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Saint Stephen's College

CRICOS Provider Number PR 01938G

International Student Guide

Information contained in this document will be regularly reviewed and updated on our College Website: www.saintstephenscollege.net.au

Welcome to Saint Stephen's College International Student Guide!

I am sure you will find this guide helpful throughout your transition into Saint Stephen's College.

As the person responsible for the pastoral care of international students; I wish to personally open my door to you and your family, adult carers and friends at any time.

Saint Stephen's College recognises we are all members of a greater global community, and as such, aims to develop that global awareness in all its students and staff. Our policy is to foster the knowledge, skills and values that equip young people to involve themselves in human society, and the different environments in which people live.

We invite students from various countries, cultures, religions and nationalities to be part of our student population. We encourage international students to join our College from Preparatory (Preschool) to Year 12 (graduation).

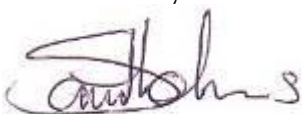
The diversity in our College encourages all students to actively participate as a 'world citizen'. Our learning environment relies heavily on co-operative learning and action, sharing responsibilities, critical thinking and communication.

We aim to create and manage a supportive College community through exceptional pastoral care. Individual needs are carefully considered, whilst progress and development are continually monitored. It is our desire to provide all children with the foundations for achievement in all areas including social, emotional and behavioural wellbeing in the College environment, as well as for the world of tomorrow.

Moving to another country and starting a new school is often filled with trials and tribulations, especially in the beginning as we attempt to quickly learn 'the way'. There are no greater learning experiences than 'just being there and doing it'. In all areas, I aim to help you learn the Saint Stephen's way and make your education both enjoyable and beneficial.

I look forward to working with you and your families as we embark on our shared journey as members of the Saint Stephen's College family.

Yours sincerely



Sam Holmes
Executive Director of International Education

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SAINT STEPHEN'S COLLEGE

Saint Stephen's College is an independent, co-educational, Christian day school on the Gold Coast, Queensland, catering for students from Preparatory (Preschool) through to Year 12 (Graduation).

We aim to develop a global perspective and build a community who share international links and partnerships by forming relationships that enhance our understanding of cultural diversity. We welcome students of many cultural and religious backgrounds and from various countries.

Saint Stephen's College exists to provide quality educational experiences to students in a Christian setting. We believe the growth of young people is best achieved from a holistic viewpoint with social, emotional, physical, intellectual, cultural and spiritual growth underpinning this approach.

We believe every young person has a right to achieve at his/her highest level in all he/she endeavours, and that these attempts should be highly valued and encouraged. Programs focus on the uniqueness and potential of each child.

We believe each child is a unique individual with his/her own unique potential. We work hard with teachers and parents/adult carers (whether that be in Australia or overseas) to develop each child's talents and attributes by supporting them to achieve their dreams. We encourage each child to develop their natural talents and to acquire new skills during their time at the College.

In support of its approach to learning, Saint Stephen's College believes that young people learn best in an environment in which they feel valued and happy. Happiness and self-worth are the cornerstones of all growth and learning, regardless of age.

Educational Standards

Saint Stephen's College is committed to providing and maintaining high professional standards in both the marketing and delivery of its education programme. This includes safeguarding the welfare and interests of all students, providing exceptional facilities and resources, and using appropriate and effective methods of instruction. These principles are embedded within the Mission Statement of Saint Stephen's College.

The Mission of our College

"We develop character and inspire hope"

Our Vision

"Saint Stephen's College will be a learning community centred on Christian principles. As such, it will foster self-directed, determined, courageous and skilful people of substance who will make a positive difference to their communities while they are at school and when they graduate. Our students will leave Year 12 with a strong sense of who they are and with the courage and skills to thrive in the 21st Century."

Marketing

Saint Stephen's College will market its programs with integrity, professionalism and accuracy, avoiding vague or misleading statements. Students will be given accurate information about the courses offered and the facilities provided. When providing information to prospective students no false or misleading comparisons will be drawn with any other institution or course.

Accreditation

Saint Stephen's College is an approved College under the Accreditation of Non-State Schools Act, 2001 and the Education (International Students) Act, 1996.

Saint Stephen's College is registered on the Commonwealth Register of Institutions and Courses for International Students (CRICOS). The CRICOS Provider number is: **PR 01938G**.

Courses

Saint Stephen's College offers Preparatory to Year 12 courses. Saint Stephen's College has three courses:

Primary School Studies Years P-6 Boys & Girls
Junior Secondary Studies Years 7-10 Boys & Girls
Senior School Studies Years 11-12 Boys & Girls

International students are eligible for the Queensland Tertiary Entrance Statement (Provisional) and the Queensland Certificate of Education (Provisional) at the end of Year 12 if they meet the requirements specified by The Queensland Curriculum and Assessment Authority. (www.qcaa.qld.edu.au)

Course Credit

Saint Stephen's College will assess all applications for entry into the College. Course credit may only be offered as outlined below.

- For students transferring from interstate up to year 10, the school does not offer course credit and entry into any course is subject to the assessment of the school.
- For students transferring from interstate in Year 11 and the beginning of year 12, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework

Information

The following information is provided on the initial enquiry:

- International Student Guide
- Application for Enrolment
- Homestay Application Form
- Term Dates
- Medical Form
- Fee Schedule
- [ESOS Student fact sheet](#) (Australian laws protect international students)
- [Click here](#) to view course content.
- [Click here](#) to view the school facilities, equipment and learning resources available to students.
- [Click here](#) to view information on the Gold Coast

Once the application is approved the College will formally offer the position and enter into the written agreement including the statement of payment.

The student and accompanying family members sign written agreement and declaration page of the International Student Guide before or at the same time as paying the fees.

Confirmation of Enrolment (CoE), CAAW (if applicable) and Overseas Student Health Cover (if applicable) are issued.

Student will receive a pre-arrival orientation information.

Students will receive an orientation on arrival and again will receive the International Student Guide.

Education Agents

Education agents are engaged to formally represent Saint Stephen's College under the following conditions:

1. The education agent agrees to comply with the requirements of Standard 4 in the 2018 National Code, including
 - a) Declaring in writing and taking reasonable steps to avoid conflicts of interests with any duties as an education agent representing Saint Stephen's College (St 4.3.1)
 - b) Observing appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students (St 4.3.2)
 - c) Acting honestly and in good faith, and in the best interests of the student (St 4.3.3)
 - d) Having appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics (St 4.3.4)
 - e) The education agent signs and abides by the conditions of the School's written agency agreement
 - f) The education agent responds appropriately at School monitoring activities and corrective and preventative action, and understands the grounds for termination of agreement as outlines in Standard 4.4 of the 2018 National Code
 - g) The education agent accurately promotes the services and facilities provided by the school and uses up to date marketing material as supplied by the school.

2. Saint Stephen's College will not accept a student from an education agent if it is known or suspected at any time that the agent:
 - a) Engages in or has previously engaged in dishonest practices;
 - b) Deliberately attempts to recruit a student within the first six months of that student's study in their first registered school sector course with another provider;
 - c) Facilitates the enrolment of international students who do not comply with the conditions of their student visa conditions or is not a bona fide student, or
 - d) Provides immigration advise where he/she is not authorised to do so under the Migration Act 1958

Saint Stephen's College may receive a student enrolment application from an education agent on behalf of the parent. As the education agent has not been engaged by the school to formally recruit students on the school's behalf, such an agent would fall outside the scope of NC St 4.

A list of education agents with whom the school has a formal written agreement are listed on the home page of Saint Stephen's College website and is readily available to students and regulators.

Saint Stephen's College enters and keeps up to date details about education agents with whom the school has a formal written agreement in PRISMS.

Information provided about education agents includes at a minimum:

- Agency Name
- Name of principal agent
- Legal entity of agency
- Street address(es) of agency
- Business email
- Phone number

ENTRY REQUIREMENTS POLICY

Saint Stephen's College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with conditions set by Saint Stephen's College, and taking into account legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

Applications for enrolment must be made on the approved Application for Enrolment Form.

Application for Enrolment Form must be correctly completed, and be accompanied by the following documentation to support the application:

- Copies of student report cards (in English if requested) from the previous two years of study, including a copy of the latest student report. The report should include assessments of academic performance and effort.
- Reference from the student's current or most recent school principal is also recommended if student report cards do not record student behaviour or assess commitment to studies.
- Completed subject selection form (for Year 7 onwards if requested).
- Photocopy of passport.
- Written evidence of proficiency in English as a second language. (If required)
- Completed homestay placement information and fee, if required.
- Completed enrolment form.
- Completed medical form.
- Letter of Offer from another registered provider if applicable.
- Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.

Where the above documents are not in English, certified translations in English may be required, with necessary costs to be met by the applicant.

An application for enrolment can be processed when all required documents are in the hands of the International Administration Department.

Application from overseas students are processed according to established policy and procedures, and are dealt with on their merits.

Assessment procedures include an evaluation of reports from previous schools in the home country and of English language proficiency, either age-appropriate or sufficient for entry to the level of education applied for. International students who have English as a second language may be required to complete an English Proficiency Assessment to determine the appropriate level of EOL support.

Saint Stephen's College accepts academic records that are originals or certified copies where possible. In the case where the College is suspicious of any documents, the College will attempt to contact the school or language centre to confirm the details and legitimacy of the documents.

Students are placed one academic year below their age appropriate year level unless they have spent two years in a school where all subjects are taught in English or ascertained by further testing undertaken by Saint Stephen's College.

Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.

Offshore applications for enrolment in Years 11-12 will not be considered after the Year 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.

Enrolment at Saint Stephen's College is conditional upon the acceptance of, and adherence to the 'Conditions of Entry' listed on the Application for Enrolment, and in other College publications.

Saint Stephen's College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Academic Entry Requirements

Students must provide evidence of two years of academic performance, social skills, commitment and effort appropriate to entry to the year level requested on the Application for Enrolment, or offered as an alternative point of entry by Saint Stephen's College in the Letter of Offer.

a. For Students Entering Year 1 to 7:

Saint Stephen's College requires a full education report on all subjects, particularly academic and English language performance assessments (see English Proficiency Requirements below), for each international student applying to enrol in the College. These reports must cover the previous twelve-month period, at least. Copies of the past two years reports are preferable.

With respect to other academic subjects – the student's report is to indicate that the international student is achieving consistently at a satisfactory level in most subjects. Preferable indications of effort levels/reference should reflect a serious student.

b. Students Entering Years 8 to 10 and Years 11 to 12:

Saint Stephen's College requires a full education report on all subjects, for each international student applying to enrol in the College.

These reports must cover the previous twelve-month period (two year period preferable). With respect to other academic subjects – the student's report is to indicate that the international student is achieving satisfactory results at most academic subjects. Preferably indications of effort levels should reflect a serious student.

The student should be achieving in a satisfactory category and display effort ratings reflective of adequate or above.

English Language Proficiency Requirements

Saint Stephen's College mainstream entrance requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course.

Applicants are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.

If supplied, Saint Stephen's College will assess evidence of English language proficiency presented by a school at the time of application, but reserves the right to confirm the student's English language proficiency through additional tests.

There is an ability to organise to sit the Saint Stephen's College Mainstream Entrance Exam privately. Please contact international@ssc.qld.edu.au if you would like to investigate this option.

If not presenting appropriate evidence of English language proficiency at the time of the application, Saint Stephen's College will use, as a measure of assessing English Language Performance (against the National Languages and Literacy Institute of Australia), EOL Bandscales Saint Stephen's College will assess the student's application for entry based on satisfactory test results as follows:

For Entry To	AEAS	NLLIA	IELTS	TOEFL
Primary School Studies Years P to 6 Boys & Girls (for Years P to 2 there is no English requirement)	40+	4 or above	4 or above	34 or above
Junior Secondary Studies Years 7 to 10 Boys & Girls	60+	5 or above	5 or above	45 or above
Senior School Studies Year 11 to 12 Boys & Girls	80+	6 or above	6 or above	78 or above

Those students applying offshore for entry into Saint Stephen's College mainstream classes are to sit for a certified off-shore English test. The preferred offshore testing company for Saint Stephen's College is AEAS (Australian Education Assessment Services). Please contact the College or visit www.aeas.com.au for your nearest testing centre. There is an ability to organise to sit the Saint Stephen's College Mainstream Entrance Exam privately. Please contact international@ssc.qld.edu.au if you would like to investigate this option.

Students should note that if their language proficiency is below the outlined above, they may be required to undertake the Saint Stephen's College Intensive English integrated mainstream subject which has a range of English levels from beginner to advanced.

If undertaking an Intensive English language course with another Provider before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

STUDENT ACCOMMODATION AND WELFARE POLICY

Saint Stephen's College is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of the registration obligations Saint Stephen's College must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

These obligations include ensuring that all overseas students under 18 years of age are given age-and culturally-appropriate information on:

- who to contact in emergency situations, including contact number/s of a nominated staff member, and
- how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

Saint Stephen's College has documented procedures relating to child welfare and safety, and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

Accommodation and care options for overseas students under 18 years

Saint Stephen's College approves the following accommodation and care options for overseas students:

1. The student will live with a parent or relative approved by the Department of Immigration.

In this case:

- 1.1 The School does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
- 1.2 If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Student guardian Visa \(subclass 590\)](#), all obligations and conditions of this visa must be met, including:
 - 1.2.1 not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - 1.2.2 advising the Department of Immigration of any change of address, passport or other changes of circumstances.
- 1.3 Saint Stephen's College requires holders of Student Guardian Visas to:
 - 1.3.1 maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
 - 1.3.2 immediately advise the School of any change to address or contact details
 - 1.3.3 immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Immigration via PRISMS.

If there is not a valid reason for travelling overseas, or if the School is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the School will advise if compulsory attendance requirements will or will not be affected by the student's absence.

2. The student will live in school approved accommodation and welfare arrangements and Saint Stephen's College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

Accommodation options that may be approved by Saint Stephen's College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- 2.1 Homestay Program managed by Australian Student Accommodation. Please see Additional Information, below.
- 2.2 Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

Saint Stephen's College will maintain approval of accommodation and care arrangements until:

- a) The student completes the course and departs Australia
- b) the student turns 18 years
- c) any appeals processes in relation to Saint Stephen's College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- d) the student has alternative welfare arrangements approved by another registered provider
- e) a parent or nominated relative approved by the Department of Immigration assumes care of the student
- f) Saint Stephen's College has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by Saint Stephen's College including arrangements provided by third parties.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate (<https://www.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the School.

If a student cannot be located and the School has concerns for his/her welfare, the School will contact the student's parents / legal guardian and notify the police and any other relevant authorities.

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations/list>).

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 3 days to assume care of the student until the situation has been resolved to the school's satisfaction.

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the school with written evidence of a guardian visa grant.

3. **For School vacation periods, students under 18 years of age for whom Saint Stephen's College has issued a CAAW will:**
 - a) return home to parents, or
 - b) continue to live in / is placed in Homestay arranged and approved by the school, or
 - c) apply for approval to spend the vacation with relatives or a friend's family.
4. **Accommodation options for students 18 years and older. It is a condition of enrolment that students over 18 years also maintain school approved accommodation arrangements which include:**
 - a) Homestay Program, including private arrangements requested by a parent
5. **For School vacation periods, the following accommodation options are available to students 18 years or older:**
 - a) Student returns home to parents
 - b) Student continues to live in / is placed in Homestay, details of which are recorded by the School
 - c) Student may spend vacation with friend's family or relatives, provided details are given
6. **Homestay / private accommodation arrangements at Saint Stephen's College:**

The Homestay / private accommodation arrangements operated by Saint Stephen's College and approved by Saint Stephen's College meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

These include

- 6.1 Continuous dates for approved welfare arrangements
 - 6.2 Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering
 - a) Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities for the duration of the student's enrolment at the school
 - b) Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
 - c) Orientation program for families new to provision of homestay services
 - d) Compliant Homestay risk management strategy, reviewed annually, undertaken by school / operator of the homestay program
- Blue cards as required for adults living in the homestay / private arrangement, other than overseas students, or who otherwise have regular contact with the student.

FEES POLICY

Changing Visa Type

You must remain on student visa status for your **first full year** at the Saint Stephen's College and pay the International student fee schedule.

If your visa type is changed at any time **after the completion of the first year at this College**, you have to notify the International Centre at the College as soon as you have the official documentation.

In the event that the College is able to receive State and Commonwealth Government recurrent funding with your new visa, your status will move immediately to a domestic student.

However, your tuition fees will change to domestic rates only at the **commencement of the following semester**.

For example:

If your visa changes in term one or term two, you will be charged domestic student fees from the commencement of Semester Two of the same year.

If your visa changes in term three or term four, you will be charged domestic student fees from the commencement of Semester One of the following year.

School Fees:

Saint Stephen's College has three courses. These are P-6, 7-12 and 11-12.

Please see the appropriate school Fee Schedule available at (www.saintstephenscollege.net.au)

Initial Enrolment:

Students commencing at the College when there is more than 2 years of the course remaining must pay one full year of tuition prior to acceptance at the College.

Students commencing at the College when there is less than 2 years of the course remaining must pay 50% of tuition for the remaining time in the course. Students can pay full fees if they wish to however the College will not request more than 50% up front.

For Example:

Students commencing in Term 1 of years P-6, 8, 9 and 11 are required to pay one full year tuition. Students commencing in Term 2 or after of years 6, 7, 9, 10, 11 and 12 are required to pay 50% of the remaining time left in the course.

Second Study Period:

Fees will then continue to be charged on a semester basis ie: Semester 1 (Term 1 and 2) will be charged prior to the start of Term 1 and Semester 2 (Term 3 and 4) will be charged prior to the start of Term 2.

STUDENT SUPPORT SERVICES

Saint Stephen's College provides students with support services to assist in adjusting to study and life in Australia and to enable students to achieve expected learning outcomes.

Saint Stephen's College provides a safe environment for students and supports students in the following ways:

- On campus security measures
 - visitor sign in system
 - staff on bus and playground duty at all times during school hours
 - after hours security service / lighting
- International Centre for on-going support
- Pastoral Care System
- Buddy system
- Academic / Careers Counselling Program for Years 10, 11 and 12
- Specialist counselling staff / health professional

Privacy of Personal Information

Saint Stephen's College will meet all requirements of the *Privacy Act 2001* in relation to the way it handles personal and sensitive information about students.

COURSE PROGRESS AND ATTENDANCE POLICY

1. Attendance

- 1.1** It is a condition of the Student Visa that the student is enrolled as a full time student. International students should attend at least 80% of the contact hours for each study period (semester) of the course. Attendance at Saint Stephen's College is monitored regularly on an online roll system. If an international student is absent and has not contacted the College prior to 9am a SMS from the College will be sent to the family/host family to verify this absence. If the student is unable to provide an acceptable reason for this failure to attend school the student will be required to make an appointment with the Executive Director of International Education to justify their enrolment in Saint Stephen's College.
- 1.2** Student attendance is:
 - 1.2.1** checked and recorded daily
 - 1.2.2** assessed regularly
 - 1.2.3** recorded and calculated over each study period (semester).
- 1.3** All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Executive Director of International Education.
- 1.4** Any absences longer than 5 consecutive days without approval will be investigated.
- 1.5** Student attendance will be daily monitored by the Executive Director of International Education over a study period (semester) to assess student attendance using the following method.
 - 1.5.1** Calculating the number of days the student would have to be absent to fall below the attendance threshold for a study period (semester) e.g. 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.
 - 1.5.2** Attendance for any period of exclusion from class will be assessed under Saint Stephen's College's Deferring, suspending and Cancellation Policy.
- 1.6** Parents of students at risk of breaching Saint Stephen's College's attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have attendance falling below 90% in any study period (semester). A letter will be sent advising attendance intervention meeting. Notes of this meeting are documented on the student file and formal notification will be sent to Parent, Agents and or host parents.
- 1.7** If the calculation at 1.5.1 indicates that the student has passed the attendance threshold for the study period (semester), Saint Stephen's College will assess the student against the provisions of item 1.8 (below). Where the student has failed to meet the minimum attendance requirement, and Item 1.8 does not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access Saint Stephen's College's internal complaints and appeals process.
- 1.8** Saint Stephen's College will notify ESOS Agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - 1.8.1** the student does not access the complaints and appeals process within 20 days
 - 1.8.2** the student withdraws from the complaints and appeals process by notifying the Principal of Saint Stephen's College in writing.
 - 1.8.3** the complaints and appeals process results in a decision in favour of the school.

- 1.9** Students will not be reported for failing to meet the 80% threshold for a study period where:
- 1.9.1 the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, represent the College in sport. (ref to SSC Deferment, Suspension and Cancellation Policy)
 - 1.9.2 the student's attendance has not fallen below 70% attendance.
- 1.10** The method for calculating 70% attendance is the same as that outlined in 1.5.1. with the following change; number of study days x number of days per week x 30%.
- 1.11** If a student is assessed as having nearly reached the threshold for 70% attendance, Executive Director of International Education will assess whether a suspension of studies is in the interests of the student as per Saint Stephen's College's Deferment, Suspension and Cancellation Policy.
- 1.12** If the student does not obtain a suspension of studies under Saint Stephen's College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 1.8 – 1.9.

Definitions

- a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
- i. serious illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)
 - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v. where the school was unable to offer a pre-requisite unit
 - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) School day – any day for which the school has scheduled course contact hours.
- d) One Semester (two terms) at Saint Stephen's College defines a "study period" for the purposes of monitoring course attendance and progress as a semester.

2. Academic Requirement

Overseas students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Course Progress

- 2.1 The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
 - 2.2 The course progress of all students will be assessed at the end of each study period (semester) of enrolment according to Saint Stephen's College's course assessment requirements. A progress report is issued at the end of term one. Parent/host/teacher/student interviews are held three times per year and immediate on request.
 - 2.3 Students who have begun part way through a study period (semester) will be assessed according to Saint Stephen's College's course assessment requirement after completing one full study period of attendance.
- 2.3 Students will need to demonstrate satisfactory course progress in any study period (semester) as outlined below;

Primary Years P to 6 will need to demonstrate a commitment to their studies and show a willingness to participate in academic and co-curricular activities.

Junior Secondary Studies Years 7 to 10 will need to demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any study period (semester). Students must also achieve satisfactory effort ratings in at least 50% of subjects study period (semester).

Senior School Studies Years 11 to 12 will need to remain eligible for a Queensland Certificate of Education (QCE).

Senior School Studies on a modified program (example study abroad) not eligible for a QCE will need to demonstrate a commitment to their studies and show a willingness to participate in academic and co-curricular activities.

- 2.5 If at the end of a study period a student does not achieve satisfactory course progress as described above, the Executive Director of International Education will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
 - a) After hours tutorial support
 - b) Subject tutorial support in class time
 - c) Mentoring
 - d) Additional EOL support
 - e) Change of subject selection, or reducing course load (without affecting course duration)
 - f) Counselling – time management
 - g) Counselling -academic skills

- h) Counselling - personal
 - i) other intervention strategies as deemed necessary
- 2.6 A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents, host parents and agent (if applicable).
- 2.7 The student's individual strategy for academic improvement will be monitored over the following study period (semester) by Executive Director of International Education and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- 2.8 If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, Saint Stephen's College will advise the student/parent/host parent and agent (if applicable) in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access Saint Stephen's College's internal complaints and appeals process. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Saint Stephen's College, he/she may contact the Overseas Student Ombudsman at no cost. Please see Saint Stephen's College Complaints and Appeals Policy for further details.
- 2.9 The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - a) the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the *Principal of Saint Stephen's College* in writing, or
 - b) the complaints and appeals process results in a decision in favour of the school.

3. Suitable Academic Progression

- 3.1 Please see the specific academic requirement stated for the course studied at Saint Stephen's College.
- 3.2 Students must demonstrate a minimum sound achievement in the core subjects (Maths, English and Science) before they are able to move onto the next level/grade. Exceptions to this are made by the Executive Director of International Education based on effort ratings.
- 3.3 If a student is deemed to be demonstrating an above average work ethic, however, is still unable to meet the demands of the next level of the course, alternative support will be discussed with the student, the parent, the careers officer and the Executive Director of International Education. This can include a discussion about alternative pathways.
- 3.4 Alternate pathways could include modifying course requirements, traineeships and apprenticeships, learning enrichment, etc.

4 Completion within expected duration of study

- 4.1 As noted in 2.1., Saint Stephen's College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

- 4.2** Part of the assessment of course progress at the end of each study period (semester) will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- 4.3** Saint Stephen's College will only extend the duration of the student's study where the student will not be able to complete their course by the expected date because:
- 4.3.1** the student can provide evidence of compassionate or compelling circumstances (please refer to page 4 for the definition)
 - 4.3.2** the student has, or is, participating in an intervention strategy as outlined in 2.3.
 - 4.3.3** an approved deferment or suspension of study has been granted in accordance with Saint Stephen's College's Deferment, Suspension and Cancellation Policy.
- 4.4.4** Where Saint Stephen's College decides to extend the duration of the student's study, Saint Stephen's College will report via PRISMS (change needs to be lodged within 14 days) and/or issue a new COE if required. In this case, the student will need to contact the Department of Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

REFUND POLICY

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a) Fees are payable according to the School's Fees Policy
 - b) An itemised list of school fees is provided in the school's written agreement [as per NC Standard 3.3.4]
 - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Executive Director of International Education, by the person who signed the agreement with Saint Stephen's College.
6. Fees for instrumental tuition and extra-curricular activities are charged on a term basis in advance of the child undertaking the activity. These are billed separately by the individual tutors. In the event of a student leaving the College before or during that term, then those fees are not refundable.
7. Should the purchase of books and uniforms be made and the student does not commence studies at the College, then those books and uniforms (if unused and in pristine condition) can be returned to the College and a full refund will be made. However, if a child commences at the College and uses those books and uniforms, then no refund will be made. However, the College's Uniform Shop may accept the items for sale on behalf of the owner. The uniform shop charges a commission for this service.
8. Under the National Code of Practice, a person holding a written agreement with the College should be aware that the school's dispute resolution processes do not prevent the student from pursuing other legal remedies. This agreement does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Student default

Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).

Defaults include:

1. Non-commencement of the course ('no show')
2. Visa refusal
3. Withdrawal from the course
4. Unpaid fees
5. Breach of visa conditions or failure to follow College policies

The default can only be confirmed after any internal/external complaints/appeals process is complete.

1. Non-commencement of the course ('no show')

- 1.1 If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement:

Tuition Fees

Enrolment fee and Tuition fees already paid in advance will be refunded.

Application fee is not refunded.

Bank fees associated with the transfer of funds will be deducted.

Non-Tuition fees

Advance payment of uniform and textbook costs will be refunded.

Homestay fees paid in advance will be refunded.

The homestay placement fee will be forfeited.

- 1.2 If a student does not start a course on the agreed date and less than 4 weeks' notice of cancellation has been received or if the course starts but the student does not start the course and no request to cancel has been received:

Tuition Fees

Application fees are not refunded.

Bank fees associated with the transfer of funds will be deducted.

Enrolment fee and EOL fees will be refunded.

40% of tuition fees will be forfeited and the remainder already paid in advance will be refunded.

Non-Tuition Fees

Advance payment of uniform and textbook costs will be refunded.

Homestay fees in advance will be refunded.

The homestay placement fee will be forfeited.

2. Visa Refusal

- a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day.
- b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuitions fees proportionate to the amount of the course that student has undertaken and will refund any unused tuition fees* received by the school with respect to the student with the period of four weeks after the day of student default.

**Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services of Overseas Students (Calculation of Refund) Specification 2014.)*

3. Withdrawal from the course

- 3.1 If a student withdraws from a course prior to the completion date and one terms' notice (ie 10 school weeks) of withdrawal has been received:

Tuition Fees

The current term tuition fees will be charged in full and the remainder already paid in advance will be refunded.

Application and enrolment fees will be charged in full.

Non-Tuition Fees

The current term EOL will be charged in full and the remainder already paid in advance will be refunded.

Homestay Placement Fees (if applicable) will not be refunded.

Homestay fees in advance will be refunded.

Notification of withdrawal from the course should be made in writing and addressed to the Executive Director of International Education.

- 3.2** If a student withdraws from a course prior to the completion date, but less than one terms' notice (ie less than 10 weeks) of withdrawal has been received:

Tuition Fees

The current term and 100% of the following term tuition fees will be charged in full, and the remainder already paid in advance will be refunded.

Application and enrolment fees will not be refunded.

Non-Tuition Fees

Current term EOL will be charged in full and the remainder already paid in advance will be refunded.

Current term Homestay fees (if applicable) will be charged in full and the remainder already paid in advance will be refunded.

Homestay Placement Fees (if applicable) will not be refunded.

Notification of withdrawal from the course should be made in writing and addressed to the Executive Director of International Education.

4. Unpaid fees

Overdue accounts will result in a review of the student's continuing enrolment at the College. Defaults in payments of fees or any other charges render the parent liable to legal action for the recovery of the unpaid fees or other charges. All legal fees incurred by the College will be charged to parents.

5. Breach of visa conditions or failure to follow College policies

If a student does not complete an enrolled course because of failure to comply with College Code of Behaviour and Conditions of enrolment or if the student has breached his/her visa conditions:

Tuition Fees

The current term and the following term tuition fees (ie 10 weeks) will be charged in full, and the remainder already paid in advance will be refunded.

Application and enrolment fees will not be refunded.

Non-Tuition Fees

The current term EOL fee will be charged in full, and the remainder already paid in advance will be refunded.

Current Homestay fees (if applicable) will be charged in full and the remainder already paid in advance will be refunded less 2 weeks notice to the homestay.

Homestay Placement Fees (if applicable) will not be refunded.

If Saint Stephen's College cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition including a higher degree of specialised support or care, any refund of tuition fees will be at the discretion of the College.

Notification of withdrawal from the course should be in writing and addressed to the Executive Director of International Education.

The Principal has the discretion and may approve a greater amount of refund than stated.

Provider Default

If for any reason Saint Stephen's College is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the agreed course starting day.

In the unlikely event that Saint Stephen's College is unable to deliver the course in full and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the school's default day.

If Saint Stephen's College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Review/Documents/TPSStudentBrochure03.pdf>

**Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*

<http://www.comlaw.gov.au/Details/F2014L00907>.

COMPLAINTS AND APPEALS POLICY

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed, and again during orientation or within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose

- a) The purpose of Saint Stephen's College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Saint Stephen's College, or an education agent.

2. Informal Complaints Resolution

- a) In the first instance, Saint Stephen's College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact their teacher/Head of Department/Head of Year in the first instance to attempt mediation/informal resolution of the complaint. Students should follow this process:

The student should contact the appropriate staff member for an appointment to discuss the issue. Written notes (in English) of the discussion will be kept for the student's record. The student should also note the time and place of meeting, issues discussed and any conclusions drawn. The Executive Director of International Education should be informed that the meeting took place and be provided with a copy of the student's notes. The Executive Director of International Education will confirm details of the meeting with the staff member concerned and inform the student, in writing, if the staff member disputes any of the details provided. All appointments are to be made through the Student Administration or International Centre		
Step 1		
The Executive Director of International to provide guidance, pastoral care and ensure quality outcomes for international students.		
Step 2 ↓		
<i>Academic/Subject Concerns</i>	<i>Personal Problems</i>	<i>Homestay Concerns</i>
Class Teacher	Tutor Group Teacher	International Centre
↓	Step 3	
<i>Academic/Subject Concerns</i>	<i>Personal Problems</i>	<i>Homestay Concerns</i>
Head of Department	Head of Year/College Counsellor	Australian Student Accommodation (ASA)
Step 4		
<i>Academic/Subject Concerns</i>	<i>Personal Problems</i>	<i>Homestay Concerns</i>
Director of Studies	Dean of Students	Executive Director of International Education
If there is no resolution, the student should make an appointment to discuss the issue further with the Executive Director of International Education. The student should take a written statement outlining any issues or concerns to this meeting. The Executive Director of International Education will refer to previous notes from the student's record.		

- c) If the matter cannot be resolved through mediation, the matter will be referred to the Executive Director of International Education and Saint Stephen's College's internal formal complaints and appeals handling procedure will be followed.

3. Formal Internal Complaints Handling and Appeals Process

- a) The student must notify the school in writing of the nature and details of the complaint or appeal.
- b) Written complaints or appeals are to be lodged with the Executive Director of International Education.
- c) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- d) Complaints and appeals processes are available to students at no cost.
- e) Each complainant has the opportunity to present his/her case to the Executive Director of International Education.
- f) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- g) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/other and will be finalised as soon as practicable.
- h) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.

However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- i) Once the Executive Director of International Education has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- j) If the complaints and appeals procedure finds in favour of the student, Saint Stephen's College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- k) Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

4. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/making-a-complaint/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Saint Stephen's College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by Saint Stephen's College that relates to:
 - i) refusal to approve a transfer application (under Standard 7), or
 - ii) suspension or cancellation of the student's enrolment (under Standard 9)any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

5. Other legal redress

- a) Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

DEFERRING, SUSPENDING OR CANCELLING ENROLMENT POLICY

Communicating with families about changes in enrolment status

All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.

Parents must therefore keep Saint Stephen's College informed of their current contact details, as per the conditions of the student visa.

Where relevant and where approved by the parents, the school may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

Student-Initiated Changes in Enrolment

1. Deferment of commencement of study requested by student

- 1.1 Saint Stephen's College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
- a) illness, where a medical certificate states that the student was unable to attend classes
 - b) bereavement or significant illness of close family members such as parents or grandparents
 - c) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - d) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - e) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
 - f) commitment to represent the College
 - g) circumstances approved by the Executive Director of International Education

1.2 All applications for deferment will be considered within 5 working days.

1.3 The final decision for assessing and granting a deferment of commencement of studies lies with the Executive Director of International Education. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal. (see Saint Stephen's College's Complaints and Appeals Policy).

1.3.4 Deferment will be recorded on PRISMS within 14 days of being granted.

2. Suspension of study requested by student

Once the student has commenced the course, Saint Stephen's College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;

- a) illness, where a medical certificate states that the student was unable to attend classes
- b) bereavement or significant illness of close family members such as parents or grandparents

- c) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - d) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - e) student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
 - f) commitment to represent the College
 - g) circumstances approved by the Executive Director of International Education
3. Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
 4. Temporary suspensions of study cannot exceed 6 months duration.
 5. Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
 6. The period of suspension will not be included in attendance calculations.
 7. Applications will be assessed on merit by the Executive Director of International Education.
 8. Some examples of circumstances that are not considered compassionate and compelling at Saint Stephen's College include:
 - a) Request for early departure or late return from vacation, including inability to secure cheap flights
 - b) Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - c) Returning home to attend family gathering that occur during term time.
 9. As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
 10. All applications for suspension will be considered within XX working days.
 11. The final decision for assessing and granting a suspension of studies lies with the Executive Director of International Education. Where a student's request to suspend studies is refused, the student has a right of appeal (see Saint Stephen's College's Complaints and Appeals policy).

School-Initiated Changes in Enrolment

1. School-initiated exclusion from class

- a) Saint Stephen's College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Saint Stephen's College's Behaviour Policy/Code of Conduct.
- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where Saint Stephen's College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Saint Stephen's College's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.
- d) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Executive Director of International Education.
- e) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

2. School-initiated suspension of studies

- a) Saint Stephen's College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Saint Stephen's College's Behaviour Policy/Code of Conduct.
 - b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
 - c) Where Saint Stephen's College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access Saint Stephen's College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
 - d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the [insert position].
 - e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations> .)
- a) Suspensions will be recorded on PRISMS.
 - b) The period of suspension will not be included in attendance calculations.

3. School-initiated cancellation of enrolment

- a) Saint Stephen's College will cancel the enrolment of a student under the following conditions:
 - i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
 - ii) Failure to pay course fees
 - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [Alternatively schools may decide that they will not cancel enrolment for this reason]
 - iv) Any behaviour identified as resulting in cancellation in Name of School's Behaviour Policy/Code of Conduct
- b) Where Saint Stephen's College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Saint Stephen's College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) Saint Stephen's College is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at Saint Stephen's College will be cancelled and this may impact on the student's visa. Further information can be found in Saint Stephen's College's Course Progress and Attendance Policy.
- a) For the duration of the internal appeals process, Saint Stephen's College will maintain the student's enrolment and the student will attend classes as normal. The Executive Director of International Education will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- b) If a student decides to access Saint Stephen's College's complaints and appeals process because they have been notified of a school initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- c) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Saint Stephen's College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- d) The use of extenuating circumstances by Saint Stephen's College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- e) The final decision for evaluating extenuating circumstances lies with the [insert position].

Student to seek information from Department of Immigration

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website <http://www.border.gov.au/Trav/Stud> for further information about their visa conditions and obligations.

Definitions

- a) Day – any day including weekends and public holidays in or out of term time
- b) Extenuating circumstances - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Examples include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
- the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence, or
- the student is the subject of investigation relating to criminal matters.

COMPLAINTS AND APPEALS POLICY

1. Student requested deferment, suspension and cancellation are not subject to Saint Stephen's College Complaints and Appeals Policy.
2. Exclusion from class is subject to Saint Stephen's College Complaints and Appeals Policy.
3. School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to the Complaints and Appeals Policy.
4. For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal. The Executive Director of International Education will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
5. If students access the complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
6. Extenuating circumstances include;
 - a. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - b. the student is missing
 - c. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
 - d. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - e. is at risk of committing a criminal offence, or
 - f. the student is the subject of investigation relating to criminal matters

7. The use of extenuating circumstances by Saint Stephen's College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
8. The final decision for evaluating extenuating circumstances lies with the Executive Director of International Education and Principal.

Student Advice

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration for advice.

Definitions

Day – *any day including weekends and public holidays in or out of term time*

STUDENT TRANSFER REQUEST ASSESSMENT POLICY

Overseas student transfer policy and processes apply to:

Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course or

Where the student has completed the first six months of their enrolment at Saint Stephen's College and wishes to transfer but the College holds welfare responsibility via a CAAW

1. Overseas student requesting to transfer prior to completing the first six months of their first registered school sector course:

International students are required to give a full term's notice in writing to the College if they wish to transfer to another educational institution. This notice in writing to be released needs to be submitted by completing the Student Transfer Request Application at no charge to enable the transfer to another provider. However, if a student has not completed the first six months of their course or is under 18 years of age, conditions apply.

Saint Stephen's College will only release a student before completing the first six months of their course in the following circumstances:

- a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
- b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Saint Stephen's College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
- c) The student provides evidence of compassionate or compelling circumstances
- d) Saint Stephen's College fails to deliver the course as outlined in the written agreement.
- e) The student provides evidence that their reasonable expectations about their current course are not being met.
- f) The student provides evidence that he / she was misled by Saint Stephen's College or an education or migration agent regarding Saint Stephen's College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
- g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Students under 18 years of age MUST also have:

- Written evidence that the student's parent(s)/legal guardian supports the transfer application.
- Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support and general welfare arrangements from the proposed date of release where the student is not living with a parent/legal guardian or a suitable nominated relative.

Saint Stephen's College will NOT agree to the transfer before the student completes the first six months of their registered school sector course in the following circumstances:

- a) The student's progress is likely to be academically disadvantaged.
- b) Saint Stephen's College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
- c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer

- d) The student has not accessed the school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
- e) To apply for transfer to another provider, students need to:
- Complete an Application for Student Transfer Form available from the International Department.
 - Give the completed application form and a valid offer of enrolment from another provider to the International Department for assessment.
 - If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.

In this case, the valid offer of enrolment must confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Saint Stephen's College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

Saint Stephen's College will assess the student's transfer request application and notify the student of a decision within 5 working days.

If Saint Stephen's College grants the student's transfer request, the student will be notified and the decision will be report to the Department of Immigration via PRISMS.

If Saint Stephen's College intends to refuse the student's transfer application request, Saint Stephen's College will provide the student with reasons for refusal in writing and include a copy of the College's complaints and appeals policy (page 33 of this document). The student has the right to access Saint Stephen's College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:

- the student confirms in writing they choose to access College's complaints and appeals process, or
- the student confirms in writing they withdraw from any appeals process they have commenced, or
- the appeals process is completed and a decision has been made in favour of the student or Saint Stephen's College

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest office is: 299 Adelaide Street, Brisbane Qld 4000.

See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>

2. Students who are no longer subject to the transfer restriction but where Saint Stephen's College holds welfare responsibility via CAAW

Students under 18 years of age MUST have:

- a) Written evidence that the student's parent(s)/legal guardian support the transfer application
- b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative.
- c) To apply for transfer to another provider, student need to:
 - Complete an Application for Student Transfer Form available from the International Department.
 - Give the completed application form and a valid offer of enrolment from another provider to the International Department for assessment and response within 5 working days.
 - If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.

In this case, the valid offer of enrolment must confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Saint Stephen's College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

Saint Stephen's College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.

Transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

OTHER CONDITIONS

Enrolment at Saint Stephen's College is conditional upon participation in academic, sport and cultural programs of the College.

Enrolment at Saint Stephen's College is conditional upon adherence to College Policies as detailed in this document and on the College website. www.saintstephenscollege.net.au.

STUDENT CODE OF BEHAVIOUR

1. Respect

- 1.1 Respect others by always being polite, courteous and responsive.
- 1.2 Respect the property of others, e.g. equipment, lockers, bags and clothing.
- 1.3 Respect your College environment, e.g. grounds, classrooms, locker areas and resources.
- 1.4 Respect yourself, behave appropriately and maintain a fine reputation.

2. Common Sense

- 2.1 Follow set policies and procedures e.g. uniform and assignment policies; late arrival / early departure procedures.
- 2.2 Think before acting.
- 2.3 If you are uncertain, don't do it.
- 2.4 Be in the right place at the right time.
- 2.5 Report any concerns to the appropriate person.
- 2.6 Leave valuables at home.
- 2.7 Label personal property.

3. Prepared to Learn

- 3.1 Be punctual and bring necessary equipment (including diary).
- 3.2 Complete homework.
- 3.3 Bring a positive attitude and ENJOY.
- 3.4 Remain focussed and follow teacher instructions the first time.
- 3.5 Participate actively.

DECLARATION OF STUDENT AND PARENTS

I hereby certify that I/we have read and understood the terms and conditions of the International Student Guide, and agree to abide by them.

Printed Name of Student	Signature of Student

Printed Name/s of Parents	Signature/s of Parents

Sam Holmes, Executive Director of International Education

FURTHER INFORMATION

Further information regarding enrolment of international students at Saint Stephen's College may be obtained from:

The International Centre
Saint Stephen's College
PO Box 441
Oxenford QLD 4210
Telephone +61 7 55738661
Fax +61 7 55738688
Email: international@ssc.qld.edu.au