

**South Australian
Government Schools**


Government
of South Australia
Department for Education
and Child Development



Orientation Interactive Video

Teacher Notes

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GLOSSARY

DIBP	Department of Border Protection
EAL	English as an Additional Language
ID	school issued identification card
IES	International Education Services
ISEC	Intensive Secondary English Course
ISP	International Student Program
OSHC	Overseas Student Health Cover
SAP	Study Abroad Program 1 – 4 terms of study
Graduate Program	program longer than 1 year

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Authorised by Director International Education



Government of South Australia
Department for Education and
Child Development

International Education Services

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INTRODUCTION TO TEACHER NOTES (to accompany orientation video).

To welcome and orientate your new international students, the following teacher notes provide supporting information for the *Student Orientation* video. The video can be accessed here:

<https://www.internationalstudents.sa.edu.au/en/orientation-interactive-video/>

Please also customise the notes to your students' and school requirements.

The 2017 Student Survey showed more than 70% of respondents found the orientation information to be useful/very useful.

This 30 minute video has been written and narrated by international students from Glenunga International High School. It covers a range of topics, designed to be viewed in sections. Each clip is followed by a summary page that allows you to stop and reflect with the students. You can visit any part of the presentation at anytime by selecting from the start menu buttons. Viewing in one sitting is not recommended and I encourage you to revisit sections regularly. Those regarding safety, support and emergency situations particularly, should be revisited often.

The video addresses the following topics:

- Welcome to South Australia
- Settling in
- Things to do outside of school
- Visa conditions and the role of International Education Services (IES)
- Travelling
- Your safety and emergency numbers
- Financial and cyber safety
- Overseas Student Health Cover (OSHC)
- Homestay accommodation
- Common problems
- Who's there for support?
- Beach safety
- Your study program
- Conclusion

You will also need the student orientation pack containing documents/forms and the IES *Student Orientation Handbook* for additional reference and discussion. The handbook contains more detailed information for all of the above and you are advised to familiarise yourself with the information in the handbook.

Providing students with information about studying in SA Government Schools International Student Program and living in SA is a requirement under the National Code 2018. These notes provide the key points of each section. There is space to include additional notes to ensure the particular needs of your school / students are covered.

The video has been written and produced by international students and staff from Glenunga International High School.

On behalf of IES I would like to sincerely thank:

Jun and John (script writers); Jamie Harvey (senior script writer); Rachael, Angela, Preme, David, Eason, Jun and John (narrators); Matt Brandwood (director, editor); Sam Sharplin (cinematographer); Natasa Penna, Fern Seacombe and Scott Townsend (Glenunga IHS staff).

We would also appreciate your feedback so that we can continue to meet your needs and those of your international students. Please provide any comments to:

International Education Services phone: 8226 3491 email: Rebecca.fuss@sa.gov.au

Marilyn Sleath
DIRECTOR
INTERNATIONAL EDUCATION

SCHOOL ORIENTATION – not included in the video.

TABLE OF CONTENTS

INFORMATION ABOUT YOUR SCHOOL

This information needs to be made relevant to your school. Specific school information is not addressed in the video. Schools may wish to also provide this information in a handbook for international students.

On enrolment day / when students first arrive

- official welcome (this may happen at an assembly)
- enrolment procedures
- school tour
- uniform requirements and availability
- ID Card and photo
- IT requirements
- stationery pack
- canteen services
- timetable
- school and ISP Manager contact details

Prior to commencing classes. These are in no particular order or limited to

- school buddy
- school routines and expectations – school rules (eg attendance, behaviour, mobile phones, bullying/harassment etc)
- internet access
- communication methods (with teachers, ISP etc)
- learning support
- school term dates
- grievance procedure
- orientation pack
- introduction of support personnel and photos of key staff

Additional Notes

WELCOME TO SOUTH AUSTRALIA

- Introduction to Adelaide
- Introduction to the video and the International Student Program

Additional Notes

SETTLING IN

After viewing this section of the video it is suggested the following be addressed, provided, discussed

- Information about Adelaide – safe & affordable, things to do
- Talk about Adelaide’s weather – compare the differences; being sunsmart
- Use google maps to locate Adelaide
- Locate school in relation to Adelaide CBD and homestay suburbs
- Discuss/compare getting to and from school (public transport; walk; school bus)
- Record homestay address and contact details
- Introduce people who can help
- Identify activities available at school / in local area
- Talk about homesickness – after the excitement has worn off (or perhaps before), who to tell

Additional Notes

THINGS TO DO OUTSIDE OF SCHOOL

- Brainstorm activities to do outside of school.
- Use the Adelaide CBD map to locate places interest/activities (Rundle Mall, museum, art gallery, migration museum, Chinatown, library, Tandanya).
- Identify sport clubs in the area.
- List school sports and extra-curricular activities available.
- Discuss skypeing / facebooking friends – not too often as it can contribute to homesickness.
- Reinforce the importance of joining in with homestay family activities.
- Talk about using public transport.

Additional Notes

VISA CONDITIONS AND THE ROLE OF IES

- Locate IES on the Adelaide CBD map.
- Reaffirm the role of IES
 - Managing school and homestay placements
 - Liaising with agents/parents
 - Providing support to students
 - Monitoring visa compliance
 - Assisting students and schools
- Explain that the Department of Immigration and Border Protection (DIBP) issues their visa. DIBP is located at 70 Franklin St. Adelaide. Locate DIBP on the map.
- Reinforce student visa conditions. Considerable time should be spent on this.
 - Use the *Student Visa Compliance* information sheet in the orientation pack. (This is provided in language as well as English).
 - Reinforce attendance and progress requirements.
 - Use the *Student Orientation Handbook* in the orientation pack. Refer to the Australian Law section in Part 2.
 - Identify students who are living in homestay accommodation – either ‘IES arranged’ or ‘nominated’ by their parents and reinforce they are the student’s ‘local parent’ while in the program and therefore responsible for their safety and well-being. Approval from IES is required for any change to accommodation arrangements.
 - Advise students living with an (Immigration approved) guardian that the school and IES must have up to date contact details at all times. (address, local phone number and email)
 - Advise that part time work is for students in the Graduate Program only and cannot interfere with school commitments. SAP students are not permitted to work (as per program Term and Conditions) Refer to the *Student Orientation Handbook* – working part-time.

Additional Notes

TRAVELLING

- Refer to the *Student Orientation Handbook* section titled ‘School Holidays’.
- Provide and discuss with students the International Student Travel Form.
- Identify approved tour providers (listed on travel form).
- Reinforce the need to discuss with ISP Manager before making bookings. All travel needs to be approved. Travel that does not meet welfare and visa requirements cannot be approved.
- Provide students with term dates and reinforce travel can only occur during school holidays (other than exceptional circumstances). This is a visa condition.

Additional Notes

YOUR SAFETY & EMERGENCY NUMBERS

- Student's health, safety and welfare is our first priority.
- Refer to the *Student Orientation Handbook* section titled 'Keeping you Safe'.
- Reinforce the need for students to tell homestay / teachers / ISP manager of any instance where they believe there has been inappropriate behaviour (bullying, harassment) towards themselves or others.
- Use the *Keeping you Safe* information sheet in the orientation pack to discuss child protection and protective practices. (This is provided in language as well as English).
- Have students enter the emergency numbers in their phones and explain their use.
 - 000 / 112 / 131 444 – emergency services; SAPOL. Refer to the *Emergency Phone Numbers in Adelaide* information sheet in the orientation pack
 - 0401 123 205 – IES emergency phone – made available to students, homestays and schools. Managed by IES senior staff
 - Emergency school staff contact
- Discuss with students situations which would require calling these numbers.
- Have students record their homestay details – in phone / on IES business card.
- Reinforce the importance of personal safety, with reference (but not limited) to:
 - Providing homestay of 'who, when where', details when arranging outings
 - Keeping curfew times
 - messaging homestay your whereabouts if plans change
 - providing your homestay with your friends' phone numbers
 - being contactable at all times and responding to calls / texts
 - areas to avoid at night
 - using public transport
- Arrange for SAPOL Community Liaison Officer to visit / speak with students.

Additional Notes

FINANCIAL AND CYBER SAFETY

Financial

- Refer to the *Student Orientation Handbook* section titled 'Money Matters'.
- Use the *Money Matters* information sheet in the orientation pack and address each of the headings. (This information sheet is provided in language as well as English).
- Reinforce that lending to / borrowing from friends is strongly discouraged.
- Encourage students to speak to ISP Manager/homestay (who will contact IES) if they are short of money. IES will contact their agent / family.
- Reinforce the need not to share ATM cards and PIN numbers and to keep them secure at all times.
- Remind students to place a daily transaction limit on their card and not carry large amounts of cash.
- Discuss safety precautions regarding online purchases and/or providing bank details.

Cyber Safety

- Discuss the importance of a healthy balance of screen time with social and physical activity.
- Reinforce the school rules and procedures regarding the use of phones.
- Discuss with students strategies for keeping themselves and others safe:

- only giving their phone number to people they know and trust
- giving their number to their homestay and school
- speaking with their homestay/ISP Manager if they or their friends receive any annoying messages
- getting permission before giving out another person's number.
- Refer to the handouts in the orientation pack *Socialising on the Internet* and *Say No to Cyber Bullying*.
- Reinforce with students:
 - Information/images that is/are appropriate to post
 - Not disclosing personal information
 - Using privacy settings.
- Reinforce the implications if reference is made on social media towards the school, staff or other students.

There are many resources available regarding this topic:

Cybersafetysolutions.com.au

Communications.gov.au

Bullyingnoway.gov.au

Cybersmart.gov.au

Sexts, Texts & Selfies by Susan McLean

Additional Notes

OVERSEAS STUDENT HEALTH COVER (OSHC)

Students on a student visa require OSHC for the duration of their visa. It is not a requirement for students on tourist visa (1 term program or less) however it is recommended.

OSHC arranged by IES is with BUPA, however there are some students who arrange their own cover with different providers. IES records all students' membership details.

- Refer to the *Student Orientation Handbook* section titled 'Your Health'.
- Distribute BUPA membership cards. BUPA sends the membership card to the student's school 4 weeks prior to commencement.
- OSHC covers anywhere in Australia from their arrival date to their departure.
- OSHC covers hospital and medical expenses only. (It does not cover 'extras' such as dental, optometry etc.) Students will need to pay the 'gap' where there is no bulk billing.
- Remind students to speak with their homestay if feeling unwell. Their homestay will assist them to make a Doctor's appointment. Non-emergency visits to a hospital will incur a fee.
- Claims for reimbursement can be made online.
- Visit the BUPA website www.bupa.com Select *health insurance for overseas visitors* – study for more information

HOMESTAY ACCOMMODATION

For your Information

IES holds the welfare for students who will not be living with a parent or DIBP approved guardian. Students under 12yo must come/be cared for by a DIBP approved guardian. Where IES holds the welfare, it's a visa condition that students reside in approved accommodation at all times ie homestay. Homestay accommodation can be sourced either by IES or nominated by the student's family. In both situations the homestay family must be accredited by IES and the accommodation 'approved'. The accreditation process involves

1. Completing the homestay application form and signing the Homestay Service Agreement
2. Satisfactory DCSI clearances for all people over 18 residing in the home
3. A homestay visit and interview by IES of the family to ensure the accommodation is suitable.

For regional schools the sourcing and accrediting of families is undertaken by the school.

Refer to the *Student Orientation Handbook* section titled 'Homestay Accommodation'

Duty of care and welfare responsibilities

- Explain that the homestay has duty of care for students outside of school hours. (School has duty of care during school hours). Homestay families take their duty of care responsibilities very seriously – they are looking after someone's child. Students need to understand and respect this and communicate with their homestay. Students are a part of the family.
- Explain that homestay families are all different but all are required to provide
 - A welcoming and family environment
 - A comfortable room and study space
 - All meals – healthy and nutritious food
 - Internet access – this can vary greatly
 - Assistance with arranging banking, setting up phone, metro card, school enrolment
 - Communicating with school
 - Assistance and support with English and school studies
- Explain that family life here might be very different to their home country. In being a part of the family students will need to share some family duties eg doing dishes; setting the table; taking out the rubbish
- Explain that homestay families will have household rules which will be explained. Rules are generally around food/drink in bedrooms; internet and social curfews; keeping bedrooms tidy. Remind students that homestay parents will check on the state of the room for cleaning etc.
- Remind students that social activities need to be discussed with their homestay. Their homestay needs to know the 'what, who, when' etc of proposed activities and students need to be home by the agree time. Homestays as parents, worry!
- Remind students that our Government policy (for child protection) doesn't allow students to have sleep overs with families who are not DCSI cleared.

Cultural differences

- Explain that their homestay experience might be quite different from their own family experience -
 - Australia is a multicultural country and homestays come from different cultural backgrounds.

- Homestay families can be of all ages and configurations (single parent, 2 parents, blended, retired, empty nesters).
- Remind students of the importance of
 - manners; *please, thank you, excuse me, I'm sorry.*
 - personal hygiene; showering, washing clothes, bathroom protocols
 - conserving water and electricity. Australians are very conscious of conserving these resources.
- Discuss/compare the shopping and cooking habits and practices between home countries and Australia. Explain that
 - food shopping is general done weekly
 - food is often frozen to retain freshness and quality
 - 'use by' and 'best before' dates are a guide
 - breakfasts and lunches are 'self prepared'
 - everybody's cooking is different!
- Encourage students to
 - talk with their homestay about food. Familiar food is a comfort.
 - discuss their likes and dislikes and particularly preferences for lunch rather than sandwiches
 - try new foods

Homestay fees

This is not covered in the video but important to talk with students

- Homestay fees are paid fortnightly. Study Abroad student's (a program between 1 and 4 terms) homestay fees are managed by IES. Graduate students pay directly to their homestay.
- Homestay fees do not include internet usage.
- Students paying directly need to keep a record of their payments and pay on time. They should ask for a receipt.
- Remind graduate students to speak with their homestay about returning home during holidays. Room holding fees apply for when they away are on holidays. This ensures the safety and privacy of their possessions while they are away.

Homestay changes

- Remind students that resolving problems is the best solution.
- Reinforce that changing homestay is not encouraged but there is a process to change homestay where a problem can't be resolved.
- Explain to students that any change of accommodation is managed by IES.
- Remind students not to 'search' online homestay websites' for a new homestay or post personal information on sites.
- Remind students that only IES accredited homestays should be visited when a change of homestay is being arranged.

Additional Notes

COMMON PROBLEMS

- Remind students that being away from family and friends, speaking and learning in a different language is a big challenge.
- Many things will be different – in school and homestay. List / compare the differences.
- Discuss ‘homesickness’ and when this can occur eg after the initial excitement.
- Suggest / discuss strategies for overcoming homesickness eg limiting calls home and social media contact with friends to once a week
- Remind students to practise their English all the time and not to worry about making mistakes
- Remind students it can take time to adjust to their new environment and ‘engaging’ is important – with others at school; with their homestay family.

Additional Notes

WHO’S THERE FOR SUPPORT?

- Remind students to communicate about how they are feeling and what they are finding difficult
 - with their homestay
 - with teachers/staff at school
- Introduce and reinforce the staff at school students have access to.
- Remind students of any regular gatherings organised by the school ie monthly lunches; international student meetings;
- Remind students that as well as school staff IES staff can support them. Organise a visit to IES when in the city.
- Inform students that there are plenty of people to help and support them. Unless students communicate any grievance/problem may go unnoticed.
- Reinforce that any issue / grievance / problem
 - will be taken seriously and handled promptly at the school level
 - if unresolved will be forwarded to the Executive Manager International Student Services at IES.
- Refer to *Information for Students Complaints and Appeals* in the Orientation Pack.
- For any unresolved issue students would be directed to The South Australian Training Advocate.
<http://www.trainingadvocate.sa.gov.au/>

Additional Notes

BEACH SAFETY

- Discuss South Australia’s climate and compare to student’s home country.
- Inform students of the dangers of the sun and the importance of keeping hydration levels up in summer.
- Remind students of your school sun protection policy.
- Discuss beach safety

- Slip, slop, slap, slide
- Seek / take shade to the beach
- Always swim between the flags
- Don't go beyond your depth

Additional Notes

YOUR STUDY PROGRAM

- Remind students that
 - our program and visa conditions require students to maintain satisfactory academic progress.
 - learning a new language and learning system can be very challenging.
 - it is important to speak with their homestay, ISP Manager, teachers about any of their concerns.
 - good English preparation is essential before entering mainstream classes
- Inform students about the support available to them in your school.
- Remind students that to advance to the next year level requires successful completion of the previous level.
- Inform students of the role of the Student Wellbeing Coordinators/Counsellors in your school and how to access them.
- Refer to the *Student Orientation Handbook* section titled 'Tips for successful study'.

Additional Notes