UNDER-18 STUDY TOUR

STUDENT HANDBOOK

Sydney | Brisbane | Gold Coast

Welcome to SBTA & SELA! Our study tours offer opportunities to practise English, learn about Australian culture and explore new places. This handbook explains common expectations and how to stay safe. Please read it with a parent, guardian or accompanying supervisor if you need help.

This is general information for study tour participants under 18. Your confirmed program itinerary, accommodation information, supervisor instructions and parent/guardian permissions provide the details for your own visit.

Important contacts

Who	Contact
Police, fire or ambulance — emergency	000
SBTA & SELA general office	02 9048 6900
General email	info@sbta.com.au
Study tour leader / after-hours support	Provided in your group arrival information

Accompanying supervisor and meeting point	Provided before or at orientation

Five important rules

- Stay with your group and follow the instructions of supervising adults.
- Arrive on time and answer every attendance check.
- Tell a trusted adult immediately if you feel sick, unsafe or worried.
- If you become separated, stay in a safe public place and call your designated supervisor.
- Do not go swimming, leave the group or change accommodation unless this is expressly authorised as part of your confirmed program.

1. Your study tour

Programs may combine English lessons, Australian culture, supervised excursions and practical activities. Activities, transport, fees and meals vary between groups. Your confirmed itinerary will tell you what is included, where to meet, what to bring and when you will return.

What to bring each day

- Comfortable shoes, weather-appropriate clothing, hat and sunscreen.
- Water bottle, charged phone (if you have one), and relevant emergency contact details.
- Required personal medication according to your agreed health plan.
- Lunch or money for meals only when advised by your tour leader.

2. Arrival and orientation

At orientation, staff or supervisors will introduce your program and help you find the classroom, toilets, drinking water, first aid assistance, exits and emergency assembly area. They will explain the daily meeting point, attendance checks, communication arrangements and how to ask for help.

Ask for an explanation if you do not understand. You may request language support through your supervisor.

3. Attendance and supervision

- Be present for roll calls, including before and after travel and excursions.
- Stay within the areas and boundaries set by the tour leader.
- Tell a supervising adult before you move away from the group, even briefly.
- If you are late or unwell, ask your supervisor or parent/guardian to notify the tour leader.
- At the end of an activity, follow the agreed collection and handover arrangements.

An assigned buddy can help you stay together, but buddies do not replace adult supervision. Changes to collection, transport or accommodation must be authorised by the responsible adults.

4. Learning and respectful behaviour

Try speaking English, join activities and ask questions. It is fine to make mistakes while learning.

- Treat students, staff, host families and members of the public with respect.
- Do not bully, threaten, harass, discriminate against or touch others without permission.
- Do not use alcohol, cigarettes, vapes or recreational drugs during the program.
- Follow venue, transport and safety instructions and respect property and animals.

Australian everyday manners

Australia is home to many cultures. Aboriginal and Torres Strait Islander peoples are Australia's First Peoples. Say "please", "thank you" and "excuse me"; wait your turn in queues; and ask before taking photos of people.

Photos and online safety

Do not post another student's phone number, accommodation address, live location or private information. Ask permission before photographing or recording others. Program photos used for promotion require the appropriate consent. Tell staff if you receive upsetting or inappropriate messages.

5. Excursions and public transport

- Listen carefully to departure times, meeting points and return arrangements.
- Stay with your group at stations, crossings, museums and busy public spaces.
- Use the same accepted payment method to tap on and off transport when instructed; arrangements vary by city and mode.
- Do not board transport, cross roads or enter new venues without the group leader's direction.

If you become separated

- Move to a safe, visible place away from traffic or water.
- Contact your assigned tour leader, accompanying supervisor or designated emergency contact.
- Say your name, where you are and a nearby landmark.
- If you cannot call, ask a uniformed venue or transport staff member or police officer for help.
- Do not travel alone to search for the group or leave with an unknown person. Call 000 if in immediate danger.

6. Health, hygiene and wellbeing

Before the tour, your parent/guardian should provide the required medical, allergy, dietary and accessibility information through the program's authorised processes. Tell a staff member or supervisor promptly if you feel unwell or if an important need changes.

- Wash or sanitise your hands before eating and after using the bathroom.
- Do not share medicine; carry emergency medicine as agreed in your health plan.
- Ask about ingredients before eating if you have an allergy, and never assume food is safe.
- Drink water, use sun protection and take breaks from heat.
- If you feel anxious, lonely or homesick, talk to a teacher or another trusted adult.

7. Staying safe outdoors

Australian weather can be hot and change quickly. Follow advice about sun, heat, storms, water, wildlife and local conditions. Only participate in swimming or water activities when they are expressly included in the confirmed program and the required permissions, supervision and safety measures are in place. Never enter the ocean or other water on your own.

8. Homestay and accommodation

Accommodation arrangements differ by program and may be organised by a provider, partner, parent/guardian or another authorised organisation. Your group information will identify the responsible contact and relevant rules.

- Respect house rules, agreed meal times and curfews.
- Keep your room and shared facilities tidy; report anything damaged or unsafe.
- Do not change accommodation or travel alone without authorisation.

- Tell your supervisor or another trusted adult if you feel uncomfortable or unsafe, even if the homestay was arranged independently.

9. Complaints and asking for help

You can speak to a teacher, study tour leader, Student Services team member or another trusted adult if you are worried about safety, fairness, bullying, accommodation or another concern. You may ask for language assistance or a support person. You will not be punished simply for raising a concern.

If your first contact is involved in the concern, tell another adult at SBTA & SELA. Staff will listen, respond to urgent risks promptly and share information only as needed to protect people and manage the concern. The Under-18 Complaints Procedure and Child Protection and Child Safety Policy provide further details.

10. Emergencies and evacuation

For immediate danger or serious injury, call 000 for Police, Fire or Ambulance. You do not need permission to call emergency services.

- Move away from danger if safe to do so.
- Give the emergency operator your location, what happened and the help needed.
- Follow the operator's instructions and ask for an interpreter if needed.
- Notify your study tour leader or another trusted adult as soon as it is safe.

At a campus or excursion venue, follow the evacuation instructions, use safe exits, assemble at the designated point and answer the attendance check. Do not re-enter until authorised.

Useful emergency English

"Please help. I am at _____. I need an ambulance / police / fire service. My phone number is _____. I need an interpreter."

11. Enjoy your study tour

During your visit you may practise English, make friends, discover Australian culture and visit interesting places. Your activities will depend on your confirmed program. Ask questions, respect others and let staff know when you need support.

We hope you have a safe, enjoyable and memorable experience in Australia!

SBTA & SELA Study Tours

Public information handbook | This handbook does not require a student signature. Program-specific documents and permissions are provided separately.