



PRIMARY AND HIGH SCHOOL PREPARATION PROGRAM STUDENT HANDBOOK

My Study at BROWNS

English courses at BROWNS English Language School provide you with a **fast and effective way to learn English**.

By targeting all the systems and skills that students need to gain English fluency, we ensure you receive a balanced learning diet - targeting your needs, pushing you further and helping you to achieve success.

The curriculum ensures a balance of integrated skills and systems work, partnered with further work on each language skill and system individually. Classes are taught in accordance with the communicative approach to language learning.

Class Details & Times

PRIMARY SCHOOL PREPARATION PROGRAM (SAMPLE WEEK)

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:50 – 9:50	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS
9:50 – 10:00	BREAK: MUNCH AND CRUNCH	BREAK: MUNCH AND CRUNCH	BREAK: MUNCH AND CRUNCH	BREAK: MUNCH AND CRUNCH	BREAK: MUNCH AND CRUNCH
10:00 – 11:00	PREPARATION FOR CAMBRIDGE ENGLISH: YOUNG LEARNERS	PHONICS & PRONOUNCIATION	PREPARATION FOR CAMBRIDGE ENGLISH: YOUNG LEARNERS	PHONICS & PRONOUNCIATION	PREPARATION FOR CAMBRIDGE ENGLISH: YOUNG LEARNERS
11:00 – 11:10	BREAK & PLAY	BREAK & PLAY	BREAK & PLAY	BREAK & PLAY	BREAK & PLAY
11:10 – 12:10	ACCELERATE/ P.E. PLAY BASED LEARNING	ACCELERATE/ P.E. PLAY BASED LEARNING	ACCELERATE/ P.E. PLAY BASED LEARNING	ACCELERATE/ P.E. PLAY BASED LEARNING	ACCELERATE/ P.E. PLAY BASED LEARNING
12:10 – 13:10	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:10 – 14:10	ENGLISH STORY TIME & LITERATURE	CREATIVE ARTS: MUSIC, ARTS & DRAMA	ENGLISH STORY TIME & LITERATURE	CREATIVE ARTS: MUSIC, ARTS & DRAMA	CREATIVE ARTS: MUSIC, ARTS & DRAMA
14:10 – 14:20	BREAK & PLAY	BREAK & PLAY	BREAK & PLAY	BREAK & PLAY	BREAK & PLAY
14:20 – 15:20	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)

HIGH SCHOOL PREPARATION PROGRAM (SAMPLE WEEK)

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:20 – 9:20	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS
9:20 – 9:30	BREAK	BREAK	BREAK	BREAK	BREAK
9:30 – 10:30	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS
10:30 – 11:00	BREAK	BREAK	BREAK	BREAK	BREAK
11:10 – 12:10	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	TASKS BASED ACTIVITIES IN PREPARATION FOR ASSESSMENT	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	ART CLASS	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)
12:10 – 13:10	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	TASKS BASED ACTIVITIES IN PREPARATION FOR ASSESSMENT	TASKS BASED ACTIVITIES IN PREPARATION FOR ASSESSMENT	ART CLASS	TASK BASED ASSESSMENT
13:10 – 14:10	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
14:10 – 14:20	BREAK	BREAK	BREAK	BREAK	BREAK & PLAY
14:20 – 15:20	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS

SCHEDULE A

SCHEDULE B

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:50 – 9:50	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS
9:50 – 10:00	BREAK	BREAK	BREAK	BREAK	BREAK
10:00 – 11:00	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS
11:00 – 11:10	BREAK	BREAK	BREAK	BREAK	BREAK
11:10 – 12:10	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS
12:10 – 13:10	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:10 – 14:10	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	TASKS BASED ACTIVITIES IN PREPARATION FOR ASSESSMENT	TASKS BASED ACTIVITIES IN PREPARATION FOR ASSESSMENT	ART CLASS	TASK BASED ASSESSMENT
14:10 – 14:20	BREAK	BREAK	BREAK	BREAK	BREAK & PLAY
14:20 – 15:20	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	CONDUCT A SURVEY AND ORGANIZE A REPORT	WORK WITH POWER POINT/ PREZI TO CREATE A SLIDESHOW TO SUPPORT YOUR ASSESSMENT	SPORTS AT THE PARK	TASK BASED ASSESSMENT

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:30 – 10:30	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS	ACCELERATE/ STUDY HOUR / COMPUTERS
10:35 – 11:35	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS
11:35 – 11:45	BREAK	BREAK	BREAK	BREAK	BREAK
11:45 – 12:45	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS	COURSE BOOK BASED CLASS
12:45 – 13:45	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:45 – 14:45	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	TASK BASED ACTIVITIES IN PREPARATION FOR ASSESSMENT	TASK BASED ACTIVITIES IN PREPARATION FOR ASSESSMENT	ART CLASS	TASK BASED ASSESSMENT
14:45 – 14:55	BREAK	BREAK	BREAK	BREAK	BREAK & PLAY
14:55 – 15:55	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	TAKS BASED ACTIVITIES IN PREPARATION FOR ASSESSMENT	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)	ART CLASS	CONTENT AND LANGUAGE LEARNING INTEGRATED (CLIL)

SCHEDULE C

What do the class levels mean?

PRIMARY SCHOOL PREPARATION

Level 4: Kookaburras

Speaking	Reading	Writing
I can use some interesting words and grammar to answer the questions. I need to think about what I want to say before answering but I can produce longer answers.	I am a quick reader. I can understand most of the main ideas in a text and some of the details.	I can write simple sentences to answer questions and with some interesting grammatical forms. I can write a text in a logical order with common vocabulary and with correct linking words.

Level 3: Wombats

Speaking	Reading	Writing
I can understand questions very well and can give longer answers if requested. I can talk about a range of topics without	I can identify all written letters with the sound they represent, and I can make successful attempts to read unknown words. I can	I can write most words with correct spelling and can join words with correct linking

hesitation using more complex vocabulary, but with some basic grammar mistakes.	understand what I read in a text easily and know some surprisingly advanced vocabulary.	expressions to form simple coherent sentences.
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Level 2: Emus

Speaking	Reading	Writing
I can answer direct questions with simple sentences confidently but make some basic grammar errors <i>e.g. present simple and plurals</i> . I find it more difficult to speak independently.	I can identify most written letters with the sound they represent. I can read a short passage from a story book with reasonable ease but struggle with unknown words.	I can write most low-level words and can write very simple grammatical forms. I might make some spelling mistakes.

Level 1: Koalas

Speaking	Reading	Writing
I can answer direct questions with short one-word answers and simple vocabulary. It sometimes takes me a long time to think of an answer to the question.	I can identify a lot of written letters with the sound they represent. I can read some individual words in storybooks or a text but find it difficult to read a passage.	I can write some of the letters or words in my book and can match some sounds with written letters. I make some spelling mistakes with the basic sight words.

HIGH SCHOOL PREPARATION

Advanced User – HSP 5

You can use spoken and written English effectively but may make some errors with complex and idiomatic language.

Upper-Intermediate User – HSP 4

You have a high level of grammatical competence. You can understand and contribute to most conversations on familiar topics, although you may make some mistakes.

Intermediate User – HSP 3

You can converse easily on everyday matters but with a limited range of style and expressions. You can read fluently about familiar topics.

Pre-Intermediate User – HSP2

You can produce spoken and written language in familiar situations. You have a fair control of grammatical structure, but your vocabulary is limited.

Elementary User – HSP1

You can talk about interests and everyday activities and use basic grammatical constructions. You can understand simple messages, instructions and directions.

Length of Study

The minimum study period is 1 week. BROWNS English Language School is open all year round.

Assessment & Testing

When you arrive at BROWNS, you are given a **placement test**. This allows our Director of Studies to place you in a class best suited to your English ability. Every week, you will have an Assessment and your development is then **monitored and recorded** on your **individual student record**. Primary School Preparation students are assessed on their abilities through “can-do” statements done by the students in addition to grades by the teacher.

On your graduation day, we will present you with a **BROWNS Statement of Achievement** showing your **length of study**, your **English level**, your **attendance rate**, your **class performance** and your **skills assessment**.

For those who are on a pathway to a school, BROWNS will provide your school, and your agent and parents with a detailed Academic Progress Report with a summary of your assessment results and a comment by the teacher and Director of Studies.

Materials Fees and Book Entitlements

BROWNS includes a Materials Fees surcharge in all bookings to ensure each student has the expected materials needed to progress through their course.

Materials fees cover access to Wi-Fi internet services, class handouts, the printing of additional resources and materials provided for use in class, Accelerate and group study sessions. Depending on your course Materials Fees may also include a course book allowance and access to online resources.

How many course books are included in my Materials Fees? *

Your Materials Fees may include a course book allowance based on the number of weeks of study included in your booking:

1 – 3 weeks	no course book entitlements
4 – 10 weeks	1 course book
11 – 20 weeks	up to 2 course books
21 – 30 weeks	up to 3 course books
31 – 40 weeks	up to 4 course books
41 – 50 weeks	up to 5 course books
51 – 60 weeks	up to 6 course books

*Primary School Preparation students will receive a class book and an activity book regardless of how long you are studying for.

Your course book will be provided to you by our team once you have been placed in your new class. If you exceed your allowance, you can easily purchase or loan additional course books as required.

Students who test as borderline on their first day may not be issued with books until their second week to ensure they have been placed in the right class.

How does Accelerate/Study hour work?

Your **ACCELERATE/ STUDY HOUR** class is designed to cover all the systems and skills required to improve your English;

By targeting all the systems and skills that students need to gain English fluency in an integrated class, we ensure you receive a balanced learning diet - targeting your needs, pushing you further and helping you to achieve success. In **BROWNS Accelerate/Study Hour Further Learning Program**, we can pinpoint your individual needs, and help you focus your studies even further.

For our High School Preparation courses, the teacher will give students material or objectives to work on during this time. This can be extra grammar and vocabulary practice to consolidate what has been done in class, a research project in the computer lab, sustained silent reading, or to prepare for assessment.

For our Primary Preparation courses, there is one hour dedicated to play, consolidation or sport, and this is guided by the teacher.

Student Services

BROWNS is committed to providing students with the resources and information they need to gain the most from their time at BROWNS and in Australia.

Our Student Services team is always available to assist with any issues that may arise during your time at BROWNS.

BROWNS range of services include:

- Under 18 Welfare checks
- Accommodation Services – Homestay
- Airport Transfers
- Academic Counselling and Further Study Advice
- Student Activities

Assistance with Adjusting to Life in Australia

Students can meet with a member of our Student Services team at any time to discuss any issues or information they may need to settle in to life in Australia.

The team can provide you with useful information to help you settle into life in Australia including:

- Transport options and how to get a GO Card,
- Nearest doctor, dentist and other medical practitioners,
- How to open an Australian bank account,
- How to get an Australian SIM card or phone,
- How to access the library,
- Places and attractions to visit, and
- A range of other information you may find useful in your first few weeks at BROWNS.

We understand that as a foreign student, you might find life stressful, frustrating, or lonely. BROWNS staff can always talk to you about any issues you are having, and we can try to offer advice on any personal issues you may have. If you are still finding it difficult to adjust to life or need someone else to talk to, there are a number of agencies you can contact.



Lifeline is a support line so you can talk anonymously about your issues from stress to depression. Phone 13 11 14



Headspace can support you if you are having a tough time. Phone 1800 650 890

1800QSTUDY (1800 778 839) is a student hotline for all international students across Queensland. The service supports students, agents, chaperones, parents and homestay providers with 24/7 phone support and general enquires regarding study in Queensland.

Services include:

- Afterhours support

- Accommodation advice
- Public transport and travel advice
- Employment advice
- Health and wellbeing referrals
- Legal referrals
- Complaint referrals

A translation service is available.

Please note 1800QSTUDY is a not an emergency service number.

In an emergency, please dial **Triple Zero (000)** and ask for Police, Fire or Ambulance.

In addition, there are a number of people from your community that you may be able to contact so you can make friends and join community events. Meet-up () is an online group which organises social events for different interests and cultures:

- <https://www.meetup.com/spanish-37/>
- <https://www.meetup.com/Japanese-Brisbane/>
- <https://www.meetup.com/french-536/>

Below are a few other community organisations:

- Aliance Francaise Brisbane: <https://www.afbrisbane.com/> +61 7 3844 4460
- Australian Arabic Council: <http://www.aac.org.au/> +61 413 219 141
- Latin American Community <https://www.lacaqld.org.au>
- Filipino Australian foundation of QLD <http://www.fafq.org.au/> (07) 3216 9808
- Hindu Society of Queensland Inc. <http://www.hindusocietyqld.org.au/> (07) 3865 3164
- Cathay Community Association <http://www.cathay.org.au/> (07) 3275 3688
- Queensland Russian Community: <http://www.qldrusculture.com/>
- Multicultural Communities Brisbane: <http://mccbrisbane.org/> (07) 3257 1868 (press option 1)
- Japanese Society of Brisbane: <http://www.austjpnasoc.asn.au/>
- Islamic Society of West End: <https://www.yelp.com.au/biz/islamic-society-of-west-end-west-end> (07) 3846 1573

BROWNS Activities

Check the Student Activities Board for more information on when and where to meet, and to find out about the activities provided by BROWNS.

High School and Primary School Preparation courses have activities included in their course structure and we can liaise with external partners should you wish to partake in any extracurricular activities. BROWNS works with a travel company that can organise heavily discounted tickets for the theme parks and animal sanctuaries. We also have partnerships with the tennis club, with surf and scuba diving companies, dance instructors, etc. Should you wish to do any of these with the supervision of an adult please complete the Special Activities and Travel Form.



Academic Counselling

At BROWNS we believe that your success is our success and **we will help you get there.** Our **Academic Team** runs regular academic counselling sessions for BROWNS students. In addition, the teacher will have regular one on one meetings to let you know how you are progressing and what you need to work on to achieve your outcomes successfully.

Attendance

Due to government regulations, your attendance record must always reflect the amount of time you spent in class. If you provide a medical certificate, we cannot change your attendance record or increase your attendance percentage. However, if you provide a medical certificate, BROWNS will take your illness into account when deciding how to respond to low attendance.

All students under 18 are considered to be minors and must attend class at all times unless BROWNS has had notification from homestay or family that you cannot come. Browns will contact your homestay or family in case of non-attendance. If the homestay is not aware you are not in class, this will be treated as truancy and if you cannot be found, we reserve the right to contact the police as well as your family.

If you are late for your class, then you will be required to collect a “late pass” at reception and give this to your teacher – you can enter class quietly. You will be marked absent for the first hour of class.

If your attendance is less than 80%, we cannot provide grades on your graduation certificate.

Student who have a Student Visa are required by law to have 80% attendance or more.

Monitoring Student Attendance

As a minor in Australia and under the welfare agreement you have with BROWNS, you are required to attend class. Nonetheless, for your information, class attendance is calculated based on 20 hours a week of classes and adjusted taking into consideration any identified sick days (i.e. medical certificate) or other compassionate or compelling circumstances.

Each day, the teacher completes an attendance record summary sheet. Students who do not attend class are marked as absent on the record. They then enter this record onto eBECAS, the Student Management database, which automatically updates the students' overall attendance.

At the end of each week, the attendance record summary is given to the Student Services Team by the teacher for filing. If the Teacher or Student Services Team has received any reasons for absence or medical certificates, the appropriate comments are entered for that student.

Your attendance is also reflected on any Academic Progress Reports sent to schools and agents.

Attendance Intervention Strategy:

Regular absences are counselled at a one-to-one Counselling Session with the Academic Management Team, usually the Assistant Director of Studies.

Any student whose attendance falls to 92% and 88% is issued with a warning letter. This serves as a first warning. As a minor, a copy is also sent to the student's Agent and filed.

If the student's attendance does not improve and falls to between 87% and 84%, a second warning letter is issued. This serves as a second warning and includes an intervention plan. If any issues arise from the intervention meeting which requires external assistance, for example a referral to speak with the schools nominated counselling service, this will be arranged by the Student Services Manager at no cost to the student. This will be kept confidential at all times. A copy is sent to the student's Agent (if applicable) and filed.

If the student's attendance still does not improve and falls to between 83% and 80%, a third warning letter is issued. This serves as a final warning. A copy is sent to the student's Agent (if applicable) and filed.

If the student has not improved his or her attendance and BROWNS has assessed the student as not being able to achieve the satisfactory level of attendance (minimum of 80%), the student will be issued a Notice of Intention to Report Unsatisfactory Attendance and have twenty (20) days to access the complaints and appeals policy.

If a student is not successful in their appeal (both internal and external if they choose to access the full policy), then the student will be reported to the Department of Education (through PRISMS).

Our Promise to You

At BROWNS we have an exceptional teaching team of highly qualified experts who continually train in the latest methods for teaching English to bring you cutting edge courses that will help *Accelerate* your progress.

BROWNS understands that you are a customer as well as a student and promises to practice courteous and caring customer service at all times.

What We Expect from You

At BROWNS we expect the very best from our students. We expect you to take responsibility for your education and for your progress. This means following your teacher's advice, doing any homework that is assigned to you, participating in *Accelerate*, and following school rules (please read and sign student contract).

R.E.S.P.E.C.T. What it Really Means to BROWNS

Living and studying in a new country can be hard, and it is normal to feel frustrated at times. Our staff members are always ready to help, and we want to fix any problems before they become too serious. BROWNS English Language School provides a welfare and academic counselling service to students in the following areas:

- Personal, emotional and cultural issues;
- Study skills;
- Educational information;
- Applications for further study;
- Information on student visas, student health cover and international students' obligations with respect to the requirements of the Department of Immigration

In return, we expect our students to behave in a socially acceptable manner in the school and respect the wishes of BROWNS staff and their classmates at all times.

Note: Students under 18 years of age who are not accompanied by their parents or a suitable relative must accept the guardianship and accommodation arrangements provided by the School. Failure to do so could result in your Australian Student Visa being cancelled by the immigration department.

BROWNS School Rules

If you're late ...

- If you are more than 10 minutes late for the first lesson, you will be marked as absent.
- If you are more than 5 minutes late for the consecutive hours, you will be marked as absent.

English only!

- At BROWNS we can have up to 35 different nationalities. As such, students are asked to speak English only when on school premises (including in and outside class times) so everyone understands each other. If you continue to speak another language, we reserve the right to enter a warning note in our database and contact your agent.

Mobile Phones & laptops on silent!

- The classroom is for learning, so please turn your mobiles to silent in class time unless the teacher agrees this is ok for research or translation. You may be asked by the teacher to bring in a laptop in order to do the required work or work on the Moodle.

General

- We cannot grant holidays unless you can show a medical certificate from a doctor. The only exception will be if you have informed BROWNS prior to commencing your studies.
- Please do not eat or drink in the classrooms.
- All BROWNS students must wear their student ID lanyard anytime they are in the school
- It is not permitted to download or play computer games on the student computers.
- The kitchen is for everyone to use, and we ask that you please leave it clean and tidy and wash any dishes.
- Please keep the toilet clean. There is a toilet brush next to each toilet if you need it.
- Behave in a manner that respects the rights of others and is in line with what is culturally acceptable in Australia. If your behaviour is deemed unacceptable, BROWNS management will reserve the right to give you a written warning and upon a third warning, BROWNS may withdraw you from the program (with no refund of payment).

Our under-18 students are required to sign the Code of Conduct, the Bullying Policy and the Uniform Policy prior to starting class.

CODE OF CONDUCT

One of BROWNS' core values is appreciating the importance of a positive learning environment for everyone so that all students meet their full potential, whether they are here to prepare for an Australian secondary school, or just to learn English for fun. It is very important that all students in the HSP programme abide by some important rules so that everyone feels motivated and enthusiastic about learning, and to make the transition between BROWNS and secondary school smoother.

We have the following positive behaviour guidelines that we expect HSP students to adhere to while on campus:

- Love English and speak it all the time
- Have a positive attitude to learning
- Wear your lanyards and identification cards
- Come to class on time (you will be marked absent if you arrive 10 minutes late)
- Do your homework in a timely manner
- Bring all your books and stationery
- It's important to produce your own work – cheating, Copying and plagiarising is not tolerated
- Use technology wisely - gadgets will be stored by the teacher during class unless needed for your studies
- Respect property. Also, remember that public spaces and classrooms are for all students; don't kick balls around, and do not eat around the computers
- Downloading using the Wi-Fi is not allowed, nor is accessing inappropriate material on BROWNS computers
- Be well-dressed and respect the uniform policy
- Use good manners, consider others, and treat everyone how you would like to be treated yourself.

BROWNS has a detention policy for HSP students who do not adhere to the points above. After the third breach, BROWNS reserves the right to contact the student's family, make a recommendation to the future school or and/or suspend student.

For under-18 students, any of the following could result in your suspension from class and the cancellation of your course without refund:

- Assaulting another student, or making threats against another student or staff member
- Deliberately disobeying an instruction by a teacher or staff member
- Being continually rude or disruptive in class
- Stealing from the school, or from another student
- Deliberately damaging school equipment
- Bringing illegal drugs onto the premises or being intoxicated on school premises
- Falsifying any documents issued by the School (e.g. Attendance Certificate or Class roll)
- Smoking, alcohol or drug use

If you are convicted of a serious offence in Australia, such as stealing, or other criminal behaviour, you may also be asked to leave the School. Cancellation of your course may also lead to the cancellation of your visa without refund.

No holidays will be granted unless you can show a medical certificate from a doctor. The only exception will be if you have informed BROWNS prior to commencing your studies.

BULLYING POLICY

BROWNS aims to create a positive learning environment for all by taking positive steps to reduce the chances of bullying or harassment. It is important to us that every student who studies here can do so happily.

Bullying does not only include hitting. It can also include any of the following:

- name calling

- deliberately excluding someone from the social group (e.g., not playing/working with someone or not letting someone sit with you)
- spreading rumours about someone
- taking someone's things without permission
- kicking, pushing, punching
- saying nasty things to you
- sending nasty text messages, or showing inappropriate images or video
- using the internet to threaten you
- and any number of other small cruelties

You should never ignore the situation if you feel you are being bullied. If you feel that you are the victim of a bully, then it is the responsibility of BROWNS to take your case seriously and act accordingly and discretely.

BROWNS Uniform Policy

Almost all Australian school students wear a uniform and BROWNS students are no exception.

All **PSP** (Primary School Preparation)/ **HSP** (High School Preparation) students must wear the prescribed red BROWNS polo shirt during school hours. All students are given the **RED BROWNS POLO SHIRT** according to their offered package during orientation day and this is to last the student for the duration of their enrolment.

If the student requires an extra uniform Shirt or Hoodie, these can be purchased at reception.

Students are required to wear the uniform:

- When at **BROWNS** or representing **BROWNS**
- When engaging in any school activities off campus
- When arriving at / departing from the school campus

Students must wear the **RED BROWNS Polo Shirt** as their outer layer. The school uniform must be visible at all times.



HSP BROWNS RED POLO SHIRT



PSP BROWNS RED POLO SHIRT

During cold months students can purchase the **BROWNS Hoodie** at reception or alternatively wear a long sleeve shirt (black, grey, white or red) underneath their RED BROWNS Polo Shirt. **No bright colors or patterns are permitted.**



As part of the school uniform students must wear BLACK/ GREY shorts or BLACK/GREY long pants with their RED BROWNS Polo Shirt. Schools Shorts & Pants can be purchased from TARGET, BIGW, KMART, etc.

Please refer to pictures below:



If a student comes to campus without their uniform, they must provide an explanatory note from their homestay/guardian/parent stating the reasons for this. Students will be provided with a school Uniform for the day that must be returned washed and ironed the following day without delay.

If a student does not have a note from homestay/guardian/parent, then they must see the Assistant Director of Studies, and this will be noted on their student record, and included in their academic report.

After a third case of non-compliance to uniform policy, the student will be issued with an Intention to Suspend by the Assistant Director of Studies.

- **Jewelry is restricted to:** 1 watch, 2 pairs of earrings, 1 necklace and 2 rings.
Other **piercings or tattoos are prohibited**, any pre-existing tattoos will have to be covered.
- **Hair:**
Hair styles should be appropriate, no extreme styles or unnatural colours.
- **Make-up:**
Make up and nail polish should not be worn or should be clear.
- **Footwear:**
Students are to wear enclosed shoes to school; no thongs, slides or sandals permitted.
Shoes must be black or white with no visible brand. Please refer to picture below.



As of June 2022, students will not be allowed to wear any item of clothing other than the official BROWNS UNIFORM described above.

Leaving the Premises

HSP and PSP students should not leave the school building between **8.20 and 15:10 Schedule A, 8:50 and 15:20 Schedule B, 9:30 and 15:55 Schedule C**, unless:

- there is prior agreement through the Teacher or Academic Management
- there is an excursion
- visits to the park for physical education

Mail

Students' mail collection (letter and parcel) at BROWNS Campuses is UNAVAILABLE.

The Post Office has a system of holding mail for people who don't have permanent postal addresses – this is called '**Post restante**'. In Australia, you can send your mail to any Post Office.

Please find the post office which is most convenient for you:

Brisbane Campus: Student Name
Ann Street Post Shop
Shop 3, 69 Ann Street
BRISBANE QLD 4000
Australia

Gold Coast Campus: Student Name
C/O Australia Fair Post Shop
SOUTHPORT QLD 4215
Australia

You will need **your passport to collect your letter or parcel**.

You will not be contacted when mail arrives - it is your responsibility to personally go in and check regularly. Post office staff will not advise you over the phone if there is a package or mail for collection.

You will need to ask anyone who sends you mail write the address as below.

LASTNAME, First name Initial (in English)

Counter Mail

Post Office Outlet Name

City/State

COUNTRY Post Code

Sample



Students on Student Visas

As part of your student visa requirement, you must maintain satisfactory course progress. This means that you should be making continuous improvement, demonstrated in weekly tests and assessment tasks. The school provides personalized assistance to students who are having difficulties with their course. Please tell your teacher if you are worried about your progress, or any aspect of your course.

If you hold an Australian student visa:

- You **must** attend over 80% of the contact hours scheduled for the duration of the course. *If your attendance percentage drops below 80%, or you are absent for more than 5 days without a proper reason, the School is required to report you to the immigration department. This could mean that your visa will be cancelled and you will no longer be allowed to remain in Australia.*
- As part of your visa requirement, you **must** maintain satisfactory progress throughout your course. *This means that you should be making continuous improvement, demonstrated in weekly tests and assessment tasks. The school provides personalized assistance to students who are having difficulties with their course. Please tell your teacher if you are worried about your progress, or any aspect of your course.*
- You **must** maintain adequate health insurance arrangements for the period of your stay in Australia. *Before coming to Australia, you paid your **Overseas Student Health Cover (OSHC) fees, which cover your basic medical and hospital costs.** For more information, please visit www.ahm.com.au/oshc , www.brownsels.com.au or the Bupa website: www.overseasstudenthealth.com (Students receive OSHC cards from BUPA and all information is on their website).*
- You **must** be enrolled in a **full-time** course with a registered provider, for the duration of your student visa.
- You **must** notify your education provider of any change of address or contact details in Australia (please see change of address form).
- If you change education providers, you **must** notify BROWNS within 7 days of receiving a Confirmation of Enrolment (or letter confirming enrolment), from the new provider.
- Once you have arrived in Australia and begin your course, you are allowed to work for a maximum of 40 hours per fortnight. For more information, please visit <https://www.homeaffairs.gov.au/>

All students on Australian Student Visas must comply with the student visa requirements. Failure to comply with these requirements can result in a student being reported to the immigration department and the possible cancellation of your visa.

What if I'm Sick?

Under-18 students need to be taken to the doctor by an adult, and a medical certificate provided to BROWNS.

If you hold a student visa, Medical Certificates are required for all absences due to illness. When you visit your doctor, ask for a medical certificate that clearly states the type of illness and shows the dates you have been ill.

When you return to school after being sick, give the medical certificate to reception. **They must be handed to reception within 5 days (one week) of your return.**

I Really Enjoyed My Course and I'd Like to Continue My Studies...

If your visa allows it and your attendance and course progress is satisfactory, you may extend your course in Australia or enrol in a different course. If you do, you may need to extend your visa. You can do this at the immigration department. You will need to bring your passport, a new Confirmation of Enrolment form from BROWNS English Language School and a Certificate of Attendance.

For more information, please visit www.homeaffairs.gov.au or www.brownsenglish.edu.au

What Do I Do if I Change My Australian Address?

IMPORTANT!!!

The Immigration Department requires the school to keep a record of your current address while you are here. From time to time, the immigration department will write to you at that address and if the letters are returned unanswered, or you don't turn up for your scheduled interview, they may cancel your visa without notice. So, if possible, please tell us a few days before you make the change.

In addition, we require all mobile phone numbers in case we need to get in contact with you.

Identification

Your PASSPORT is a very important document and should be kept in a safe and secure place. It is also advisable to photocopy your passport. This will help you to get a replacement should you lose your passport.

Homestays

Living in a homestay can be a great way to learn about Australian culture and improve your English. BROWNS is well known for the quality of its Student Accommodation Program. BROWNS provides their own homestay accommodation and is managed by our Accommodation Student Services Officers.

There is a 24 hour mobile for emergencies only:

Brisbane Campus – +61 7 3221 7871

Gold Coast Campus – +61 7 3221 7871

For more information, please visit www.brownsenglish.edu.au

When living in homestay there are a few rules you should be aware of:

1. Enjoy your homestay experience – have dinners with them, go out with them if they invite you, and improve your English by becoming part of the family
2. Australia has strict water restrictions and you should limit your shower to no longer than 4 minutes. This is a government standard in Australia.
3. Internet is a privilege that is not guaranteed in all BROWNS homestay. If the family allows you to use their internet, there might be a fee. If the internet is abused, the cost will be forwarded on to the student.
4. Please become familiar with the family rules and keep your bedroom and bathroom tidy. It is common for families to ask you to help with the household chores.
5. Please remember you are living with a family and not in a hotel. It is important to have respect for the family members and come home at a decent time. Please do not come home in the middle of the night and disturb the entire family.
6. Please let the family know where you are and if you are coming home for dinner at all times as they worry about you and prepare your meals.
7. Curfew is at 6.30 pm Sun-Thu and public holidays, 8.30 pm Fri – Sat and the day before public holiday.

Health & Safety

As a student at this school, you should follow all reasonable requests from a staff member with regard to your safety and the safety of other people in the school.

You need to:

- Take great care in the use of all electrical equipment, especially the computers in the Student Common Room
- Avoid placing yourself or others in hazardous situations either inside or outside the school building
- Promptly report any faulty electrical equipment, faulty furniture or hazardous situations to a School staff member
- Ensure that you are in reasonable health when you attend school, if you are sick, go to the doctor, get a medical certificate and do not attend class until you are well
- Ensure you seek proper help if you are experiencing personal, family or financial problems that are likely to cause stress
- Be aware of evacuation procedures in an emergency (fire/cyclone/severe storm)
- Please take care of your bags and possessions. Do not leave any valuables unattended (camera, purse, wallet, passport etc.) If you leave your bag in a classroom or in the library, make sure you take your valuables out first and keep them with you. For your own safety, do not carry large amounts of cash around with you.

Fire and Emergencies!

IF YOU HEAR THE FIRE ALARM, FOLLOW THE INSTRUCTIONS BELOW!

1. Listen to your teacher for instruction to where the fire exits are.
2. Pick up your personal belongings without delay and leave the classroom in an orderly manner, moving towards the nearest fire exit. **WALK – DO NOT RUN.**
3. Do **NOT** attempt to use the lift.
4. Use the stairs to get to the ground floor keeping to the left of the wall, walkway or stairwell.
5. Stay with your class. Do not leave the Emergency Assembly area until instructed to by your teacher.



The number for ambulance, fire or police is 000. If it is not an emergency, and you need to contact the police, the number is 131444

Beaches & Swimming in the Ocean

White, sandy beaches surrounded by sparkling blue, clear water – this is what Queensland is famous for. With expert lifeguards on duty our beaches are amongst the best patrolled in the world providing swimmers follow the rules:

Rules for Safe Swimming:

- ALWAYS swim between the red and yellow flags
- Never swim alone or at night
- Always swim on beaches patrolled by lifeguards and lifesavers
- Do not swim under the influence of alcohol or when beaches are closed
- Observe flags and warnings for unseen rips or dangerous conditions
- Do not struggle against the current, but swim diagonally across it
- If you are caught in a current or undertow or suffer a cramp, DO NOT PANIC, raise your hand up and float until help arrives.



Safety at Night

All under-18 students are required to be home before sunset (or before 6:30 in summer months). Although Australia is generally a very safe country, incidents of violence and crime do sometimes occur, and there are some precautions we suggest.

- Avoid walk in unpopulated or dark areas by yourself at night time, and stay in main public areas
- Do not start any arguments with others in the street, especially if they are under the influence of alcohol or drugs
- Do not carry a lot of money with you when you go out
- Do not withdraw money from an ATM at night time

Personal Information

BROWNS English Language School will collect personal information, manage and use it, and disclose it in a way that complies with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth).

Information relevant to students under the age of 18 that has been disclosed to BROWNS for the primary purpose of collection may not be used or disclosed without the written consent by the parents and or guardians.

From time-to-time BROWNS may seek consent to use images, video, voice and work from students under the age of 18. BROWNS will not disclose this information without the prior written consent by the parents and or guardians.

What Do I Do If I Have a Problem?

If you have a problem at the School, any aspect of your course or the accommodation that BROWNS has arranged for you, you should in the first instance speak with the Student Services team. If it is related to an academic issue you can also make an appointment with the Academic Management Team.

Steps to follow if you have a problem at School

Step 1 Speak with your teacher or the Assistant Director of Studies (academic issues) or a member of the Student Services team (all other issues)

Step 2 If unresolved, make an appointment with the Head Director of Studies (for academic issues), or the Student Services Manager (for all other issues)

Step 3 If still unresolved, access the complaints and appeals process by submitting a formal written complaint to the Managing Director (see Policy below)

Remember.....You can ask to have another person accompany you at any stage of the dispute resolution process.

Complaints and Appeals Policy

What is a Complaint?

A Complaint is a dispute. Complaints may include problems raised by employees, clients or students and may cover issues including (but not limited to):

- Perceived unfair treatment by BROWNS or one of its staff
- Disagreement with results issued or service standards
- Dissatisfaction with BROWNS Professional policy or procedure
- Dissatisfaction with level of tuition fees charged
- Unreasonable working requests
- Complaints relating to training competence.

BROWNS Policy

It is our policy to:

- Respond to all complaints in both an appropriate manner and timely manner;

- Ensure that the person who has lodged a complaint will not be disadvantaged in any way whilst BROWNS is attempting to resolve the issue;
- Allows a complainant to be accompanied and assisted by a support person (i.e. third party) at any meetings dealing with the complaint;
- Each party to have an opportunity to formally present their case;
- Ensure there is no deliberate obstruction or complication of process; and
- Effectively resolve complaints to the satisfaction of all parties involved.

Lodging an Appeal

Any student who believes they have a complaint may lodge a formal appeal in writing with the Head Director of Studies (Academic issues) or Student Services Manager (all other issues). All complaints are taken seriously and acted upon within ten (10) working days of the formal lodgment. In an appeal against an assessment /result outcome BROWNS identifies the appeal period as being per unit of competency, rather than per qualification.

Complaint/Appeal Resolution

It is the responsibility of the Student Services Manager (non-Academic issues) or Head Director of Studies (Academic issues) to resolve the matter as soon as possible. The complainant will be given a written statement of the outcome, including detail of the reasons for the outcome.

If there:

- is no resolution to the complaint or
- either party is not happy with the resolution; or
- there is no resolution in a time frame reasonable to either party involved;
- then the complaint will be escalated to the Managing Director (MD).

Once the recorded complaint has been escalated to the MD the following events will take place ensuring the process commences within ten (10) days of the lodgment and supporting information and all reasonable measure taken to finalise the process as soon as practicable:

- Each party may be accompanied and assisted by a support person at any relevant meetings;
- The complainant has an opportunity to formally present his or her case at minimal or no cost to him or herself;

A meeting is held to:

- ascertain the nature of the complaint/appeal and what action has been taken to date
- identify why either party may not be satisfied with the proposed resolution
- ensure a time frame will be set by which a resolution should be reached
- ensure all parties agree and cooperate with one and other while they are attempting to resolve the matter
- ensure the employee, student or client will not be victimised or disadvantaged in any way e.g. during the process the student's enrolment is maintained.
- If the complaint cannot be resolved informally the complainant must be given a written statement – containing of the outcome, including details of the reasons for the outcome, and confirming the student's right to access the external appeals process at no or minimal cost.

Regarding an assessment/result outcome BROWNS identifies the appeal period as being per unit of competency, rather than per qualification.

The written statement must record events taken and signed by all parties present at each meeting.

The MD will attempt to mediate between the parties to develop a resolution all parties are happy with.

Should the internal or any external complaint or appeals process result in a decision which supports the student, BROWNS will immediately implement any decision and/or corrective or preventative action and advise the student of the outcome.

Should the parties involved be unable to reach a resolution, then the employee, student or client may refer the matter externally to a party they consider appropriate to deal with the matter.

In the case of international students, and in accordance with Standard 8 of the National Code, the Overseas Ombudsman Office may be contacted at:

The Overseas Student Ombudsman
GPO Box 442
Canberra ACT 2601
Email: ombudsman@ombudsman.gov.au
Online at

This Complaints and Appeals Policy does not prevent an overseas student from exercising their rights to other legal remedies.

How Do I Contact BROWNS?

Send us an email at any time at

Brisbane Campus:

Street Address: 102 Adelaide Street
BRISBANE QLD 4000
Postal Address: GPO Box 662
BRISBANE QLD 4001
Email apply@browns.edu.au

Gold Coast Campus

Street Address: 5 Hicks Street
SOUTHPORT QLD 4215
Postal Address: PO Box 10485
SOUTHPORT BC QLD 4215
Email apply@browns.edu.au

Emergency Contacts:

24-hour Accommodation Issues – Gold Coast Campus – Ph: +61 (07) 3221 7871

24-hour Accommodation Issues – Brisbane Campus – Ph: +61 (07) 3221 7871