



## **FRANKSTON HIGH SCHOOL**

### **HANDBOOK**

Please keep this handbook for the time you are studying at Frankston High School. It is a very useful reference guide for you to ensure that you comply with the terms of your visa and you know how to get assistance if you need it.

This handbook should be read together with the orientation folder you receive on arrival at Frankston High School.

### **VISA**

As an International Student, you must be very careful to follow all the visa conditions that have been set out for you by the Australian Department of Home Affairs.

It is very important that all students know what they must do and how they can best meet all the conditions. This handbook will help you to understand what is expected of you. If you do not understand any part of this handbook or the visa, you **MUST** speak to the International Student Coordinator (ISC) Mrs Sharon Koning.

### **PERSONAL INFORMATION**

All personal information must be accurate and recorded by the school.

- Address
- Mobile phone number
- Email
- Parent contact details (overseas)

If you make changes to any of the above, Mrs Sharon Koning or Mrs Debbie James, International Student Program Assistant must be told immediately.

### **GUARDIANSHIP & WELFARE SUPPORT**

The Department of Education and Training (DET), Frankston High School 7-10 Campus Principal/International Student Program Director: Mrs Cathy Hogg is responsible for your welfare. You will have contact numbers you can call if you need help: International Student Program Director: Mrs Cathy Hogg, International Student Coordinator: Mrs Sharon Koning, International Student Program Assistant: Mrs Debbie James, any of your teachers and support staff or your homestay parent.

### **EMERGENCY CONTACT DETAILS**

Every International Student receives a card with three emergency numbers on it.

Please keep this card in your wallet or another safe place in case you need to call for help.

It is intended that you should call for help at any time if you feel that a situation is not able to be controlled by you or your homestay.

The people listed on the card are available to help you outside of school hours, on the weekends and during holidays. Please remember that it is the role of the international staff to help you and you can call whenever you feel unsafe, uncertain what to do in a critical incident, lost or in need of an adult's help. The emergency card also has the mobile number and address of your homestay family.

## ATTENDANCE

You are required to attend all classes and all Frankston High School activities such as year level assemblies, iSupport, private study etc. We check student's attendance every lesson, every day.

If you miss classes, you will miss out on important information and also possibly may fail the subject due to low attendance. You are required to attend 90% of all your subject classes in order to be eligible to pass that subject.

In your visa conditions, you are required to attend a MINIMUM of 80%. This includes any time you may have been away from school due to illness, accident or leave to return home.

When your attendance falls to 90% you will be placed on a contract and your attendance will be checked regularly. A copy of this contract will be sent to your family. If your attendance continues to fall to 80% you will be reported to the Department of Home Affairs as breaking the terms and conditions of your visa. If this occurs, it is possible that your visa may be cancelled by the Australia Government and you would then be sent home.

Frankston High School provides translated information about the terms of your visa. Please be sure to read and understand clearly the requirements, these are sent in your per-departure pack and available on Frankston High School website.

DO NOT book flights during school term dates.

## CHANGING SCHOOLS OR COURSES

- Any course changes MUST be discussed with Mrs Sharon Koning or Mrs Cathy Hogg. The change can only be approved by Mrs Sharon Koning or Mrs Cathy Hogg.
- Students may not arrange changes with other schools. If you would like to change schools you must notify Mrs Sharon Koning immediately and she will provide assistance with your request. Mrs Sharon Koning will then send your request to the DET.

### **If you have a problem with or want to change your study program:**

If you have a problem with any of your studies, speak with Mrs Sharon Koning or Mrs Cathy Hogg immediately.

If the problem does not resolve, we will help you speak with the teacher and to complete any work which may be overdue.

## ACADEMIC REQUIREMENTS

There are clear requirements for Frankston High School which students must meet in order to pass each subject:

- Every piece of work must be completed for each subject to a standard acceptable by the class teacher.
- Teachers must be able to see the student working on set work and be confident that the work has been completed by the student not another person. All work must be your own words, not copied from the internet.
- Students must have attended 90% of classes in each subject or they will not automatically pass that subject.

If you have a problem with any aspects of your studies:

- Discuss the problem with your class teacher, remember that there is a translator available at school to assist you if you are not confident to do this. Inform Mrs Sharon Koning so she can help if necessary.
- If the problem continues, request a meeting with either Mrs Sharon Koning or Mrs Cathy Hogg to discuss the problem.
- If the problem continues, a meeting will be arranged with Mrs Sharon Koning or Mrs Cathy Hogg, your class teacher and yourself.

### **REMEMBER:**

You MUST NOT take time off school because of a problem. It is easier to discuss a problem as soon as it arises, to gain a quick resolve.

You must complete every part of the required work yourself.

If you have a tutor in any subject, you should inform your class teacher so they can work with the tutor to assist you.

## **COURSE AND CAREERS COUNSELLING**

Frankston High School has the services of an expert in Careers Counselling and Pathways (future study) Counselling. For many years the school has had an excellent reputation for assisting students to gain entry to Universities, TAFES and other colleges in Australia and overseas.

The Counsellor can give expert advice on:

- Study programs.
- Required subjects for entry to University or College.
- Course of interest at University or other institutions.

This service is completely free to all students. The service requires you to make an appointment to speak with the counsellor. If you would like assistance with this service or you would like one of the international staff to go with you to the appointment, please advise Mrs Sharon Koning or Mrs Cathy Hogg.

## **EXTRA ACTIVITIES**

Frankston High School offers a wide range of extra activities for international students. These range from sports coaching to music lessons and social activities. A number of excursions to locations in Melbourne City or to other parts of Victoria are included in the program.

Mrs Sharon Koning or Mrs Debbie James can assist in linking you into extracurricular activities at the school or in joining local community groups.

## **SUPPORT SERVICES**

If you have a problem purchasing textbooks or equipment, please see Mrs Debbie James for assistance.

If you have a problem with a school matter, see Mrs Sharon Koning or Mrs Cathy Hogg immediately, they will assist you to resolve any problems that may arise.

If you have a problem and feel uncomfortable telling someone at school, you can call DET – International Division on (03) 9637 2990.

If you still feel that you have a problem and that it is not able to be resolved, the school will appoint an outside person to help you.

If you have a problem with money or finances please speak to Mrs Sharon Koning who will be able to help you to get advice or assist reporting a matter or assist with resolving your problem.

Frankston High School has a number of different counsellors available to assist students:

- Careers/Pathways/Further study
- Psychologist
- Sub-school Leaders who will be able to give advice about study programs
- Student Welfare Counsellor

## **HOMESTAY**

Frankston High School provides high quality homestay accommodation. It is essential that it is a safe, comfortable and caring environment. The homestay experience is an excellent way for students to improve their English, learn more about Australian Culture and to make the most of their international education experience.

Students might expect to live in a 'family style' homestay. It will have close supervision and require students to observe some house rules as set below. This style of homestay is suited to most students, and will require students to behave in the same ways as they would while living with their parents at home.

### **ADVICE FOR HOMESTAY STUDENTS**

#### **What do you do if you have a problem with or want to change your homestay:**

- Discuss the problem with Mrs Sharon Koning who will follow up and talk to the homestay parents if necessary.
- If the problem continues, inform Mrs Sharon Koning or Mrs Cathy Hogg and they will assist you in finding a new homestay.

**Students should be made aware of their responsibilities, which include:**

- Keeping their bedroom and study area tidy.
- Keeping other areas of the house tidy after use, including the kitchen, bathroom and toilet.
- Keeping their valuables and personal possessions safe by placing valuables in a safety deposit box or with the homestay family for safekeeping and not leaving them lying around the house.

**PLEASE NOTE:**

All students should have their own mobile phone. They **MUST** have it fully charged and be contactable at all times.

**HOMESTAY PROVIDE:**

- A comfortable single bedroom for the student's exclusive use.
- Three meals and snacks per day, seven days per week, at least one meal a day with the family.
- Facilities including a bed, wardrobe, towels and linen.
- Gas, electricity, heating, water and internet costs (NO additional chargers added UNLESS approved by the school).
- Cleaning services of common living areas.
- Use of living areas, laundry and bathroom within residence.
- Study facilities, including a desk, study light and bookcase.

Homestay parents will discuss their house rules with the International Student.

**Some House rules, students might expect:**

- Regular times for meals.
- All family and guests eat dinner together.
- Time limit to use TV and/or computer games – usually 10.00pm on school nights – other times to be negotiated with homestay parent.
- No guests in bedrooms – unless approval is given from Mrs Sharon Koning and the homestay parent.
- No staying out overnight without approval from Mrs Sharon Koning – to be arranged at least eight hours prior to the night.
- Set times to be in room at night – usually after 10.00pm
- Set quiet times at night.
- No food in bedrooms.
- No smoking.

**COMMUNICATIONS**

It is important that you keep Frankston High School informed of your up to date contact details.

If you or your parents change mobile numbers or email address, please inform Mrs Sharon Koning or Mrs Debbie James as soon as possible.

It is most important that the school should be able to contact your parents at all times.

If you require documents sent to your home after the semester or the school year has finished, we will send electronically via email to your family.

**TRAVEL**

You **MUST** receive permission from Mrs Sharon Koning before you will be allowed to stay away from your homestay. This includes overnight stays with friends. Permission is needed three days in advance.

**You may NOT stay at the home of a relative or travel to other parts of Australia or overseas, without permission from Mrs Sharon Koning.** Parent permission is necessary via email to Mrs Sharon Koning prior to gaining school permission.

### **HOMESTAYS CANNOT APPROVE ANY TRAVEL OR OVER NIGHT STAYS AT ALL.**

Before any International Student travels, they MUST discuss their travel plans with Mrs Sharon Koning.

**Returning home during the school holidays:** Students MUST complete a HOLIDAY PLAN, these forms are available from Mrs Debbie James office. They MUST be returned to Mrs Debbie James with a copy of their flight ticket.

### **PLEASE REMEMBER:**

**Your visa is based on your safety and welfare being guaranteed by Frankston High School. Only when we know where you are and who you are with can we be sure that you are safe. Any student who leaves their homestay without notifying Frankston High School is breaking the terms of their visa and this may lead to the visa being cancelled by the Australian Government.**

### **BOOKING FLIGHTS**

All students and their families receive a copy of the flight booking letter before the student leaves for Australia. This states the term dates and explains the dates on which you may leave Australia and the dates on which the student will need to be back for the commencement of the new term. Both parents and students are expected to read and understand these terms before signing and returning to the International Student Program Assistant.

### **FLIGHTS ARE NOT TO BE BOOKED DURING SCHOOL TERM**

### **PUBLIC TRANSPORT**

Secondary school students aged to 18 can travel on a [Child myki](#).

If you are aged 17 and 18 you must carry proof of age ID (Proof of Age Card), or proof of another concession entitlement (a PTV School Student ID).

School students can also purchase a half or full year student pass in their chosen area and must carry a PTV School Student ID card.

There are strict on the spot fines for failing to carry a valid MYKI card. If you have any questions about using the public transport system in Melbourne, Ask either your ELC teachers for help, Mrs Sharon Koning or Mrs Debbie James.

### **HEALTH**

Frankston High School is able to provide assistance with booking appointments to see a local GP (Doctor). If you have any health concerns or need assistance please see Mrs Sharon Koning or Mrs Debbie James.

### **BANK**

Establishing an Australian bank account is easy for International Students.

Frankston High School can help you set up an account at a local branch and you will have a card linked to that account in just a few days.

You can use the account for your parents to send money for your living expenses.

Please ask either Mrs Sharon Koning or Mrs Debbie James if you would like assistance in establishing a bank account.

### **LEGAL**

If you have any problems with any Police, Official or other member of the public:

- You should immediately tell Mrs Sharon Koning or International Student Program staff about your problem, using your Emergency Contact numbers. Remember that we are here to help you and you do not need to try to fix the problem by yourself.
- You MUST be sure to cooperate fully with the Police and other Officials. Make sure you see their official identification, ask to contact Mrs Sharon Koning or one of your other emergency contacts, someone can begin to help you as soon as possible. You can also ask for a translator, if you do not understand what is happening.

There are also Legal services available to International Students and you can access these by directly contacting Legal Aid Victoria on 1300 792 387 or through their website: <http://www.legalaid.vic.gov.au/contact-us>

## **CRITICAL INCIDENT**

A critical incident is any incident on-shore (in Australia) or off-shore (in your home country or another country) which has an effect on your health, safety, study program or your visa conditions.

Examples of this might be: an incident in which you have an accident and must miss classes; and incident involving the Victoria Police or Transport Police; a threat to you or your friends, which you feel makes you unsafe.

If you or your friends are involved in a Critical Incident, please report it immediately to Mrs Sharon Koning, Mrs Cathy Hogg or any member of staff so that we can give you every assistance necessary to ensure that you are safe and healthy.

Please use the Emergency numbers on the Emergency card at any time if you need assistance with a critical incident.

## **COMPLAINTS**

If you have experienced problems with the school, your homestay or other aspects of your education or living in Melbourne, the best way to find a solution is by talking to people involved. You can discuss this with Mrs Sharon Koning or Mrs Cathy Hogg. If you still have a problem, and have not been able to resolve it or you wish to make a complaint, you can speak to the school Principal by making an appointment through the school office. If you wish to make a further complaint, you may contact the DET International Division on 03 9637 2990 or email: [international@edumail.vic.gov.au](mailto:international@edumail.vic.gov.au)