica Jones jjon08@eq.edu.au Ext: 320

Secondary Campus

Years 7 & 8	Years 9 & 10	Years 11 & 12
Sheryl Row srow2@eq.edu.au Ext: 530	Geoff McLeod gmcl08@eq.edu.au Ext: 538	Sara Massey stahell1@eq.edu.au Ext: 533

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Varsity College

**Year 7-8
Guidance Officer**



Mrs Row

**Year 9-10
Guidance Officer**



Mr McLeod

**Year 11 - 12
Guidance Officer**



Mrs Massey

Well being programs

School-Based External Support Services

Support Service / Role	Name	School Location & Days On-Site	Photo	Description	How to Refer
Student Wellbeing Officer (SWO) <i>Student Wellbeing & Belonging</i>	Kyah Johnston	MG1001 Wednesdays and Fridays		I am here to support with things like: • Feeling stressed and overwhelmed • Friendship or relationship issues • Bullying or social conflicts • Mental health concerns (anxiety, low mood, burnout) • Challenges outside of school (that are affecting your learning) • Inclusion and belonging • Not knowing who to talk to (connect to the right supports)	Students • Self-refer via Student Services Teachers • Refer to year level Dean via OS Contact Deans & POL Teams • Refer via Student Services
Mission Australia <i>Family Conflict & Risk of Homelessness</i>	Martyn Byford	MC1004 Mondays		• Supporting young people who are homeless/at risk of homelessness • Working in the Wellbeing teams in state high school to enable improved family relationships and school engagement • Facilitating group programs to students in school • Build and maintain positive internal and external relationships	Students • Self-refer via Student Services Teachers • Refer to year level Dean via OS Contact Deans & POL Teams • Refer via COs
Lives Lived Well <i>Drug & Alcohol Counselling</i>	Epati Pale	MC1001 Tuesdays		A free and confidential service that provides outreach support for young people aged 12 - 25 who may be experiencing drug and alcohol related issues. We can answer your questions, provide some counselling, teach you skills to stay safe or just generally talk about issues relating to alcohol or drug use.	Students • Self-refer via Student Services Teachers • Refer to year level Dean via OS Contact Deans & POL Teams • Refer via online link and let COs know. Link: https://www.liveslivedwell.org.au/service-provider-referral/
School Based Youth Health Nurse (SBYHN) <i>General Health Support</i>	TBD	MG1004 Thursdays & Fridays		SBYHNs focus on preventative health for young people and provide: • a confidential health service • health information to students, teachers and the school community • intervention and links to other services as required.	Students • Self-refer via Student Services Teachers • Refer to year level Dean via OS Contact Deans & POL Teams • Refer via Student Services

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Proactive Programs – Prog

Program Name	Description	School Coordinator/s	Current Cohorts
 FRIENDOLOGY	UPSTRONG's Friendology is a whole-school, social-emotional learning program that explicitly teaches children the skills, language, and strategies needed to build and maintain healthy friendships. It focuses on helping students understand relationships, manage conflict, and communicate effectively, using a shared "language of friendship" across students, staff, and families. In short, it's a structured, skills-based program designed to improve wellbeing and create a positive, respectful school culture by teaching kids how to be good friends.	Kyah Johnston (SWO) & POL Teams	Targeted Year 7, Year 8 and Year 9 students (Terms 1 & 2, 2026)
 raise	The Raise Youth Mentoring Program is an early intervention, school-based program that pairs selected students (typically Years 7-9) with a trained volunteer mentor for weekly one-on-one sessions over two school terms. The program focuses on building a trusted relationship with an independent adult to support students' wellbeing, confidence, resilience, and engagement with school. Through guided conversations and activities, students develop communication skills, coping strategies, goal-setting abilities, and a stronger sense of connection and support.	Gary Cressley & Reid Daniels	Targeted Year 8 and Year 9 students (Terms 2 & 3, 2026)
 SHINE Girl. WORTH. STRENGTH. PURPOSE.	Through interactive group sessions, girls build self-confidence, resilience, and self-worth while developing skills in decision-making, self-awareness, and fostering positive relationships. The program empowers young women to embrace their unique value and realise their potential.	Kyah Johnston (SWO) & POL Teams	Targeted Year 10 students (Term 2, 2026)

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12.7. Lost property

Lost property is located at Student Services. Students are welcome to come in and check for any lost property. Please ensure all your property is clearly labelled so it can be easily returned.

12.8. Toilet access during class time

Students are required to obtain permission to go to the toilet from their teacher prior to leaving the classroom. It is preferred that students use the bathrooms during breaks/between classes.

13. Accommodation and welfare

Care arrangements

While studying you must live with:

a parent, legal custodian or Department of Home Affairs (DHA) approved guardian;

or

an approved homestay provider, if you are enrolled in high school, even if you turn 18 before completing your course.

You must not change these arrangements unless we give you written approval. Please email international@varsitycollege.eq.edu.au if you believe there are changes you need to inform us about.

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

More information about our [critical incidents management](#) can be found on EQI's website

If you live with a Department of Homes Affairs approved guardian to provide for your accommodation and welfare, we will communicate with that guardian on all matters to do with your enrolment and schooling (including welfare matters) as if the guardian is your parent. You can read more about EQI's Welfare and accommodation in the following [Policies and procedures page](#).

14. Living with a homestay family

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

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

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

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

The way of life in Australia may be different from how you live in your country. Expectations and the degree of independence may differ and your homestay family will try to understand these differences. You also need to try and understand the differences so that you all have a good homestay experience. If you feel you are being asked to do too much or that rules are unreasonable in your homestay, talk to the Head of International, who will discuss your concerns with the family.

When living in a homestay you must:

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

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

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

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

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

HOMESTAY

WHAT IS REQUIRED FROM A HOMESTAY FAMILY?



HOMESTAYS NEED TO PROVIDE:	THEY SHOULD ALSO:	HOMESTAYS ARE NOT EXPECTED TO:
 3 meals per day plus snacks  Washing detergent, soap and toilet paper.  Your own bedroom and somewhere to study.	 Welcome you to their home  Set rules for their home  Report any inappropriate behaviours to the international team	 Take you on holidays  Drive you around town  Purchase additional or expensive foods, snacks and treats such as soft drink, chips, chocolate or ice creams or additional serves of meals if you have a large appetite.  Do your washing (your homestay might be happy to do it)  Clean up after you.

Let's work together to create a safe, respectful and supportive home!

| Dare to Dream


Homestay– Student Support

Homestay Student Support information available on the [EQI Website](#) as well as **Homestay support for students and host parents**

Curfews

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

Curfew guidelines

Sunday-Thursday	Friday/Saturday night
- Junior High School (Years 7 to 10) no later than 6:00 pm. - Senior High School (Years 11 & 12) no later than 7:00 pm.	- Junior High School (Years 7 to 10) no later than 9:30 pm. - Senior High School (Years 11 & 12) no later than 10:30 pm.

These curfew times apply to school holidays as well.

HOMESTAY

Living in a Homestay- Your Expectations

Open minds. Respect. Communication.
Together, we make a house a home.

1. Respect your homestay's rules and their expectations of you helping around the home.
2. Do not treat your homestay as a service or hotel.
3. Let your host family know what your plans are for the weekend/after school. This is an EQI rule. Alternatively, sharing your location with them for safety reasons or changing location is recommended.
4. Clean up after yourself, help in the kitchen and be an active member of the family.
5. Make your bed and keep your bedroom and bathroom clean and tidy.

Be respectful, be kind, be yourself. Thank you!

| Dare to Dream

15. Culture shock

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

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

Some of the signs of culture shock include:

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

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

Honeymoon phase

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

Frustration/ Distress phase

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

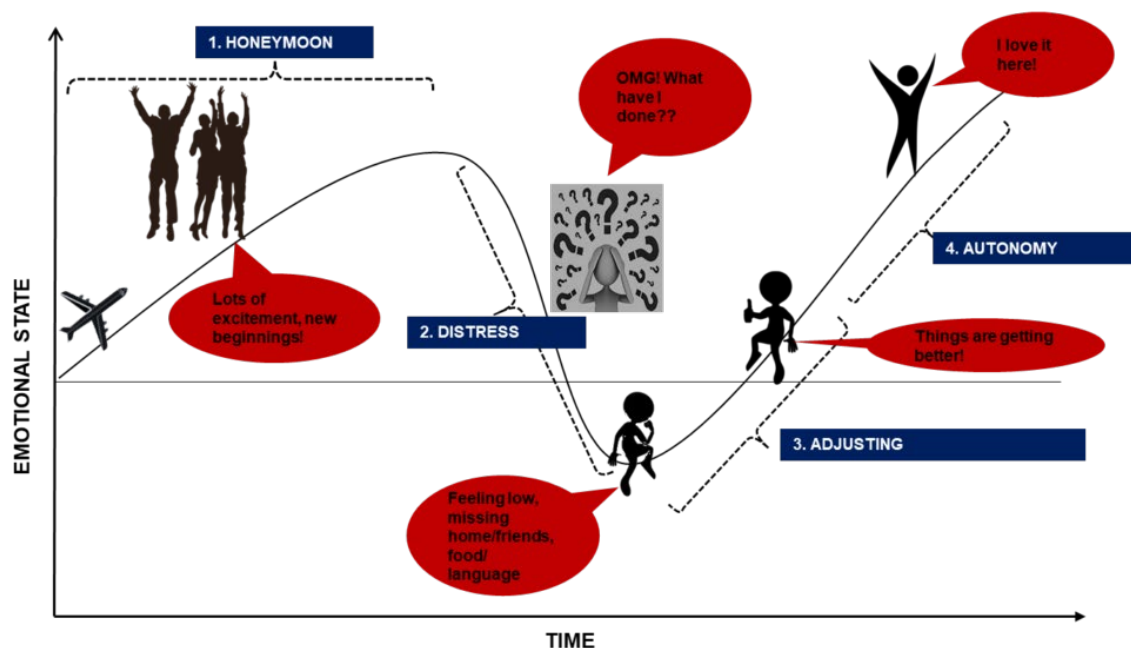
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

Adjusting phase

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels very new. During this phase people develop problem-solving skills for dealing with the culture and begins to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

Acceptance/ Autonomy phase

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



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

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

It is important to remember the following:

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

The international team are here to support you so that you meet your academic goals and have a wonderful study and homestay experience while at Varsity College.

16. Contact details

You must let your school know your residential address in Australia within seven days of arriving in Australia. You must also tell the school of any changes of residential address within seven days. Failure to do this may affect your student visa.

We also need your current telephone number and email contact details, as well as the contact details of your parent/s/legal custodians and emergency contact person/s. Any changes need to be given to us within seven days.

17. EQI Standard Terms and Conditions

Before you arrived in Australia you were provided with a copy of the [EQI Standard Terms and Conditions](#). The Standard Terms and Condition outline EQI policies that relate your responsibilities and rights and EQI's responsibilities and actions required to be taken during your course of study in Queensland.

18. Visa Conditions

Attendance

Varsity College's attendance policy aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at Varsity College it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8.15am. We encourage you to read the attendance policy which can be found [here](#).

You are expected to maintain 100% attendance unless you are sick. You should always tell the school if you cannot attend for all or part of the day.

In the event that you are going to be absent from school ask your homestay parent to notify the school on the day of the absence via the absentee line 0428 677 251 stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

The school will record your attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked every period. An SMS message will be sent to your natural parent/homestay parents of an unexplained full day absence.

It is a condition of your Sub-class 500 (schools) visa that you maintain satisfactory attendance during your period of study. Commonwealth law requires EQI to be proactive in notifying and counselling Overseas students who are at risk of failing to meet attendance requirements. EQI is required by law to report Overseas students who have breached attendance requirements.

Important information about attendance

- Start and finish times 8:15am-2:25pm
- Late arrival process
If a student is late arriving to school, they must proceed to Student Services upon arrival to obtain a Late Pass then directly to their timetabled class.
- School absence telephone number 07 5562 3575 /0428 677 251 (SMS)
- Serious, injury or incident process
Seek assistance from the closest teacher or staff member. They will assess the situation and co-ordinate appropriate response.

How attendance is recorded at Varsity College

Full day absences

Student absences need to be reported by their parent/caregiver. In the event of an absence parent/caregivers are required to call the absence phone number and record absence by stating student name, roll class, valid reason for absence and expected return date. Alternatively, parent/caregivers may send an SMS with all above details to the SMS line stated above.

Part day absences

Parents/caregivers of Students arriving late to school or needing to leave school early for any reason are required to provide notification of part day absence. They can do this by sending an SMS to the International co-ordinator on 0428 677 251 stating student name, roll class, time arriving or departing and a valid reason for part day absence.

At risk of failing to meet attendance requirements

In the [EQI Standard Terms and Conditions](#) you are considered to be at risk of failing to meet attendance requirements if:

- you are absent for five consecutive days or more;
- your attendance falls to 90% of your course contact hours in any [school term](#); or
- if the school has concerns about your attendance record.

Your Head of International will require you to meet with them about your attendance record and provide evidence explaining your absences (such as medical certificates) if they are concerned.

If your attendance falls to 85% of your course contact hours in any semester, we will give you and your parents/legal custodians and your Department of Home Affairs approved guardian (DHA approved guardian) a written warning.

Unsatisfactory attendance

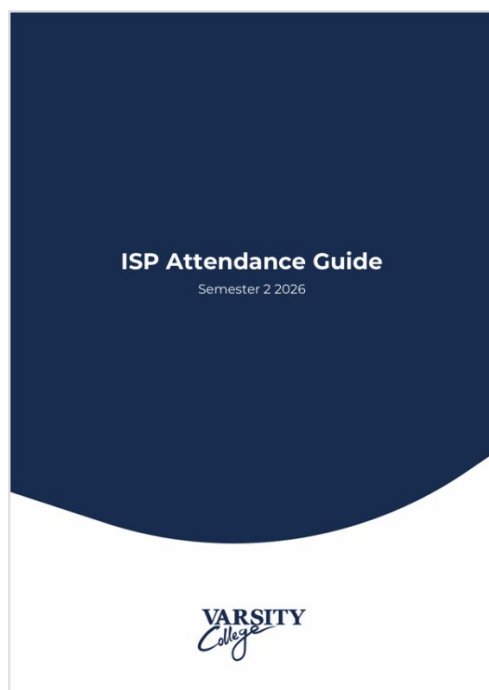
If you do not attend at least 80% of your course contact hours, EQI will notify you in writing of their intention to report you to authorities for not achieving satisfactory attendance. EQI may exercise discretion not to report you if:

- you provide evidence of compassionate or compelling circumstances explaining your absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report you; and
- your attendance record is at least 70% (if your attendance falls below 70%, EQI is required to report you).

If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the Appeals Policy section of the [EQI Standard Terms and Conditions](#).

You can read in more detail about your attendance requirements at:

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- [Varsity Attendance Policy](#)



Absences for Semester 2 2026

TOTAL 68 SCHOOL DAYS IN TERM 3 – (13/07/26 – 18/9/26)

TOTAL 69 SCHOOL DAYS IN TERM 4 – (06/10/26 – 1/12/26)

If you are absent from school for:

0 – 3 days – You have reached 95%	International Student Co-Ordinator Monitors Absences
4 – 6 days – You have reached 90%	Possible meeting with Principal Warning email issued to you & your parents
7- 8 days – You have reached 85%	Meeting with Principal Warning letter issued and sent to Agent/ Parents/ EQI Report to Immigration
9 – 10 days – You have reached 80%	Meeting with Principal Report to Department of Immigration Possible cancellation of enrolment

Attendance Rules

- Student allowable maximum absences per semester is 10 days.
- A Doctors Certificate must be provided to the school if you are absent for 2 or more days
- A note must be provided to the school if you are leaving early or arriving late
- Expected school attendance is 100% - Your homestay family must contact Mrs Pentland by email or text if you are sick
- Travel should only occur during holiday time - See Mrs Pentland if there are exceptional circumstances.
- Although your absences may be explained, the school is required to issue warning letters to remind you of your obligations to the Department of Immigration & meet your visa conditions.
- Refer EQI Attendance Policy: <https://eqi.com.au/for-students/policies-procedures/attendance>

Course progress

You must maintain satisfactory course progress for each study period as required by us and outlined in the [Course Progress procedure](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI report it to authorities and your student visa may be cancelled.

At Varsity College we provide written reports to you and your parents or legal custodians every semester as per the [P-12 curriculum, assessment and reporting framework](#) available on the Queensland Department of Education website.

You must complete your course within the time set out in the Confirmation of Enrolment that EQI sent you.

EQI may extend the time to complete your course only if:

- there are compassionate or compelling circumstances;
- your course load is reduced because you are having difficulty making satisfactory course progress; or
- a deferral or suspension of study is approved (see the Deferral, Suspension and Cancellation Policy section of the [EQI Standard Terms and Conditions](#)).

Where there is an adjustment to course length you must contact the Department of Home Affairs to seek advice about any potential impacts on your visa, including the need to obtain a new visa.

Unsatisfactory course progress

Varsity College will monitor your workload and your results to ensure you complete the course on time. We will also assist you if you are having difficulties. If you are at risk of not meeting course progress requirements, we will implement suitable intervention strategies with enough time for you to achieve satisfactory course progress.

Formal intervention

If you are not making satisfactory course progress, the principal will give you and your parents or legal custodians a written warning. You will be required to meet with the principal to develop a plan to improve your performance.

If your next study period report indicates continuing unsatisfactory course progress, EQI will notify you in writing of our intention to report you to authorities for breaching the requirement of your visa to achieve satisfactory course progress.

EQI may notify you earlier if, in their opinion, you will not be capable of meeting the course requirements. If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the **Appeals Policy** section of [EQI Standard Terms and Conditions](#). You can read in more detail about your attendance requirements at:

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools visa procedure\)](#)

Behaviour

Varsity College is committed to providing a safe, respectful and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire support of their lifelong wellbeing.

The [Varsity College Responsible Behaviour Policy](#) is available on the school website. The Responsible Behaviour Policy for Students is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

[EQI Standard Terms and Conditions](#) state that at school you must:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- co-operate with staff and others in authority; and
- comply with Varsity College rules – student code of conduct and school policy and procedures

At all times you must

- comply with Australian laws and with the conditions of your student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers your safety or the safety of other people; and
- not do anything that may bring your school or the International Student Program into disrepute.

If your behaviour is unsatisfactory, EQI may cancel or suspend your enrolment. This may affect your student visa.

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

You are entitled to EAL/D support whilst at Varsity College – there are lunchtime sessions each week. You are expected to attend at least one of these each week until you have achieved at least a B in English and are achieving at a satisfactory level in all of your subjects. You should also ensure you are seeking advice from your subject teachers about how you can improve in their subjects.

INTERNATIONAL STUDENTS

What help do you need to Improve your English?

EAL/D Homework Club

This session is designed to assist you with your Assessment items.

When: Every Friday from 11:15 – 11:35
Where: MGD2 (Games Room)

EAL/D Assessment Booster Lesson

This session is designed to assist you with your English Assessment items.

When: Every Wednesday from 8:35 – 9:45
Where: MF02

Speak to our International Office about what support is available to you or email Miss Mustafa for more information
international@varsitycollege.eq.edu.au

Yr 7, Yr 8, Yr 9 Intensive EAL/D Lessons

This session is designed to assist you with understanding English terminology & techniques used in class

When: Refer to Student Timetable
Where: MF02

INTERNATIONAL Homework Club

This session is designed to assist you with practising your English & contacting teachers for help/feedback on classwork & Assessment items

"Students MUST attend this class if not passing any subject"

When: Every Wednesday (1:15-2:30pm)
Where: MF12 (International Office)

Varsity College AFTER SCHOOL Homework Club

This session is run by a teacher and there to support you with any questions that you may have about any of your subjects or life at Varsity College

When: 2:25pm – 3:15pm
Where: MF Classrooms TBC

20. VET Programs available to International Students

VET Courses Available on Campus

- Certificate III Fitness
- Certificate IV in Justice Studies
- Diploma of Business
- Certificate II in Health Support Services
- Certificate III Health Services Assistance

VET Courses Available off-campus

VET Courses offered off-campus are only available to students on a Vocational Major pathway. Students on a Vocational Major pathway may only choose one off-campus certificate (including SAT). Students are only allowed to be off-campus for a maximum of one day per week.

- Off-campus trade courses at the
 - Gold Coast Trade College,
 - French Beauty Academy
 - GeSS Education.
 - TAFE
- Other external RTO course offerings as approved by the school

Please note:

- If a subject selected does not attract the minimum number of students to offer the class, the subject may not run in Year 10, Year 11, and 12. There also may be situations where students have selected two subjects that clash on the timetable. In these instances, students will be required to select an alternate subject from available offerings.
- Spoken presentations are a standard form of assessment in many General, Applied and Certificate courses and that, to pass these subjects, the spoken assessment must be completed.
- Enrolment in the vocational qualifications and accredited courses listed will be subject to the DTET final publication of the 2026 Career Ready VETiS funded qualifications. Varsity College will finalise its delivery arrangements with the providers before confirming Career Ready VET enrolments for 2026.
- If funding for particular certificate courses does not continue, students and parents/carers will be contacted to discuss pathway and course options.
- Funding opportunities differ for International students based on their updated Visa status and will be reviewed on a case by case basis.

Students must make an appointment with our Industry Liaison Officer (ILO) Ms Tegan McPherson tmcph62@eq.edu.au to discuss all off campus VET options.

More information is available in our [Varsity College 2026-2028 Senior-Subject-Handbook](#) and includes our VET partners provider details and course outlines.

21. Additional Study Support Programs

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

VC After Hours

Monday to Thursday afternoons (MF10)

2:30 pm

22. Academic policy

Varsity College follows academic policies in [Years 7 to 10](#) and in [Years 11 and 12](#)

23. Use of Mobile Phones

Mobile phones are not permitted to be used on campus between 8:25am – 2:30pm as part of the [Qld Government Use of mobile phones policy](#)



24. Legal services

There are a variety of legal services in the community around our school. If you need to access legal services please see the Head of International.

[Legal Aid Queensland](#) can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at www.legalaid.qld.gov.au or call 1300 651 188 Monday to Friday 8:30am to 5:00pm.

For legal advice you can also contact a private solicitor or a [Community Legal Centre](#).

If you are unsure about your immigration rights and responsibilities, you can contact the [Refugee and Immigration Legal Service](#) (RAILS) for advice and assistance relating to immigration matters.

25. Emergency and health services

If you have a medical emergency or need assistance with a medical matter you can call **1800 QSTUDY** (1800 778 839). You can also call your Overseas Student Health Cover (OSHC) provider.

Overseas student Health Cover (OSHC)

OSHC is insurance to assist Overseas students meet the costs of (Public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

OSHC is considered adequate health insurance, however, if you find your OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

Your OSHC provider can help you with a range of medical advice. You **should** check with your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

- medical assistance
- referral to a doctor for medical treatment
- getting access to an interpreting service
- counselling services
- referral to a legal service
- family and friends messaging services in the event of an emergency
- personal safety

OSHC providers in Australia include:

Australian Health Management (ahm)

www.ahmoshc.com.au

Allianz

www.allianzassistancehealth.com.au

BUPA Australia

www.bupa.com.au/health-insurance/oshc

Medibank Private

www.medibank.com.au/overseas-health-insurance/oshc

NIB Health Funds Limited

www.nib.com.au/overseas-students

26. Medical matters

Health information

To help us support you, we need you to tell us everything we might need to know about your physical and mental health, including your medical history, conditions and allergies, and all medications you use so we can organise anything you might need and (if you are living with a homestay provider) approve and monitor your support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

Visiting a doctor (Homestay student)

If you need to visit a doctor ask your homestay family to help you make the arrangements.

Medication

If you need to take medication while at school, the medication needs to have a pharmacy label and be handed in to administration. Your natural parent/homestay family will need to complete a consent to administer medical form. You will need to come to the office at the time the medication is required.

27. Medical treatment

If you need medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact your parents, legal custodians and homestay provider as soon as reasonably possible.

We may, as we think appropriate and in your best interests:

- provide or administer over-the-counter or prescribed medications; and
- administer first aid.

If we think you need treatment from a health care professional, we may authorise any medical and other professional treatment that we believe to be in your best interests. This includes hospital transfers, emergency procedures, and administering drugs and medications. To do this, we may sign consents to medical and other health procedures on your behalf.

You must reimburse us for all costs associated with medical or other treatment that we authorise for you.

For further information please see the [EQI Standard Terms and Conditions](#)

28. Fees

Tuition

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

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

Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities. Items such as School camps, senior shirts and jerseys, extra curriculum and tutoring programs are not included in your EQI fees. Please check with your Head of International about making payments for these items.

What do your EQI fees cover?

- Access to a Queensland Government school including payment of the Student Resource Scheme Fees
- All teaching costs
- Curriculum costs (excursions)
- School-based EAL/D support (if required)

What isn't included in your EQI fees?

- Passport and visa application fees
- Travel expenses or personal items
- Optional activities (sport, music lessons, instrument hire)
- School uniforms
- School lunches
- Additional camps and special events

School Invoices and Permission Notes for events/excursions

*Please forward all invoices you receive to Jacqueline Pentland
international@varsitycollege.eq.edu.au*

If you receive an invoice from the school, **please contact the International Department** (and attach the document) so we can advise who is responsible for this payment. Please sign off the permission notes (if you are happy for your child to attend) and return to the class teacher ASAP.

Overseas student Health Cover (OHSHC)

OSHC fees[±] are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider.

More information regarding fees can be found at the following link:

- [Fees](#)

29. Transfer policy

You may apply to transfer between Queensland Government schools, a non-government school or another institution registered under Australian law to provide education to overseas students.

Additional tuition, homestay or other non-tuition fees may apply for the new school, depending on the school and course chosen.

Before applying for a transfer, you should talk to your Head of International and agent/parent/guardian and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [EQI Policies and Procedures](#)
- [Standard Terms and conditions](#)

30. Complaints

Before you lodge a customer complaint with the department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course, your living arrangements or your welfare, you should discuss this with your Head of International.

If you have an issue relating to your Head of International or a decision they have made, you should discuss this with your school Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's Customer [Complaints Management Framework](#) and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course. Please contact our Principal for more information on our Parent & Community Complaint policy principal@varsityCollege.eq.edu.au

You can make a formal complaint if you are dissatisfied about the service or action of a school, the department, its staff, or education agents with which EQI has arrangements to deliver your course-related service. EQI does not charge a fee for accessing the complaints process.

You can ask for help writing your complaint (for example, from your parents, your homestay provider or a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

More detailed information can be found in the links provided above.

31. Appeals

You can appeal a decision EQI makes (**Internal Appeal**):

- to report you to authorities (see the [Attendance Procedure](#) and [Course Progress Procedure](#))
- not to defer or suspend your enrolment, as requested by you (see the Deferral, Suspension and Cancellation Policy [Standard Terms and Conditions](#));
- to suspend or cancel your enrolment, as initiated by us (see the Deferral, Suspension and Cancellation Policy [Standard Terms and Conditions](#));
- to refuse your request for a transfer (see the [Transfer Request Form](#)); or
- as a result of your complaint to us (see the [Complaints and Appeals Procedure](#)).

EQI does not charge a fee for using the appeals process.

External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

EQI will comply with any decision the Ombudsman makes.

32. Travel and activities

32.1. Routine activities for homestay students

While living in homestay you must discuss routine activities with your homestay provider and comply with homestay provider decisions. Routine activities include travel to and from school or off-site school activities, everyday travel with the homestay provider, and normal domestic activities such as shopping, entertainment, sports, visiting friends and health care consultations. It does not include overnight stays away from your homestay address.

32.2. Non-routine activities for homestay students

You must obtain our permission for all non-routine activities. This includes overnight travel away from your homestay provider's residence (with or without your homestay provider), activities where the Department of Education, trading as Education Queensland sports, leisure and recreation provider requests parental consent or activities that require supervision other than your homestay provider.

To request permission to participate in non-routine activities, please complete the Travel and activities request form (link below) and submit it to your Homestay Coordinator at least 2 weeks before intended trip (This also includes travel home).

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

Related documents

- [Non-routine travel and activities for homestay students procedure](#)
- [Travel and activities request form](#)

When do I need to complete a Travel / Activities form?



32.3. No high-risk activities

You must not undertake high-risk activities, even if you have the permission of your parents, legal custodians or homestay provider, unless the activities are approved by EQI.

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

33. Refund policy

Your rights

If you do not complete your course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made to your Overseas student Health Insurance (OSHC) provider.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- [Refund request form](#)

33.1. School policy and procedures

Policies are kept [here](#):

[Responsible Behaviour Policy](#)

[One 2 One Agreement including school network and internet policy](#)

[Student Code of Conduct](#)

[Appearance Policy](#) (including uniform, make up and jewellery)

The [uniform shop](#) is located in MC block across from the canteen.

Opening hours are located on our website

Uniform expectations

- Formal uniform is to be worn every day.
- Sports uniform is to be worn only on days in which students have HPE on their timetable.
- All students in senior years 10-12, are required to wear their formal uniform at all times. On days senior students have HPE they are required to bring their sports uniform with them to school and change into this uniform only for the HPE lesson. They are required to change back into their formal uniform at the end of HPE lesson.
- There are areas of the school where a hat must be worn (including HPE lessons, on the oval)

College Uniform Expectations



Day Uniform: Year 7 to Year 9

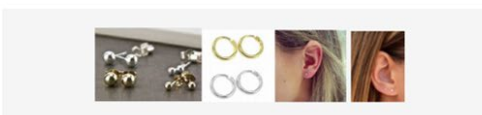
- All-black, fully enclosed, polishable leather lace-up shoes
- Varsity College white ankle socks
- Varsity College hat
- Varsity College checked blouse
- Varsity College navy knee length skirt
- Varsity College jumper or tracksuit jacket
- Varsity College navy dress shorts
- Varsity College navy long pants
- Navy blue plain tights, no ribbing
- Hair ties - navy, white, black or gold



Sports Uniform: Year 7 to Year 12

- Varsity College tracksuit jacket
- Varsity College tracksuit pants
- Varsity College white ankle socks
- Varsity College hat
- Hair ties - navy, white, black or gold
- All-black, fully enclosed, polishable leather lace-up shoes (Velcro permitted for Primary School students only)
- Varsity College sport shirt
- Varsity College sport shorts no shorter than mid-thigh

Uniform Accessories

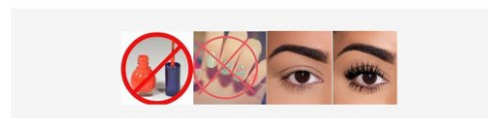
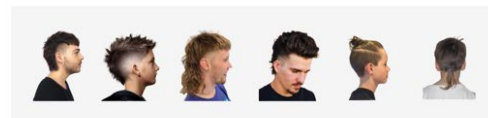


Two earrings (plain sleeper, small hoop or stud) per ear for pierced ears. These do not have to be in the lower lobe only. Studs are to be no larger than 5mm in diameter. Sleepers or hoops are to be no larger than a 5 cent piece and no wider than 2mm.

Hair Cuts

Shorter neat and maintained mullets will be permitted.

NO Mohawks, shaved tracks, undercuts, burst fades, horsey, and rat's tails ect. as per examples below.



NO coloured nail polish, false eyelashes, eyeliner or mascara to be worn.

34. Obtaining and managing overseas student individual consent

Our enrolment package at Varsity college covers a range of parental and student consent requirements. This is a pre-requisite that needs to be completed before a student commences at Varsity College. If you have any questions about the enrolment package to be completed please speak to your International Co-Ordinator. Obtaining consent is completed yearly and managed through our college administration team. International students and parents may request changes to their preference at any time.

We capture this data through your EQI enrolment and Varsity's enrolment package forms can be found on our website

[Primary Enrolment Package](#)

[Secondary Enrolment package](#)

35. Banking

To open and operate bank account the following information is offered as a guideline as practice may vary from bank to bank.

If you are experiencing difficulties please see your Homestay Coordinator:

- To open an Australian bank account you will need to present your passport and possibly additional information.
- The majority of banks and building societies have internet banking, telephone banking, Automatic Teller Machines (ATM's) and branch access.

Most banks now use an app that you download to your smartphone to do your banking.

- Once your account is opened you will receive in the mail a card and a pin code Personal Identification Number code (PIN Code). You should **NEVER** disclose your PIN code to anyone.
- For your parents to transfer funds into your account you will need to provide them with the local branch identification number, your account number, bank contact details and swift code. Check with your bank as to their process and requirements).
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.
- Check with your bank as to opening hours during the week and on weekends.
- Do not carry large sums of money at school or when out in public.

36. Transport

Varsity College is located in the heart of the Gold Coast's Central Business District, with tertiary facilities [Griffith University](#) [Bond University](#), [Gold Coast Institute of TAFE](#) and several language schools within 2km.

Transport to and from school must be coordinated with what works for your family/homestay family. Travel costs must be covered by you. Please ensure you are contactable at all times and do not engage in risky behaviour (ie use a reputable travel service)

Varsity College is within proximity to the Gold Coast's Greenheart Robina Parklands and Lake Orr water ways used for water sports, and Burleigh Beach one of our world class surfing breaks. We are also located near Varsity Train station <https://translink.com.au/plan-your-journey> and access to the [Glink](#)

[Greenheart Robina](#) or Lake Orr Parklands <https://www.sportshouse.com.au/>

Transport to local activities is available on public transport with a GO card for most services with a cost of 50c per fare.

More information is available on our local beaches [here](#)

37. Driving

You must refer to the [Standard terms and conditions](#) and contact your Homestay Coordinator for further advice and approvals when considering:

- driving a vehicle
- becoming a passenger in a vehicle driven by a driver with a learner (L plate) driver's license or provisional (P plate) driver's license.

38. Australian families

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

There is no such thing as a 'normal family' in modern Australia – there can be two parents, there could be single parents and the structure and dynamic of each family is different. Please take time to get to know your homestay family and learn what is important to them – this will make your stay with them more comfortable and you will have a better understanding of how their family operates.

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

39. Australian teenagers

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

It is also polite to tell homestay parents in advance if you will not be home for dinner. Most parents set a time by which their children must return home, and also usually set a time for going to sleep. Some Overseas students find this difficult because they usually stay up very late. Australians generally get up early in the mornings. Australian teenagers participate in a number of activities including using their computers/playing games, visiting friends and shopping in their spare time. Ensure you are polite when discussing weekend activities with your homestay family – it is polite to ask for permission rather than tell your homestay family what is going to happen. They will appreciate you discussing things with them and asking for their support and advice.

40. Mealtimes

Ensure you discuss your likes/dislikes/allergies with your homestay family – and maybe suggest that you can show them some meals you like to make when at home. Family eating times/preferences will vary from family to family so always make sure you discuss this in your first few weeks at the home.

Breakfast

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

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

- **Eggs** that are cooked and served with toast

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

Lunch

It is most likely that you will also be required to *make and pack* your own school lunch using food provided by the homestay. In Australia, it is common for lunches to consist of sandwiches (two slices of bread with fillings such as spreads, cooked meats or salads), something sweet like biscuits or cake, a piece of fruit and a cold drink. Sometimes families give students leftover food from dinner and it can be taken for lunch the next day (keeping in mind storage and that your food cannot not always be 'microwaved' at school). Talk to your homestay family about the choice of foods available for lunches, and if you have any problems please see the Homestay Coordinator.

Dinner

Dinner time varies depending on the age of the children living in the home and the hours the parent/s work until, but generally dinner is served anywhere between 5.30pm and 7.30pm. Food that is served for dinner varies greatly, however dinner usually consists of a kind of protein (such as chicken, fish, beef, lamb or pork), a variety of vegetables (potato, beans, peas, broccoli, carrots) and a serve of a carbohydrate (rice, pasta, potato, couscous or bread).

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

Expected table manners

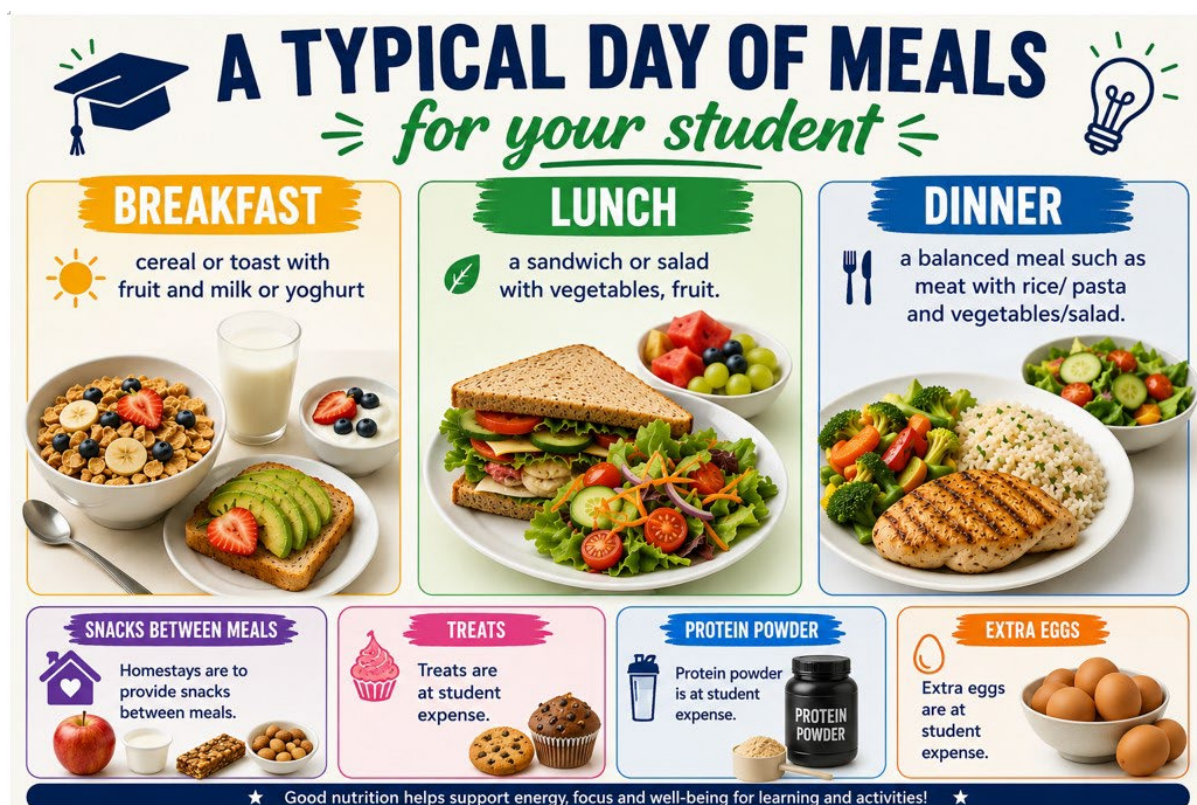
Do:

- Wait until everyone is seated before eating
- Eat with your mouth closed
- Make a positive comment on the meal

Don't:

- Talk with your mouth full
- Eat noisily – Try not to slurp your food
- Leave the table without asking, or thanking the cook

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



41. Socialising with friends

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

Please remember to complete a travel form for overnight travel and remember that this must be completed TWO WEEKS BEFORE THE EVENT – 1800QStudy will NOT give permission for last minute travel plans/sleepovers.

42. Expressing emotions

Australians tend to express their emotions openly and are not usually embarrassed about showing others that they are happy, sad, etc.

Many Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive and reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals (i.e. guidance officers in schools).



43. Communication

It is normal to feel nervous when you first meet your homestay family. You will begin to feel happier when you get to know the family better. Talking to your homestay family about any worries or questions you have when you first arrive will help you adjust to living in a new country.

If you do not speak English well, you can still communicate by using the following;

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

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

44. Manners

Manners are very important in Australian culture, and parents encourage their children to say "please" and "thank you" when they ask for something. They also encourage them to apologise (say "I am sorry") when they have done something wrong, or have upset someone. When asking for something, please remember to say, "Can I *please* have ...?" and say "thank you" when you receive it.

45. Transport to school

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the *designated bikeway* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. Overseas students are not eligible for a bus pass,

so you will have to pay the bus fare to and from school - if you aren't sure, speak to your host-family/Homestay Coordinator.

We are also located near Varsity Train station <https://translink.com.au/plan-your-journey> and access to the [Glink](#)

46. Swimming

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

Please also see the EQI [Non-routine travel and activities for homestay student's](#) procedure

47. Surf and Beach safety

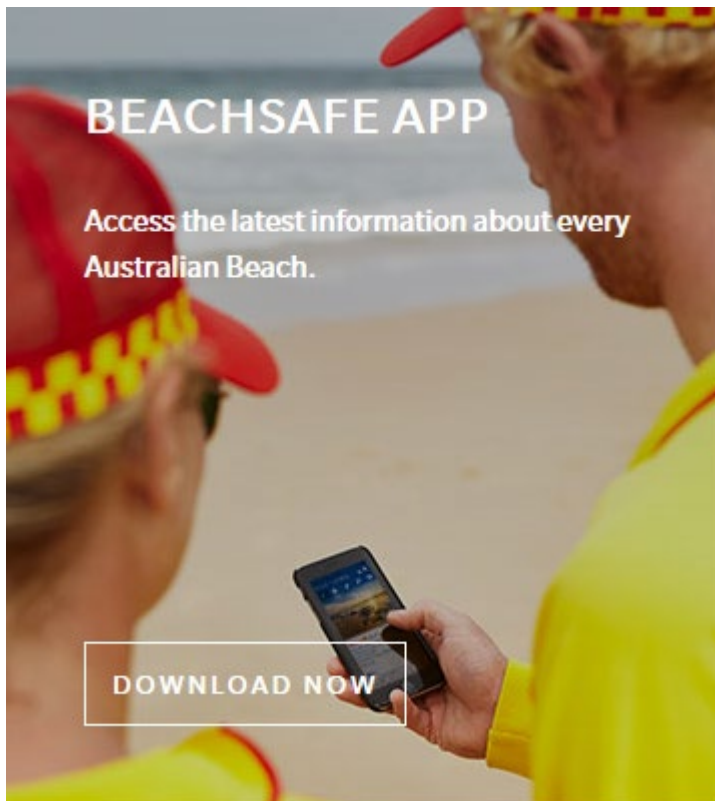
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself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

Surf Life Saving Australia's 10 Surf Safety Hints

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

Useful links

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



Sun safe

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

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

48. Road safety

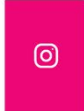
Australian roads can be quite busy during peak time (mornings and afternoons are). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to **look right, look left, and then look right again before crossing.**



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varsitylife.com.au

Connect with us on Social Media!


| Dare to Dream



Our College Leadership team and international staff look forward to meeting you soon!

