



Citipointe
Christian College

INTERNATIONAL

OVERSEAS STUDENT ORIENTATION HANDBOOK



Citipointe
Christian College

INTERNATIONAL

Overseas Students Primary & Secondary School

Primary Years Preparatory-Year 6 (071487F)
Junior Secondary Studies Years 7-10 (097391M)
Senior Secondary Studies Years 11-12 (010045D)

Orientation Handbook

Student's name: _____

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WELCOME

Welcome to Citipointe Christian College (CCC). CCC is a private school for students from Preparatory (age 5 years) to Year 12 (age 17 years) which consists of a Primary school, a Secondary school and an International College.

People you should know

PRINCIPAL Mrs Gravestein		
Citipointe Christian College		Citipointe Christian College International
PRIMARY SCHOOL	SECONDARY SCHOOL	
Head of Primary Mrs Piercey	Head of Secondary Mr Ivers	Head of International Dr Myers
Preparatory (Prep) Year 1 Year 2 Year 3 Year 4 Year 5 Year 6	Year 7 Year 8 Year 9 Year 10 Year 11 Year 12	Secondary School Preparation Program (SSPP) Intensive English + Test Preparation (IETP)

Principal: Mrs Gravestein

Head of Primary: Mrs Piercey

Head of Secondary: Mr Ivers

Student Protection Contact Officers (International): Mrs Nadia Janse van Rensburg

Student Protection Contact Officers (Primary): Mrs Varghese, Mrs O'Sullivan, Mr D Smith

Student Protection Contact Officers (Secondary): Mrs van den Berg and Miss Grobbelaar

Counsellor/Student Contact Officer (Secondary): Miss Grobbelaar

Director of Teaching and Learning – Michelle Fouche

Director of Curriculum (Secondary): Mr Stewart

Head of Student Management/Pathways: Mrs Gallagher

Registrars: Mrs du Plessis, Mrs Booth

Homestay Co-ordinator: Mrs Jakins (located in International College)

Your class teacher (Primary students):

Your Head of Year (Secondary students):

Making friends





Remember, if you want to make new friends, be friendly. Smile and make eye contact when someone talks to you. This is the Australian way. Take every opportunity to make friends with other students when you are at sport, in classes, at the canteen or in the Library. Having Australian friends will help your English tremendously.

SAFETY AND WELFARE

Every student at Citipointe Christian College has the right to feel safe and free from harm. You need to tell somebody if you, or another student, are being harmed or are afraid of being harmed from somebody at home, at school, or in the community. If you or others are feeling unsafe, or are the victim of a critical incident, it is very important that you tell somebody immediately.

Student Protection Contact Officers

The staff members pictured below are specifically delegated Student Protection Contact Officers available to help you whenever you need to discuss a concern. You may also talk with your Head of Year or any teacher.

					
Miss Ronelle Grobbelaar <i>Student Services Coordinator</i>	Mrs Toni O' Sullivan <i>Head of Primary Pastoral Care</i>	Mrs Anna Varghese <i>Head of Student Support</i>	Mr Daniel Smith <i>Director of Primary Administration</i>	Mrs Lana van den Berg <i>Director of Student Care Secondary</i>	Dr Lillian Myers <i>Head of Citipointe Christian College International</i>

College Emergency contact

In an emergency or if you need help, you can contact the people below:

Mrs Jakins
0412 304 375
homestay@citipointe.qld.edu.au

Dr Myers
0418 811 399
lmyers@citipointe.qld.edu.au

Emergency services

For emergency services (fire, police, ambulance) dial 000 from a landline, or 112 from a mobile phone.

Report it!

If you or someone else is fearful or feeling unsafe, report it. If you or someone else is experiencing sexual, physical or other abuse, report it.

Report to your teacher, Mrs Jakins or Dr Myers, or call the College emergency contact number.

If you are sick or hurt at school

If you are sick or hurt at school, tell your teacher who will arrange for you to go to Health Bay.

If you have a problem

If you have a problem, talk to your teacher or ask your teacher to make an appointment for you to see Dr Myers at Grace House.

SUPPORT SERVICES

Academic support

The College has available many avenues of academic support if you find yourself struggling with your schoolwork. This includes English language support as well as support in your other subjects.

If you need academic support, you can speak with your teacher or the College's Student Support staff.

Personal support

If you are needing personal support, there are many ways that the College can help you. This might involve something as simple as being homesick or having difficulty adjusting to life in Australia. Here are some strategies you can try:

- Talk to your class teacher
- Talk to the Homestay Coordinator
- Talk to the Head of International
- Talk to the Principal
- Talk to your parents
- Ask a friend to help you talk about your problem

You can also talk to any of the College's Student Support staff, and they will be able to help you or refer you to someone who can.

Homestay

If you are unhappy with your homestay arrangement or are having problems in homestay, talk to Mrs Jakins or Dr Myers.

COLLEGE RULES

There are three main rules: RESPECT GOD, RESPECT OTHERS and RESPECT YOURSELF.

- Respect God by listening and sitting still in Chapel, in devotions and when someone is praying.
- Respect others (your teachers, other students and the College) by:
 - Doing your homework well
 - Speaking only English in class
 - Joining in all activities as well as you can
 - Coming to class ready to learn, with all books and equipment
 - Not chewing gum anywhere at school

- Not using mobile phones during school hours
 - Not bullying other students
 - Not littering
 - Not using or bringing alcohol, drugs, cigarettes, knives or blades of any kind
 - Not swearing in any language
- Respect yourself by:
 - Wearing your uniform with pride
 - Working to the best of your ability and always participating
 - Being friendly and helpful to everyone
 - Bringing pride to your family and country

Reward for doing the right thing

If you are a well-behaved student who always shows respect and has a good attitude, you can receive an Award for Excellence and Pin. A letter is sent to your parents telling them that you are an outstanding student and an asset to the College.

Penalty for doing the wrong thing

You could be given a litter duty, which means picking up rubbish in the playground at lunchtime. You could visit Dr Myers to discuss your behaviour. A letter about your behaviour could be sent to your parents. You could be told to leave the school.

COLLEGE REQUIREMENTS

Absences

If you are absent your parent or homestay parent should phone the College on **3555 2701** before 9:30 am to explain. For any day absent you must also bring a letter of explanation from your parent/guardian/homestay parent. If you have more than 3 days away sick, a medical certificate is required.

If you are going to be away for any period of time, your parent/guardian must request permission from the Principal in writing. This can be done by email to mail@citipointe.qld.edu.au.

Calendar

Make sure you and your parents know the term dates so that you do not arrive late or leave early before or after the term breaks. The College website has the term dates and holidays for this year and next year, at <http://citipointe.qld.edu.au/my-citipointe/calendar/>

Cybersafety

The College's computer network, internet access facilities, computers and ICT equipment/devices are for educational purposes appropriate to the school environment. This applies whether the equipment is owned or leased either partially or wholly by the school, and used on or off the College campus.

The College's computer network, internet access facilities, computers and other ICT equipment/devices also bring great benefit to its teaching and learning programs and to its effective operation. The College has rigorous cybersafety practices in place. This includes an *Acceptable Use Agreement* for staff and students.

The goal of the College is to create and maintain a cybersafety culture which is in keeping with the values of the school, and legislative and professional obligations. This agreement includes information about your obligations, responsibilities, and the nature of possible consequences associated with cybersafety breaches which undermine the safety of the school environment or good name of the College.

Homework

Assignments and all homework must be completed by the due date. There are heavy penalties for late work. You will be given an assessment timetable with due dates for exams and assignments.

You will be given access to a portal on the College website at <http://learn.citipointe.qld.edu.au/>.

iPads

Your iPad should stay in your desk drawer in your classroom during the day when you are not using it. Take your iPad home every night to do your homework.

- Do not take your iPad into the playground.
- Do not load personal material on your iPad. It is only to be used for schoolwork.
- Bring your iPad to school each day fully charged.

Swimming

Swimming is part of Physical Education (PE) for Prep – Year 8 students. Bring your swimmers, towel and goggles and change at school for your lesson on your swimming day. If you are unable to swim at any time, you must bring a note from your parent or homestay parent. You will need modest swimmers (no bikinis), a towel, a swimming cap and goggles.

Timetable and other daily information

Timetables will be provided and explained during your orientation period.

The Primary Parent Handbook and Secondary Parent Handbook have useful information for you. They are available on the College website at <https://citipointe.qld.edu.au/parent-handbook/>. You may also be given a Primary or Secondary diary, which contains more information about the College to help you.

You can write your timetable in the table below.

Primary Timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Period 1 8:40 – 9:20					
Period 2 9:20 – 10:00					
Period 3 10:00 – 10:40					
MORNING TEA 10:40 – 11:20					
Period 4 11:20 – 12:00					
Period 5 12:00 – 12:40					
LUNCH/Period 6 12:40 – 1.20		Lunch	Lunch		Lunch
LUNCH/Period 6 1:20 – 2:00	Lunch			Lunch	
Period 7 2:00 – 2:40					
Period 8 2:40 – 3:20	ASSEMBLY				

Secondary Timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Pastoral Care 8:40 – 8:55	Pastoral Care	Pastoral Care	Pastoral Care	Pastoral Care	Pastoral Care
Period 1 8:55 – 9:35					
Period 2 9:35 – 10:15					
Period 3 10:15 – 10:55					
RECESS 10.55 – 11.30					
Period 4 11:30 – 12:10					
Period 5 12.10 – 12.50					
LUNCH 12:50 – 1:25					
Period 6 1:25 – 2:00	ASSEMBLY				
Period 7 2:00 – 2:40					
Period 8 2:40 – 3:20					

Uniform

Formal (Day) uniform

The formal (day) uniform is to be worn at all times except for Physical Education classes and sport events (see below).

Uniforms are to be clean, pressed, in good repair and worn neatly. Day and sports uniform items are not to be mixed.

All uniform items are to be purchased from the College Uniform Store.

Extremes in dress or grooming are not part of the College uniform and not permitted. Students may be sent home if personal presentation is not acceptable.

FORMAL (DAY) UNIFORM	
BLAZERS	Compulsory for Years 10-12 students Terms 2, 3, and on formal occasions. Year 12s to wear formal uniform with blazers and ties on Monday Assembly all year. Year 11s to wear formal uniform with blazers and ties on Monday Assembly Term 4 only. BOYS: Shirts tucked into trousers when wearing blazers
JUMPERS	Not to be tied around the waist or shoulders; sleeves worn at wrist.
TIES	Compulsory for all students Terms 2, 3 and on formal occasions. Year 12s to wear formal uniform with blazers and ties on Monday Assembly all year. Year 11s to wear formal uniform with blazers and ties on Monday Assembly Term 4 only. The top button must be done up when wearing a tie.
SHIRTS	Clean, pressed, in good repair.
SHORTS	Worn on the waist.
SKIRTS	GIRLS: Worn on the waist; knee length or just above the knee.
TROUSERS	BOYS: Compulsory for Years 10-12 in Terms 2, 3 and on formal occasions; worn to the top of the shoe heel, with optional College leather belt. Shirts tucked in. GIRLS: Optional for Years 7-12 in Terms 2, 3; worn to the top of the shoe heel. Shirts not tucked in.
BELT	BOYS: Only College uniform belt permitted; optional.
SOCKS	BOYS: FOR SHORTS: Years 10 -12: Long College navy. Years 7- 9: Short or long College navy. BOYS: FOR TROUSERS: Short College navy or short plain black. GIRLS: White ankle with blue stripe.
STOCKINGS	GIRLS: Navy, Optional for winter months only or for formal occasions; in good condition.
SHOES	All black, plain, regulation, leather, lace-up school shoes; polished.
SCARF	Only College scarf permitted; optional.
HAIR	No extremes of cut or colour. BOYS: Hair should be kept tidy. Hair length is to be of a reasonable length. Haircuts are to be conservative without, for example, tracks or undercuts. GIRLS: Short hair should of a reasonable length. If long, tied back with College ribbon only; hair band same colour as hair and covered by ribbon.
HAIR ACCESSORIES	Long hair tied back with College ribbon or navy scrunchy only; hair band same colour as hair and covered by ribbon.
MAKE UP	Not permitted.
FACE	BOYS: Clean shaven.
JEWELLERY / PIERCINGS / TATTOOS	No piercings, no tattoos BOYS: No jewellery other than a conservative wristwatch. GIRLS: No jewellery other than a conservative wristwatch, one small plain stud or sleeper in each lower ear lobe.
NAILS	BOYS: Kept short; nail polish not permitted. GIRLS: Kept short; clear nail polish only.
BAGS	Only College backpack, satchel and sports bag from Uniform Store permitted.

Sports uniform

The full sports uniform is to be worn for all Physical Education classes and sport events. Sports uniforms are not to be worn in public unless specifically permitted.

Sport is part of the school week. You wear your sport uniform all day on your sport day:

- In Years Prep-3 it is on your timetable for your year level
- For Year 4-6 sport is on Friday afternoon
- For Years 7-9 sport is on Tuesday afternoon
- For Years 10-12 sport is on Wednesday afternoon

On other days, students are to wear their formal (day) uniform to and from school. Students are to change into their sports uniform before Physical Education classes or sport events, and to change back into their formal (day) uniform at the end of the period.

Students may change into their sports uniform for lunchtime sport. Students must wear shoes for lunchtime sport.

SPORTS UNIFORM	
SPORTS SHOES	Predominantly white preferred. Not all black or canvas. Sports shoes to be appropriate for intended activity, lace up, with suitable support.
SPORTS SOCKS	College sports uniform socks.
SPORTS BAGS	Only College uniform bags.
SPORTS CAPS	Only College sports hats or caps to be worn; hats and caps must be worn where applicable for sport, PE and outside activities in sun while on camp or when walking to and from school.
SUN SAFETY	The College hat or cap and sunscreen must be worn when students are outdoors and for all sporting activities (where applicable). Sunscreen is available at Secondary Reception and Health Bay.

COLLEGE FACILITIES

Food facilities

Primary students who want to order lunch need to complete an order on a paper bag and enclose the money. The order will be taken to the canteen and food items returned to the classroom. An online ordering system is also available – see the College website at <https://citipointe.qld.edu.au/community/tuckshop/> for more details and instructions on how to register.

Secondary students may purchase food or drinks from the Secondary canteen during recess or lunchtime but not during class time. The Secondary canteen is located downstairs in F Block.

Students are not permitted to go to Rivers Café at recess or lunchtime.

Library

Primary students may visit the Primary library at break times, or during class time with your teacher. Ask a librarian if you need help finding information, borrowing a book or using the equipment.

Secondary students may visit the Secondary library during break times. Students can also work in the library until 5.30pm after school most afternoons. Tutoring and homework supervision are available after school through Citipointe Academy if your parents agree, at an additional cost.

Lockers and toilets

Primary students are able to access toilets at each end of A block and under B Block extension behind the canteen. Prep and Year 1 students have toilets in Preparatory and the Year 1 area. Keep your bags on the hooks outside the classroom.

Secondary students are able to access toilets in the Girls Locker Block, between K Block and the chapel, in the ITC building and the Science Centre. In the first week, you may leave your bag and belongings with the Director of Student Management or be provided with a locker in the girls or boys locker areas. You will be given a combination lock.

Sports facilities

You may play on the ovals that are supervised by teachers during recess or lunchtime. Ask a teacher if you want to borrow a ball or other equipment.

Textbooks

The Textbook room for Secondary students is behind the Library. Textbooks are lent and are barcoded, so be sure to write your name in the space at the front of the book and return it at the end of the year, or as required.

COMMUNITY INFORMATION

Banking

Banks are located at Westfield Carindale (Creek Road, Carindale) and Westfield Garden City (Logan Road, Upper Mt Gravatt).

ATMs (Automatic Teller Machines) are located at all shopping centres as well as many local shops and petrol stations.

There is an ATM in the Citipointe Church foyer, but it can only be used after school hours.

Road safety

In Australia cars are driven on the left-hand side of the road. Before you cross the road, look to the right, look to the left, look to the right again.

Medical centres

There are a number of hospitals located in the suburbs surrounding Carindale. These include the Queen Elizabeth II Jubilee Hospital at Coopers Plains, the Princess Alexandra Hospital at Woolloongabba and the Greenslopes Private Hospital at Greenslopes.

There are many local medical centres and dental services in the suburbs surrounding Carindale. To find those that are closest to where you live, do an internet search for centres near your address. The closest centres to CCCI are located in the Aminya Street shopping precinct.

Shopping

The nearest major shopping centres are Westfield Carindale (Creek Road, Carindale) and Westfield Garden City (Logan Road, Upper Mt Gravatt). Other shopping facilities located close to CCCI are the Aminya Street Village Precinct (Mansfield), Mt Gravatt Plaza (Creek Road, Mt Gravatt) and Metropol Shopping Centre (Creek Road, Mt Gravatt East).

Transport

You can catch a bus to Carindale Shopping Centre from the bus stop on Scrub Road. You can catch a bus to Garden City Shopping Centre from the bus stop on Ham Road.

Bus timetables are available at <https://jp.translink.com.au/plan-your-journey/timetables/bus>

OVERSEAS STUDENT POLICIES

The College has in place a range of policies that guide its interactions with overseas students, and which describe the roles and responsibilities of each party. These policies are in place to help you continue meeting the requirements of your student visa.

The Overseas Student policies address issues such as:

- the conditions of your enrolment
- course progress requirements
- attendance requirements
- welfare and accommodation (homestay)
- transferring to another education provider
- suspending and cancelling your enrolment
- complaints and appeals

You should become familiar with these policies so that you understand what is required of you with regard to maintaining the conditions of your student visa.

The policies are available on the College website at <https://citipointe.qld.edu.au/international/policies/>

VISA REQUIREMENTS

Attendance

Maintaining satisfactory attendance is a condition of your student visa.

The College policy is for 100% attendance. You are expected to be at school every school day Monday to Friday (except public holidays) during term. Late arrivals at the College will be recorded and will be included in attendance calculations.

Make sure you and your parents know the term dates so that you do not arrive late or leave early before or after the term breaks. The College website has the term dates and holidays for this year and next year: <http://citipointe.qld.edu.au/my-citipointe/calendar/>.

For more information about what is required, see the *Overseas Student Progress, Attendance and Course Duration Policy* on the College website at <https://citipointe.qld.edu.au/international/policies/>.

Change of contact details

If you change your contact details, you must give your teacher your new address details **within 7 days**. This is a condition of your student visa. You may not change homestay arrangements without College approval.

Every 6 months you will be asked to confirm your contact details and those of your parents.

Course Progress

Maintaining satisfactory course progress is a condition of your student visa.

You need to work hard and ask for help when you need it. Your teacher or Head of Year is the best person to ask first. You will also have an ESL teacher to help.

For more information about what is required, see the *Overseas Student Course Progress, Attendance and Course Duration Policy* on the College website at <https://citipointe.qld.edu.au/international/policies/>.

COMPLAINTS AND APPEALS

The College has a complaints and appeals process that you can access if you have a complaint about an aspect of your experience at the College or if you disagree with a decision made by the College with respect to any aspect of your enrolment and wish to have that decision reviewed.

For more information about this process, see the *Overseas Student Complaints and Appeals Policy* on the College website at <https://citipointe.qld.edu.au/international/policies/>.

Internal Complaints Process

The first stage in the process is internal and is dealt with by designated College staff, with the Principal making the decision about your complaint or appeal. As part of the process, you will have the opportunity to present your case to the Principal and may be accompanied and assisted by a support person at all relevant meetings. The process is confidential and any complaints or appeals are a matter between you and those concerned or directly involved in the complaints handling process.

Consideration of your complaint or appeal will commence within 10 working days of the lodgement of your complaint or appeal with the Principal. Once the Principal has come to a decision regarding your complaint or appeal, you will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on your file.

If the process finds in your favour, the College will implement the decision and any corrective and/or preventative action within 14 days, and advise you of the outcome. The College undertakes to finalise all grievance procedures within 20 working days.

For the duration of the appeals process, your enrolment and attendance must be maintained.

External Appeals Processes

If you are dissatisfied with the conduct or result of the complaints procedure, you may, within 2 weeks, progress to the second stage of the process, which is to seek redress through an external body such as the Commonwealth Ombudsman. Further information is available on processes for handling complaints and appeals and timelines for reporting of students via the website of the Commonwealth Ombudsman (<http://www.ombudsman.gov.au/How-we-can-help/overseas-students>)

Other legal redress

Nothing in the College's *Overseas Student Complaints and Appeals Policy* negates the right of an overseas student to pursue other legal remedies.