

FOUNTAIN College

International Student's Handbook

Student support services information in compliance with the National Code 2018 and the ESOS Framework.

Table of Contents

Table of Contents.....	2
Introduction.....	3
Facilities and Resources.....	3
Student support services	3
<i>International Students Officer</i>	4
<i>Pastoral Care Department</i>	4
General Information to Students.....	4
<i>How to open an Australian Bank Account</i>	4
<i>Job Search</i>	5
<i>Public Holidays in Western Australia</i>	5
<i>How do I contact FOUNTAIN College?</i>	5
<i>IELTS Information</i>	5
Complaints and Appeals Procedure	5
FOUNTAIN College External provider.....	6
Advice may also be sought from the following agencies	7
Guidelines	7
Emergency and Health Services	7
<i>Emergency Phone Number</i>	7
<i>Hospitals and Major Clinics in Perth</i>	7
Legal Services.....	7
<i>Legal Aid</i>	8
<i>Lawyers</i>	8

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FOUNTAIN College CRICOS Provider Code: 03370E Secondary Years 7-12 CRICOS Code: 082251B



Introduction

Thank you for choosing FOUNTAIN College as your place to study. We hope you find this guide informative and helpful during your time at FOUNTAIN College and in Australia. If you need any further information, please feel free to ask one of our friendly staff at the College. All students will be provided with a full orientation of the College's facilities and services upon arrival and will receive a copy of this document.

Facilities and Resources

FOUNTAIN College offers:

- Extensive computer facilities with internet access.
- Audio visual equipment
- Library resources
- Study areas
- Classrooms for learning
- Canteen
- Student ID Card
- Student support services including:
 - Student orientation
 - After-school/Weekend tutoring services
 - Student Representative Council services

Student support services

Student support services are available for you to get help while living and studying in Australia. The *International Students Officer* is there to help with any issue arising with the College while the *Pastoral Care Department* will help you get involved in extra-curricular social activities.

Orientation Program

On the first day of your arrival to Australia FOUNTAIN College will provide you a card which will include contact details of the International Students Officer and emergency contact numbers such as ambulance, police and fire department.

FOUNTAIN College will assist you to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

- a. student support services available to students in the transition to life and study in a new environment, which will include:
 - Being introduced to the International Student Officer, Pastoral Care teacher, Curriculum Coordinator and your ESL teacher. They will inform you about emergency contacts, travelling to and from school and uniform requirements. You can approach the International Student Officer and Pastoral Care teacher in relation to any issue that you have questions about.
 - You will also be given a Student Buddy who will help you get used to the school grounds and help you get to your classes on time
 - Information about school rules, calendars, subjects, assessments and uniform.

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- b. legal services
 - Information about the services that are available to you if you have any trouble with the law during your time in Australia
- c. emergency and health services
 - Information about emergency contacts such as Ambulance and Police and information about doctors and hospitals
- d. facilities and resources
 - Information about school clubs, other after school activities and facilities available to your
- e. complaints and appeals processes,
 - What you must do if you have any complaints about academic or other issues during your time at Fountain College
- f. any student visa condition relating to course progress and/or attendance as appropriate.
 - Information informing you about the requirements to make sure to make sure your academic progress and attendance is at a level satisfactory to allow you to finish your course
 - Information about visa conditions can be found at the *Department of Home Affairs* at www.homeaffairs.gov.au

International Students Officer

The International Students Officer is your official point of contact. You may contact the officer relating to any issue within the framework of the ESOS Act and the National Code 2018 for any queries relating to welfare.

Pastoral Care Department

Each class has a Pastoral Care Teacher who work to improve students' welfare through social extra-curricular activities.

The Pastoral Care Teacher will deal with:

- improving students' behaviour, conduct and attitude both in school and outside of school hours;
- provide counselling to students on discipline and behaviour related matters;
- organising class social activities and camps;
- arranging special interviews with parents to discuss the student's issues;
- providing guidance to students about their careers with the help of the career advisor.

General Information to Students

How to open an Australian Bank Account

When you first arrive in Perth, it is a good idea to open a bank account. When you go to the bank you need to bring with you your passport and a copy of your confirmation of enrolment. If you do not have a copy of your, please inform Reception

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who can provide a copy. There are many banks located near FOUNTAIN College so please ask Reception for further information or a map. You do not need to deposit money when you first open your account.

Job Search

Please understand that the College cannot find work for you but can assist with enquiries about work. The following job search websites may be helpful:

- www.seek.com.au
- www.mycareer.com.au
- www.careerone.com.au

Public Holidays in Western Australia

Public holidays in Western Australia for 2017 are:

13 th March: Labour Day	5 th June: Western Australia Day
14 th April: Good Friday	25 th September: Queen's Birthday
17 th April: Easter Monday	25 th December: Christmas Day
25 th April: Anzac Day	26 th December: Boxing Day

How do I contact FOUNTAIN College?

The address of FOUNTAIN College: 12 Karri Way Ferndale, WA 6148

The phone number of FOUNTAIN College Campus is +61 8 9458355 if you are calling from overseas. If you are calling in Perth, you just ring 9458 3555. If you're calling from somewhere else in Australia, put "08" at the beginning - that is, 08 94583555. If you are dialling within Western Australia, dial 9458355.

IELTS Information

The Intensive English Language Testing System (IELTS) is the preferred method of testing a person's level of English. Students who are interested in sitting an IELTS exam, or need to sit an IELTS exam as part of a conditional offer with another institution, need to prepare for their exams early. Many students leave making the appointment for the exam until a few weeks before they need the result and often they find that the venue is booked out, especially around the end and the beginning of the year. Let the teacher know that you would like to sit the IELTS, whether it be for your own interest or to satisfy a conditional offer, so that both you and your teacher can prepare together for what is expected of you.

Complaints and Appeals Procedure

The College has a duty of care in ensuring that students study in a happy environment, free of coercion, unfair treatment or harassment. Any circumstances caused by a fellow student, staff member, or issue with the College in general, which

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affect the wellbeing of any student, will be dealt with in a professional manner by the College according to established procedures. The College has put in place a policy and procedure to address such issues as part of its quality service for students. In compliance with access and equity principles this procedure is made available to all students and staff. Nothing in the following will limit the student’s right to take further action under the Australia’s Consumer Protection Laws, nor does FOUNTAIN College’s dispute resolution process, circumscribe the students right to pursue other legal remedies.

DEFINITIONS

Complaint – dissatisfaction with a service offered or treatment received at FOUNTAIN College.

Appeal – dissatisfaction with a decision made by FOUNTAIN College

COMPLAINTS PROCEDURE

Step 1	Try to resolve your concern with the staff member or student directly in an informal manner if possible.
Step 2 (Problem not resolved at Step 1)	Make an appointment with an International Student Officer by completing the complaint application form. The International Student Officer will assist you in resolving the situation.
Step 3	If the complaint is not resolved within the school and with the help of the International Student Officer and Principal, the complaint will proceed to the Appeal Process, which may involve external parties.

APPEALS PROCEDURE

Step 1	Submit an appeal application form to benefit from the internal appeals process. The College will undertake to investigate your appeal. This investigation will involve contacting the party(ies) whom were involved in making the decision and allow them to respond in writing in relation to the appeal. Alternatively a meeting will be arranged with the parties involved.
Step 2 (Appeal not resolved at Step 1)	Students may seek assistance from a formal external authority within 20 days if they are not satisfied with the decision reached by FOUNTAIN College. If the student wishes it can use FOUNTAIN College’s external provider for this service at no cost to the student. OR it may chose to select an external agencies at their own cost

FOUNTAIN College External provider

Overseas Students Ombudsman

1300 362 072

ombudsman@ombudsman.gov.au

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Advice may also be sought from the following agencies

- Contact the *Department of Home Affairs* at www.homeaffairs.gov.au
- Contact the *Equal Opportunity Commission Western Australia* (08) 9216 3900 or www.eoc.wa.gov.au
- Institute of Arbitrators and Mediators of Australia (IAMA) at <http://www.iama.org.au/>
- National Alternative Dispute Resolution Advisory Service at <http://www.nadrac.gov.au/>
- Access Counseling at www.access-ocar.com.au/

Guidelines

- Your complaint or appeal will be dealt with promptly and the length of time involved may vary in accordance with the complexities of the case. Under normal circumstances you can expect at least a provisional written response within 10 working days of presenting your complaint and appeal. If resolution takes longer, you will be kept informed on the progress of the case.
- You will be provided with a written outcome on your case including reasons.
- You must maintain your enrolment throughout the complaints and appeals process.
- The complaints and appeals services available to you incur no cost (free of charge).
- Where the complaints or appeals process results in a decision supporting the student complaint FOUNTAIN College will within thirty days implement the required corrective/preventative action and advise the student of the outcome.

Emergency and Health Services

Emergency Phone Number

The phone number to call if you need an Ambulance, the Fire Department or the Police: **000**

Hospitals and Major Clinics in Perth

Hospital Name	Address	Phone
Royal Perth Hospital	197 Wellington St Perth	9224 2244
Bentley Hospital	Mills St Bentley	9334 3666
Armadale Hospital	Albany Hwy, Armadale	9391 2000

For a comprehensive list of other hospitals in Perth, refer to <http://www.myhospitals.gov.au/browse/wa/perth>

Legal Services

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Legal Aid

- If you need low-budget legal assistance, Legal Aid Western Australia is there to help you. For basic advice on any common legal issue, go to the website (www.legalaid.wa.gov.au), or call Legal Aid Western Australia on 1300 650 579.
- Legal Aid even provides legal advice in languages other than English, including Turkish, Arabic, Spanish, Mandarin and Vietnamese. You can find the location of your local Legal Aid Office from the Student Contact Officer's Office.

Lawyers

- For all your immigration concerns, refer to the Telephone Directory under 'Migration Consultants & Services' (Yellow Pages).
- For all other legal concerns, refer to the Telephone Directory under "Solicitors" (Yellow Pages).

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