

Christian Outreach Centre t/a



Highlands

Christian College

CRICOS Provider Code: 02121G

STAFF HANDBOOK

CRICOS REGISTRATION

POLICIES & PROCEDURES

Compiled By:

Mrs Melinda

Paulo

Location:

I:\1. College Operations\Internationals\Cricos\2020

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ACKNOWLEDGEMENTS:

A version of the SCHOOL HANDBOOK - CRICOS REGISTRATION POLICIES & PROCEDURES template has been available to Queensland non-government schools since 14 December 2007.

Much of the original content of the Handbook template was sourced from documentation developed by ISQ (Independent Schools Queensland – formerly The Association of Independent Schools of Queensland or AISQ) in the period 1996-2006, and by the [Independent Schools Council of Australia](http://isca.edu.au/information-for-schools/esos-act-2000/) (ISCA) over the period 2007-2017 (available at: <http://isca.edu.au/information-for-schools/esos-act-2000/>).

As Commonwealth, state and student visa legislative frameworks have evolved, the Handbook template has been updated with the assistance of those in the Australian Government Departments of Education and Immigration, and within the Queensland Government responsible for administering the regulation and monitoring of compliance of CRICOS registered schools in this state.

Independent Schools Queensland is grateful for the close collaboration with and advice we receive from these stakeholders, which makes it possible to provide such a comprehensive, current and relevant resource to non-government schools in Queensland.

CRICOS Registration Legislation and Regulatory Requirements		
AUSTRALIAN GOVERNMENT LEGISLATION :		
NC B St...	<i>The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)</i>	https://www.legislation.gov.au/Details/F2017L01182
ESOS Act 2000 s...	<i>Education Services for Overseas Students (ESOS) Act 2000 (subsection...)</i>	https://www.legislation.gov.au/Details/C2018C00210
ESOS Regs 2019 s...	<i>Education Services for Overseas Students Regulations 2019</i>	https://www.legislation.gov.au/Details/F2019L00571
ESOS (Reg Charges) Act 1997	<i>Education Services for Overseas Students (Registration Charges) Act 1997 (the Charges Act)</i>	https://www.legislation.gov.au/Details/C2016C00773
ESOS (TPS Levies) Act 2012	<i>Education Services for Overseas Students (TPS Levies) Act 2012</i>	https://www.legislation.gov.au/Details/C2017C00301
LI –ESOS Act 2000 s46D(7) & s47E(4)	<i>Legislative Instrument: Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>	http://www.comlaw.gov.au/Details/F2014L00907
LI-ESOS Act 2000 s46B	<i>Legislative Instrument: Education Services for Overseas Students (Notifying provider default – requirements for a notice) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01387
LI-ESOS Act 2000 s46F	<i>Legislative Instrument: Education Services for Overseas Students (Provider default – discharge of obligations – requirements for a notice) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01388
LI-ESOS Act 2000 s50D	<i>Legislative Instrument: Education Services for Overseas Students (TPS Director to notify Immigration Secretary of payment of refunds) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01386
<p>NOTE: See also</p> <ul style="list-style-type: none"> ○ Australian Government Department of Education and Training ESOS legislative framework webpage: https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx ○ Australian Government Department of Home Affairs (Immigration) Information for Education providers at: https://immi.homeaffairs.gov.au/what-we-do/education-program/providers 		
QUEENSLAND GOVERNMENT LEGISLATION		
E(OS) Act s..	<i>Education (Overseas Students) Act 2018</i>	https://www.legislation.qld.gov.au/view/html/inforce/current/act-2018-001
E(OS) Reg 2018 s..	<i>Queensland Education (Overseas Students) Regulation 2018 (subsection...)</i>	https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2018-0039
WWC Act 2000	<i>Working with Children (Risk Management and Screening) Act 2000 (Qld) and Blue cards</i>	https://www.legislation.qld.gov.au/view/html/inforce/current/act-2000-060 and https://www.bluecard.qld.gov.au/
CP Act 1999	<i>Child Protection Act 1999</i>	https://www.legislation.qld.gov.au/view/html/inforce/current/act-1999-010
E(NSSA) Reg 2017	<i>Education (Non-State Schools Accreditation) Regulation 2017</i>	https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2017-0197

CRICOS responsibilities and Code of Practice

References: ESOS Act 2000 s5, s7A; s.17; s.17A; s.23 & s24; ESOS (Reg Charges) Act 1997 s5; ESOS (TPS Levies) Act 2012 Part 2 s5-10; NC B St 11.1; NC B St 11.4; NC B St 5; E(OS) Act s.26; ESOS Regs 2019 s.8

Highlands Christian College is bound by the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (2018 National Code) under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

From 1 July 2016, the Secretary of the Australian Government Department of Education and Training is the ESOS agency for school providers. School providers in each state or territory must also be approved by a designated State authority (or DSA) to provide courses to student visa holders.

In order to be registered on CRICOS Highlands Christian College is required to:

- a) have the principal purpose of providing education; and
- b) clearly demonstrate capacity to provide education of a satisfactory standard.

Evidence of Highlands Christian College's ability to meet these requirements is provided in

- a) the school's Annual Report to Commonwealth and State governments, available at: www.hcc.edu.au;
- b) Non-State Schools Accreditation Board documentation – the school's Cyclical Review Report and NSSAB confirmation letter.

Additional requirements to note:

Under Part B. St 11.1.4 of the National Code of Practice, registered providers must have any prior approval from the DSA for any other provider(s) to be involved in providing or delivering part of a registered course.

From 1 January 2018, all registered providers enrolling students under the age of 18 years are subject to the requirements of Standard 5 of Part B of the 2018 National Code, including students for whom the provider has not taken on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements by issuing a CAAW in PRISMS. These include meeting any Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates. Highlands Christian College's responsibilities for overseas students under 18 years of age are articulated in the school's Welfare and Accommodation policy.

CRICOS Registration details:

Christian Outreach Centre t/a Highlands Christian College

CRICOS Provider No: 02121G

List details of CRICOS courses (as registered in PRISMS)

CRICOS Course Name: Primary Studies (Prep – Year 6)

CRICOS Course No: 085726C

CRICOS Course Name: Junior Secondary Studies (Year 7 – 10)

CRICOS Course No: 085727C

CRICOS Course Name: Senior Secondary Studies (Year 11-12)

CRICOS Course No: 036691D

Period of CRICOS Registration: 05 / 09 / 2000 to 29 / 06 / 2020

Highlands Christian College is registered to enrol a maximum of 60 full fee paying 500 (formerly 571) visa subclass students.

N.B., Calculations regarding capacity should include Confirmations of Enrolment (CoEs) for current students as well as approved and visa granted CoEs for future students.

The Principal Executive Officer (PEO) appearing on the CRICOS website (<http://cricos.education.gov.au/>) in School Contact Details is:

Phone number of PEO is: (07) 4617 6555

Email of PEO is: MichaelB@highlands.qld.edu.au

<i>Name of Officer</i> Mr Michael Bray	<i>Role</i> Principal
<i>[If relevant]</i> Additionally, the School PEO has signed a "Delegated Responsibility for Register Information Form" for:	
<i>Name of Officer</i> Mrs Melinda Paulo	<i>Role</i> Education Office Manager
PRISMS	
There are three different levels of access to the Provider Registration and Overseas Student Management System (PRISMS). New PRISMS users must complete an online training course before being allowed access. News alerts for changes to PRISMS can be found on the PRISMS home page: https://prisms.education.gov.au/Logon/Logon.aspx or in the PRISMS Provider User Guide . PRISMS should be checked regularly for alerts relating to actions required for CoEs, as these will not be seen until logged in.	
The following Staff members have access to PRISMS:	
<i>Name of Officer(s)</i> Mrs Melinda Paulo	<i>Level of Access</i> Administration
Provider obligations to notify International Quality (Schools) Unit	
<p>1) It is the responsibility of the following officer(s) to advise the International Quality (Schools) Unit:</p> <ul style="list-style-type: none"> a) as soon as practicable as that the school becomes aware that an associate or high managerial agent of the school has committed an offence under section 17 of the ESOS Act; b) any prospective changes to the ownership of the School as soon as practicable prior to the change taking effect, or c) any prospective or actual change to a "high managerial agent" of the School as soon as practicable prior to the change taking effect, or within 10 working days where the change cannot be determined until it takes effect, together with d) any information on the ability of the new owner or high managerial agent to be "fit and proper" as required by section 17A of the ESOS Act; e) an event that would significantly affect the school's ability to comply with the ESOS Act. <p>2) It is the responsibility of the following officer(s) to seek approval from the International Quality (Schools) Unit, at least 30 days in advance, for proposed changes to a course at location:</p> <ul style="list-style-type: none"> a) the course duration, including holiday breaks b) modes of study, including online, distance or work-based training c) number of overseas students enrolled at the provider, within the limit or maximum number approved by the ESOS agency for each location d) arrangements with other education providers, including partners, in delivering a course or courses to overseas students. 	<p>ESOS Act 2000 s.17 s.17A s.7A</p> <p>NC B St 11 St 11.1 St 11.2 St 11.3</p>

<p>Applications for approval to amend provider and registered course details are made by contacting the International Quality (Schools) Unit by e: internationalregistration@qed.qld.gov.au to request the relevant form (or by using the form available for download at http://www.qld.gov.au/education/international/pages/cricos.html) and paying the applicable fee. Amendments might include:</p> <ul style="list-style-type: none"> - a change of the school's Principal Executive Officer (PEO), - an increase or decrease in the approved overseas student capacity, - adding or removing a delivery location, - removing a course or registering a new course, - updating registered course cost of current courses, * - updating school contact details on PRISMS . <p><i>* Registered course costs should be updated whenever there are course fee increases.</i></p>		E(OS) Act s.26
<p>3) If applying to renew approval as a school provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)</p>		
<p><i>Name of Officer</i> Mrs Melinda Paulo</p>	<p><i>Role</i> Education Office Manager</p>	
<p>Annual Fees and Charges</p>		
<p>There are two sets of fees payable annually to the Australian Government and the Tuition Protection Service (TPS) that are related to CRICOS registration:</p>		ESOS Act 2000 s.23
<p>1) Annual Registration Charge (ARC). This fee has four components, which are subject to indexation annually:</p> <ol style="list-style-type: none"> a base fee, originally set at \$1480 in 2019 a fee per student enrolment for the previous calendar year, originally set at \$10 per student a fee for each course registered on CRICOS at the start of each year per location, originally set at \$113 in 2019 per course a penalty fee for any action taken against the school in the previous year under s.83 of the ESOS Act 2000, originally set at \$1137 in 2019. <p>The ARC is payable by COB of the last business day of February each year.</p> <p>*Non-government schools that did not have any enrolments in the previous calendar year but maintained a registration pay a lesser base fee (e.g., \$416 in 2019).</p> <p>Information about payment of the ARC is provided by PRISMS alerts at different times of the year and at Registration fees and charges.</p>		ESOS (Reg Charges) Act 1997 s.5 Registration fees and charges
<p>2) Tuition Protection Service (TPS) levy. This fee has four components, which are subject to indexation annually:</p> <ol style="list-style-type: none"> an administrative fee, originally set at \$100, plus a fee per student enrolment for the previous calendar year, originally set at \$2 per student; comprised of \$107 and \$0.55 per student respectively in 2018 a base fee that is the sum of a prescribed amount, originally set at \$200, plus a fee per student enrolment for the previous calendar year, originally set at \$5 per student; comprised of \$215 and \$1.36 per student respectively in 2018* a risk rated premium component that is determined by the TPS Director each year, and a special tuition protection component, originally set at \$0. 		ESOS Act 2000 s.24 ESOS (TPS Levies) Act 2012 s.5-10

<p>Further information is available at: https://tps.gov.au/StaticContent/Get/ProviderLevy.</p> <p>*Registered schools with no international students are exempt from this component.</p> <p>NB. Schools considering allowing CRICOS registration to lapse should be aware the ENTRY TO MARKET CHARGE will apply for an application to re-register after registration has been allowed to expire. This fee is payable annually in each of the first three years of CRICOS registration:</p> <p>In 2019:</p> <ul style="list-style-type: none"> \$8,531 at the time the provider first becomes registered; \$5,687 on the first anniversary of the day on which the provider was registered; and \$2,834 on the second anniversary of the day on which the provider was registered. <p>See Registration fees and charges for further information.</p>		
<p>It is the responsibility of the following officer(s) to ensure annual registration fees and charges are paid by the due dates:</p>		
<p><i>Name of Officer(s)</i> Mr Peter Dornauf</p>		<p><i>Role(s)</i> Chief Financial Officer</p>
<p>Information in this section should be checked and updated whenever there is a change made to fee components or payment dates.</p>		
<p>Student Contact Officer</p>		
<p>The following Staff member(s) is the designated official point of contact for overseas students:</p>		<p>NC B St 6 St 6.5</p>
<p><i>Name of Officer(s)</i> Mrs Melinda Paulo</p>		<p><i>Role(s)</i> Education Office Manager</p>
<p>These staff members undertake the following roles and responsibilities in relation to overseas students:</p>		<p>NC B St 6</p>
<p>Staff Responsibilities</p>		
<p>Staff Member in this Role</p>	<p>Area of Responsibility for Overseas Students</p>	<p>For further information go to:</p>
<p>Principal Education Office</p>	<p>Ensuring the school is compliant in meeting the Commonwealth and state legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates. (NC B St 5.1)</p>	<p><i>Student Services</i></p>
<p>Principal / Deputy Principal / Assistant Principal Primary</p>	<p>Ensuring students under 18 years of age are given age-and culturally-appropriate information on who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider. (NC B St 5.2.1)</p>	<p><i>Student Services</i></p>
<p>Principal / Deputy Principal / Assistant Principal Primary</p>	<p>Responding to an emergency when contacted by a student or service provider. (NC B St 5.2.1)</p>	<p><i>Student Services</i></p>

Principal / Deputy Principal / Assistant Principal Primary College Counsellor	Ensuring students under 18 years of age are given age-and culturally-appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse. (NC B St 5.2.2)	<i>Student Services</i>
Principal / Deputy Principal / Assistant Principal Primary	If unable to contact a student there are concerns for the student's welfare, make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable. (NC B 5.5)	<i>Student Services</i>
Principal / Deputy Principal / Assistant Principal Primary College Counsellor Class Teacher	Taking all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety (NC B 6.9.1)	<i>Student Services</i>
College Counsellor Class Teacher Student Services	Providing information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents (NC B 6.9.2)	<i>Student Services</i>
Principal / Deputy Principal / Assistant Principal Primary College Counsellor Class Teacher Student Services	Providing overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia. (NC B 6.9.3)	<i>Student Services</i>
Education Office	Orientation on arrival	<i>Student Services</i>
ESL Support	ESL Support	<i>Student Services</i>
Learning Enrichment	Other tutorial support	<i>Student Services</i>
Directors of Middle & Senior Years	Academic and Careers Counselling	<i>Student Services</i>
College Counsellor	Personal Counselling	<i>Student Services</i>
Education Office	Monitoring of homestay / accommodation /care arrangements	<i>Student Services</i>
Director of Middle & Senior Years	Complaints and appeals	<i>Student Services</i>
Education Office	Visa / Passport issues	<i>Student Services</i>
<i>Education Office</i>	OSHC	<i>Student Services</i>
Information about the roles of support services and staff in the School, including how to access services, is given to students: <ul style="list-style-type: none"> • International Student Handbook • Orientation 		
The following staff member is responsible for keeping details in Section 1 and on the CRICOS website up to date:		
<i>Name of Officer(s)</i>		<i>Role(s)</i>

Mrs Melinda Paulo

Education Office Manager

Information in this section should be checked and updated *whenever there is a change of staff member in the roles above.*

THIS SECTION WAS LAST UPDATED BY Mrs Melinda Paulo ON 24/02/2020

The screenshot displays the CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) website. The browser address bar shows the URL: cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=02121G. The page header includes the Australian Government logo and the Department of Education, Skills and Employment. The main content area is titled "Highlands Christian College" and features a tabbed interface with "Institution Details", "Contact Details", and "List of Courses Offered by the Institution". The "List of Courses Offered by the Institution" tab is active, showing a table of 3 courses. The table has columns for "Course Name", "Level", and "Duration (Wks)". The courses listed are: Junior Secondary Year 7-10 (208 weeks), Primary Studies Prep - Year 6 (364 weeks), and Senior Secondary Grade 11-12 (Boys & Girls) (104 weeks). The page also includes a "Print Institution Details" link and a footer with copyright information and a disclaimer.

Course Name	Level	Duration (Wks)
Junior Secondary Year 7-10	Junior Secondary Studies	208
Primary Studies Prep - Year 6	Primary School Studies	364
Senior Secondary Grade 11-12 (Boys & Girls)	Senior Secondary Certificate of Education	104

Marketing information and practices

References: NC B St 1; NC B St 7

<p><i>Highlands Christian College</i> markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry.</p> <p><i>Highlands Christian College's</i> marketing materials and promotion of courses and education services, including through an education agent, prior to entering a written agreement, are consistent with Australian Consumer Law, and do not make false claims or provide misleading information about itself, its courses or course outcomes, including but not limited to:</p> <ul style="list-style-type: none"> claims of associations between providers a successful education assessment outcome for the student or intending student possible migration outcomes any work-based training a student is required to undertake as part of the course prerequisites—including English language proficiency—for entry to the course <p><i>Highlands Christian College</i> will not actively seek to recruit a student who is already enrolled with another registered provider.</p> <p><i>Highlands Christian College</i> will assess any enrolment enquiry from a student already enrolled with another registered provider according to the requirements of Part B, Standard 7 of the National Code of Practice.</p> <p>The School's Legal Entity Name <i>Christian Outreach Centre</i> and School Trading Name <i>Highlands Christian College</i> if relevant and CRICOS Number appear on all School written and online marketing and other required materials related to providing or offering a registered course to an overseas student, as below, including in electronic form, as required by the 2018 National Code in the following format:</p> <p>Legal Entity Name: Christian Outreach Centre t/a School Name: Highlands Christian College CRICOS Number: 02121G</p> <p>Offers of enrolment can only be made for registered courses that are listed on PRISMS.</p> <p>At this school, a <i>study period</i> is 1 semester unless otherwise defined</p> <p>NOTE: Schools actively recruiting students in the European Union should be aware of implications of <u>the EU General Data Protection Regulation (GDPR)</u> and seek further legal advice if necessary.</p>	<p>NC B St 1.1 St 1.2 St 1.3</p> <p>NC B St 1.3</p> <p>NC B St 1.5 St 7</p> <p>NC B St 1.4</p>
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THIS SECTION WAS LAST UPDATED BY **Mrs Melinda Paulo** ON **24 February 2020**

Marketing information is provided to students prior to enrolment and is provided in the following ways:

- ② College Website: <http://highlandschristiancollege.com/>
- ② International Student Handbook

See Appendices for copies of *Highlands Christian College's* pre-enrolment and marketing materials.

The following staff member / department is responsible for reviewing and updating marketing materials:

<i>Name of Department / Officer(s)</i> Mrs Melinda Paulo	<i>Role(s)</i> Office Manager
Information in this section should be checked and updated whenever there is a change of information in the Checklist, e.g., a change in course registration, in regulations relating to information in the checklist, or when new marketing materials are produced.	
MARKETING MATERIALS WERE LAST REVIEWED AND UPDATED BY Mrs Melinda Paulo ON 24 February 2020	

Checklist for Marketing information and practices

References: NC B St 1, NC B St 2, NC B St 5, NC B St 7, NC B St 8, NC B St 9; NC B St 10, ESOS Act 2000 s.7, s.27, s.47D, s.47E

<p><i>Highlands Christian College's</i> legal entity name as registered on CRICOS and CRICOS Code are provided on:</p> <ul style="list-style-type: none"> College Website: http://highlandschristiancollege.com/ College Letterhead written marketing materials (printed and electronic) <p><i>Highlands Christian College</i> makes comprehensive, current and plain English information available to an overseas student or intending overseas student prior to accepting an overseas student or intending overseas student for enrolment in a course.</p> <p>NOTE:</p> <p>It is no longer a requirement for registered providers to provide information to prospective students about schooling obligations and options for school-aged dependants, including that school fees may be incurred.</p> <p>This information is available to student visa applicants with school age dependants on the Immigration website at https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#aboutVisa-index-3</p>	<p>NC B St 1</p> <p>NC B St 2</p>
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Information that must be provided to a student prior to enrolment

REQUIREMENT	Details	Where information is located/ How this is provided to student/intending student	Refs
Requirements for acceptance into a Course	Minimum level of English language proficiency	International Student Handbook	NC B St 2
	Educational qualifications	International Student Handbook	St 2.1.1
Course information	The CRICOS Course Code	All marketing and College material	NC B St 2
	Holiday breaks	International Student Handbook, College App & Parent Handbook	St 2.1.2
	Course content and duration	Subject Selection Booklets (Years 7-8, Years 9-10, Years 11-12), College Website	St 2.1.3 St 2.1.4
	Course qualification / exit statement or other outcomes	End of Semester Reports	
	Modes of study	International Student Handbook	
	Assessment methods	International Student Handbook (Academic & Language Requirements)	
Campus information	Campus location(s)	College Website	NC B St 2
	General description of facilities, equipment, learning and library resources available to students	College Website	St 2.1.5
Arrangements with other providers	Details of any arrangements with another provider, person or	No arrangements have been made with any other provider to provide any course or part thereof. The provider is aware that RTO	NC B St 2 St 2.1.6

	business to provide the course or part of the course	accredited courses should not be offered to overseas students. These courses will not be offered at any time in the future unless courses are registered on CRICOS.	
Fees information	Indicative tuition and non-tuition fees	International Fee Schedule within the International Student Handbook	NC B St 2 St 2.1.7
	Advice for the potential for fees to change during the student's course	International Fee Schedule within the International Student Handbook	NC B St 3.3.4
	Applicable cancellation and refund policies (see also NC B St 3.4) including refund provisions in the case of a written agreement, visa refusal and student or provider default	International Student Handbook	ESOS Act 2000 s7 s27 s.47D s.47E
Grounds on which a student's enrolment may be deferred, suspended or cancelled	Deferment, suspension and cancellation policy (including circumstances in NC B St 9.3)	International Student Handbook	NC B St 2 St 2.1.8
	Behavioural policy/Code of Conduct (covering misbehaviour by the student as grounds for deferment, suspension or cancellation of a student's enrolment)	International Student Handbook	NC B St9
	Information regarding 'exclusion from class' if applicable	International Student Handbook	NC B St 9.3
	Course Progress and Attendance Policy	International Student Handbook	
School Welfare and Accommodation Policy	If providing a CAAW, the policy and process that is in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)	International Student Handbook	NC B St 2.1.10 NC B St 5
Description of the ESOS framework	Provide a copy of link: https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf	International Student Handbook	NC B St 2 St 2.1.9
Tuition Protection (TPS) Brochure for Students	Provide a copy of link: https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Review/Documents/TPSStudentBrochure03.pdf	International Student Handbook	NC B St 3.4.4
	Indicative costs of living	International Student Handbook	NC B St 2

Relevant information on living in Australia	Accommodation options	International Student Handbook	St 2.1.11
Complaints and appeals policy	Outline must be provided to students in written agreement	International Student Handbook	NC B St 10
	Provided to students again during orientation	International Student Handbook	NC B St 3.3.7
Student transfer request assessment policy	Student transfer request policy must be available to staff and students at orientation	International Student Handbook	NC B St 7.2
THIS CHECKLIST WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020			

Entry requirements and Enrolments

References: NC B St 2.1.1, St 2.2

<i>Highlands Christian College</i> informs intending students of all requirements for acceptance into a course, and assesses applications for enrolment according to School procedures to determine if educational qualifications and English language proficiency are sufficient to enable a student to enter a course.	NC B St 2.2
This information is provided to students prior to enrolment and is provided in the following ways: <ul style="list-style-type: none"> College Website: http://highlandschristiancollege.com/ International Student Handbook 	NC B St 2.1.1

See also Point 6. below for School's ***Procedure for assessing student's qualifications, and language proficiency***

The following staff member / department is responsible for reviewing and updating written entry requirements and processes:

<i>Name of Department / Officer(s)</i>	<i>Role(s)</i>
Mr Michael Bray	Principal
Mrs Melinda Paulo	Office Manager

Information in this section should be checked and updated whenever there is a change in admissions procedures, English levels for entry to mainstream classes or in regulations about entry requirements.

THIS SECTION WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

Sample Policy on Entry Requirements

- Highlands Christian College* will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with 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 Highland Christian College Enrolment Application Form. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - Copies of Student Report Cards from the previous year of study, including a copy of the latest Student Report;
 - A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - A completed Subject Selection Form if appropriate;
 - Appropriate proof of identity and age;
 - Written evidence of proficiency in English as a second language
 - Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - Letter of Offer from another registered provider if applicable
 - Completed Homestay or Boarding Application Form
 - Enrolment Application Fee
 - 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 are required, with necessary costs to be met by the applicant.
- An application for enrolment can only be processed when all of the above are in the hands of the Education Office Manager

5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.
7. 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.
8. 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.

Highlands Christian 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.

Minimum academic and English language requirements are as follows:

Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.
 - a) For Primary School:
 - i) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum
 - b) For Year 7 – 12 students:
 - i) A pass level or "C" Year Level or better for the majority of core subjects

English Language Proficiency Requirements

1. 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.
2. If supplied, *Highlands Christian College* will assess evidence of English language proficiency presented by a student at the time of application, but reserves the right to confirm the student's English language proficiency through additional tests.
3. If not presenting appropriate evidence of English language proficiency at the time of application, *Highlands Christian College* will assess the student's application for entry based on satisfactory test results as follows:

Acceptable Test	Minimum Test Result	For Entry to
NLLIA ESL Bandscale	3	Year 1-3
NLLIA ESL Bandscale	4+	Year 4-6
NLLIA ESL Bandscale	4+	Year 7-9
NLLIA ESL Bandscale	5	Year 10-12
CEF Level	B1	Year 7-9
CEF Level	B2	Year 10-12

4. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
5. If undertaking an intensive English language course 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.

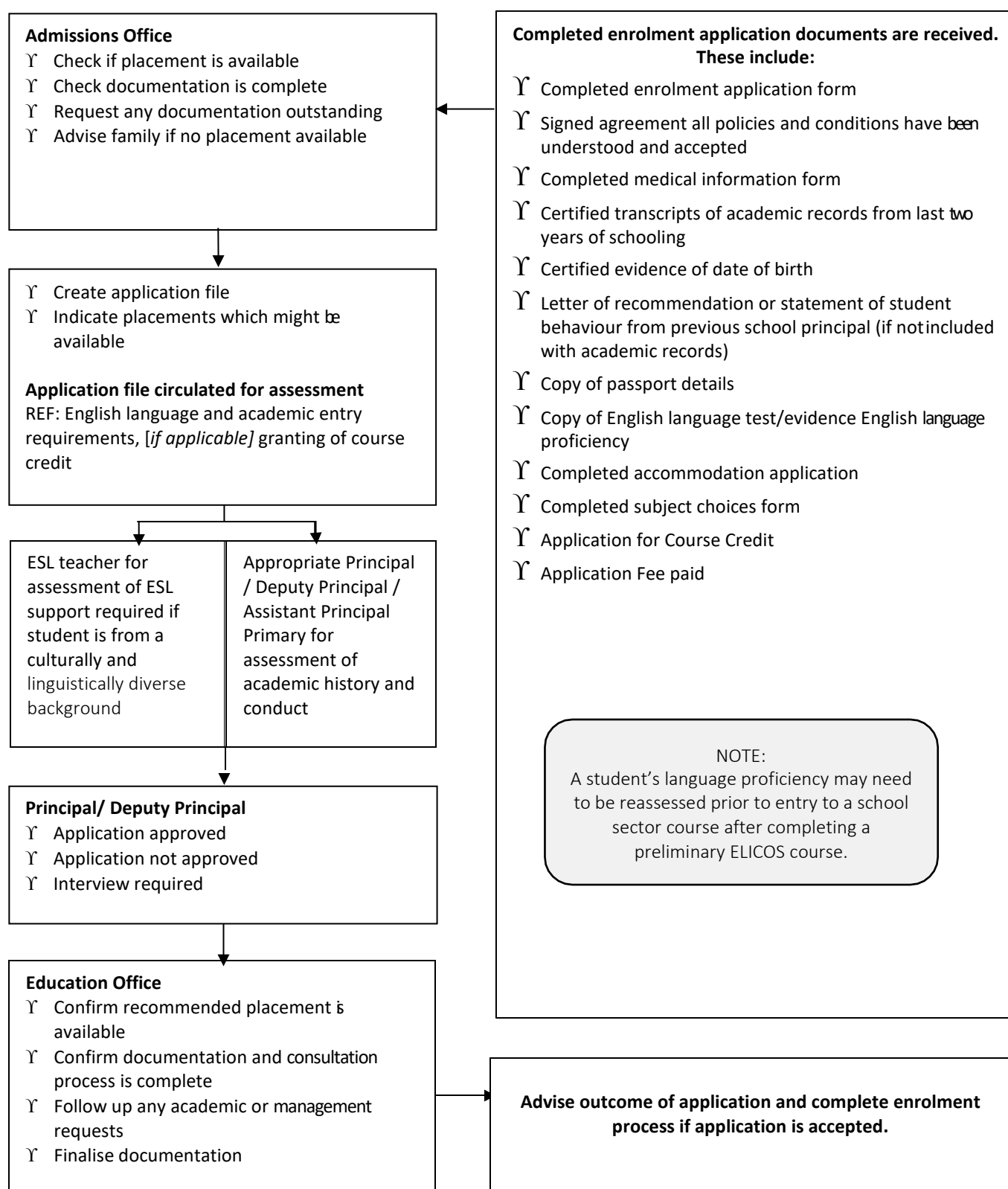
POLICY ON ENTRY REQUIREMENTS WAS LAST UPDATED BY Mrs Melinda Paulo ON 29 July 2020

Statement regarding course credit	
References: NC B St 2.3 St 2.4, St 2.5	
<p><i>Highlands Christian College</i> will assess all applications for course credit for students enrolling in Senior Secondary Studies.</p> <p>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.</p> <p><i>Highlands Christian College</i> assesses and records course credit, according to requirements of the <u>Queensland Curriculum and Assessment Authority</u> (QCAA).</p>	
The following staff member(s) / department is responsible for reviewing, documenting and updating student records relating to student applications for course credit:	
Staff Member	Action
<i>Director of Senior Years / Director of Curriculum</i>	Assessment of student enrolment application to decide course credit due
<i>Director of Senior Years / Director of Curriculum</i>	Verification of evidence provided
<i>Director of Senior Years / Director of Curriculum</i>	Provision of record of course credit granted to student and placement of signed copy, i.e., acceptance by student, on student file, to be retained for two years after student ceases to be a student of the school.
This information is provided to students prior to enrolment in the following ways:	
<ul style="list-style-type: none"> International Student Handbook 	
The following staff member / department is responsible for reviewing and updating the School's policy and statement about course credit:	
<i>Name of Department / Officer(s)</i> Mr Michael Bray	<i>Role(s)</i> Principal
Information in this section should be checked and updated if there is a demand for course credit demonstrated in student applications and in response to any relevant changes in legislation.	
THIS SECTION WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020	

Procedure for assessing student's qualifications, and language proficiency

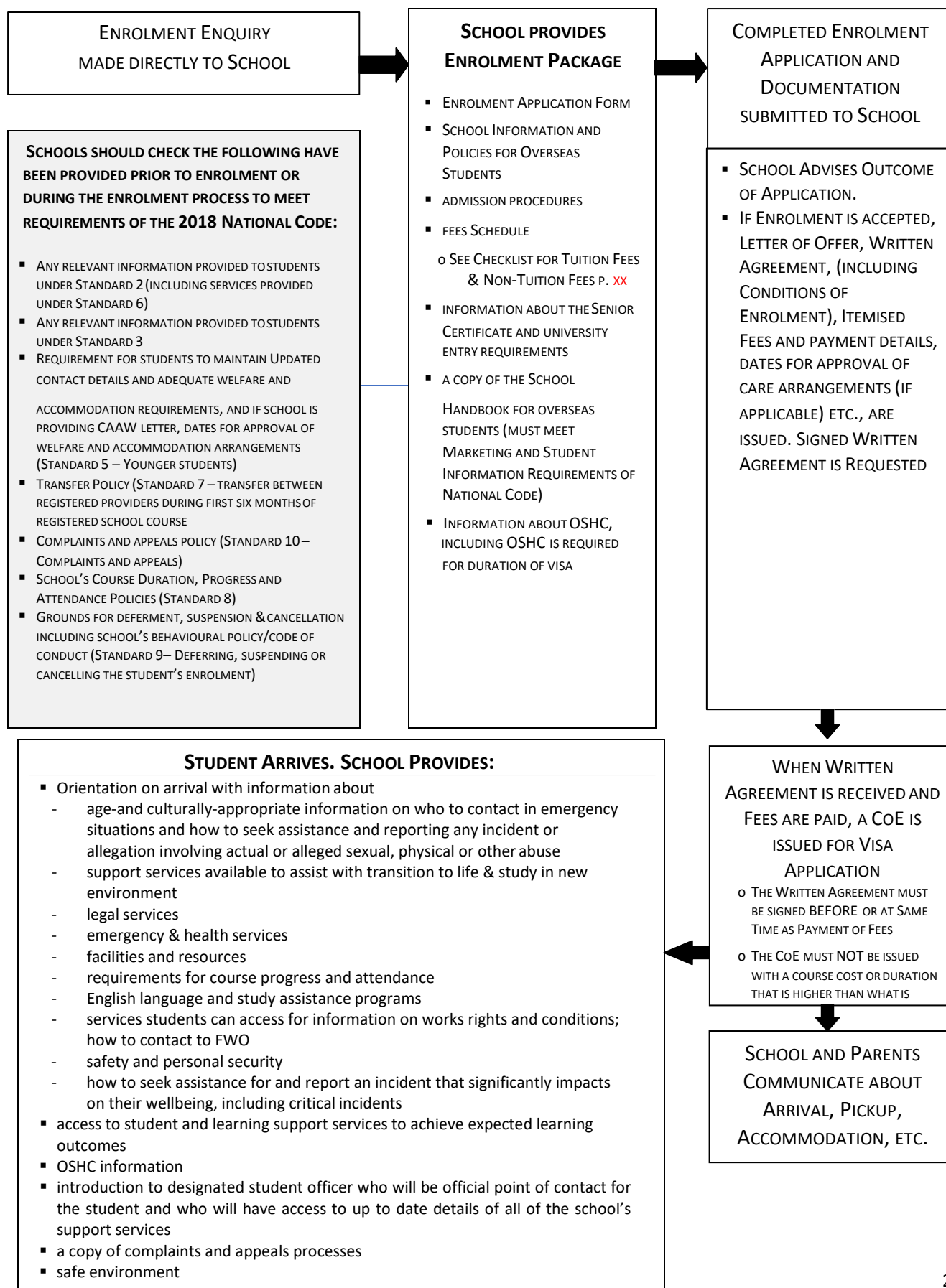
References: NC B St 2.2

THIS DIAGRAM WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020



Enrolment Procedure Overview

References: NC B St 2, NC B St 3



Enrolment Procedure Checklist		
Reference: NC B St 2.2		
1) Respond to enquiry	<ul style="list-style-type: none"> Request further details, including whether the student is already enrolled with another provider Clarify any special requirements or conditions of enrolment, e.g., additional English language tuition 	•
2) Initial check of school capacity	<ul style="list-style-type: none"> Check capacity for placement specific year levels if DOB or year level is known 	•
3) Provide Enrolment information and application package to parent / agent	<p><i>[List documents/links]</i></p> <ul style="list-style-type: none"> Application Form Student handbook / Information Subject Selection Information Enrolment Process Policies and School Information Fees Information Accommodation OSHC Uniforms Invoice for Application Fee [if applicable] <u>Description of ESOS Framework</u> 	<p>Website: http://highlandschristiancollege.com/</p>
4) Record enquiry details	<ul style="list-style-type: none"> Date, contact details Follow up as necessary 	•
5) On receipt of application	<ul style="list-style-type: none"> Check Documentation is complete and follow up if necessary Create File / Enter details in database 	•
6) Check availability of placement	<ul style="list-style-type: none"> DOB, Year level capacity Student ratios for specialist classes Date of entry, length of time for visa application to be processed Any special support / subjects / activities requested 	•
7) Assess application	<ul style="list-style-type: none"> Assess Academic requirements according to Entry requirements policy Assess English language proficiency according to Entry requirements policy Confirm if placement is available 	•
8) Advise parents / agent if application is unsuccessful	<ul style="list-style-type: none"> Student does not meet entry requirements or no place available Refund any fees owing 	•

9) Create Letter of Offer and individualised written agreement if application is successful.	<p>Must include Department of Home Affairs (Immigration) requirements:</p> <ul style="list-style-type: none"> • Tuition costs • Course duration • Course description • Education provider code • Course location • Registered course code • Conditional offer of a place if applicable <p>Also</p> <ul style="list-style-type: none"> • Written agreement to be signed (<i>See Checklist for contents of Written Agreement p. XX</i>) • Information re payment of fees, including invoice • Information on how to progress the enrolment from this point 	
10) When offer of place is accepted	<ul style="list-style-type: none"> • Check Written agreement and any attachments are complete and signed • Check fees have been paid (if applicable) • Check / complete OSHC arrangements • Confirm receipt of written agreement and fees • Create CoE (and CAAW if applicable) • Check course cost or duration on CoE is not greater than what is registered on PRISMS • Enter fees received in PRISMS • Forward CoE to parents/agent for student visa application • Ensure ALL details required to be entered into PRISMS for a CoE are entered within the applicable number of days. 	•
11) When advice of visa grant is received	<ul style="list-style-type: none"> • Record details in database • Provide pre-arrival information • Ongoing liaison with family until arrival 	•
12) On arrival	<ul style="list-style-type: none"> • Check arrival arrangements • Confirm arrival with parents / check student has contacted parents • Confirm arrival with relevant school staff 	•

	<ul style="list-style-type: none"> Confirm course start date in PRISMS 	
13) Begin student Orientation		
14) Within 14 days of commencement date if start date is not agreed date	<ul style="list-style-type: none"> Confirm course start date in PRISMS <p><i>Note: It is good practice to confirm start date in PRISMS in all cases as this information is used by the Department of Home Affairs (Immigration) to check student compliance with work rights that are activated automatically on the course start date, and can be useful for schools to identify where a CoE status has not been converted from 'approved' to 'visa granted'.</i></p>	<ul style="list-style-type: none">
ONGOING <ul style="list-style-type: none"> Run PRISMS reports every month Enter required information in PRISMS within required timelines (see <u>Checklist of Record Keeping and Reporting Obligations</u>, below). Confirm student and parent contact details every 6 months 		
THIS SECTION WAS LAST UPDATED BY Mrs Melinda Paulo ON 29 July 2020		

Fees, refunds and TPS obligations

Ref: NC B St 2, St 2.1.7, NC B St 3, St 3.4, St 3.6; ESOS Act 2000 s19, s21s27, s47B, 47D, s47E, s47H; ESOS Regs 2019 s8 (2)(c)&(d), s11 & s13; [PRISMS Provider User Guide](#); [Recent ESOS Changes FAQs](#)

<p><i>Highlands Christian College</i> collects fees in accordance with requirements under ESOS legislation.</p> <p>This includes not receiving more than 50% of the student's total tuition fees for a course before the student has begun the course, unless the student or person responsible for paying tuition fees has chosen to pay more than this amount.</p> <p><i>Highlands Christian College</i> refunds course fees in accordance with requirements under ESOS legislation.</p> <p>Information on tuition and non-tuition fees payable and <i>Highlands Christian College's</i> fees and refund policy is provided to students prior to enrolment and is part of the written agreement between the student and the school.</p> <p>NOTE: In the event that the terms of this <i>Refund Policy for Student default</i> prove to be non-compliant with Australian law, a full refund of any unused tuition fees* received by the school with respect to the student will be made within the period of four weeks after the day of student default.</p> <p>* Refund calculations are prescribed by a Legislative Instrument- <i>Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>: https://www.legislation.gov.au/Details/F2014L00907</p> <p>School Fees and Refund Policy are included in school documentation in</p> <ul style="list-style-type: none"> a) International Student Handbook b) the School's Written Agreement c) College Website: http://highlandschristiancollege.com/ 	<p>NC B St 2 St 2.1.7 NC B St 3 St 3.1</p> <p>ESOS Act 2000 S27 S47B</p>
<p>Providing Information About Fees for a Course</p> <p>The <i>PRISMS Administrator</i> is responsible for notifying the National ESOS Authority via PRISMS of the required information about the estimated totals of tuition fees and non-tuition fees payable by the student for the course. It is strongly recommended that this be done on at least a yearly basis, or whenever there a change to the fees applied to overseas students.</p> <p>Fees on PRISMS are updated by completing a CRICOS Course Amendment form, which is available from the State regulator's website. The form must be submitted it to internationalregistration@qed.qld.gov.au.</p> <p>New course fees must be confirmed as being registered on PRISMS before they are applied to any new CoEs for overseas students.</p> <p>NOTE:</p> <p>In calculating and registering course costs on PRISMS, the school is not required to account for percentage increases that may apply over the duration of a registered course. Course costs need only be based on the fees that are applicable to the current year.</p>	<p>ESOS Regs 2019 s8(2)(c)&(d)</p>
<p>Record Keeping Requirements in Relation to Fees</p> <p>Refer to Overview and Checklist of Tuition Fees and Non-Tuition Fees, and Recent ESOS Changes FAQs for details about record keeping requirements in relation to fees.</p>	<p>ESOS Act 2000 s19, s21 ESOS Regs 2019 s13</p>

Provider Default	
<p>1. Notification of Provider Default</p> <p>The <i>PRISMS Administrator</i> is responsible for notifying the National ESOS Authority and the TPS Director via PRISMS within 3 business days of the provider default occurring as required under s46B(2) of the ESOS Act:</p> <p>Requirements for a notice of provider default</p> <p>For subsection 46B(2), the provider must enter, for each CoE, the information below into the specified fields in PRISMS:</p> <ul style="list-style-type: none"> a) The date of the default b) The reason for the default c) The following contact details if known: <ul style="list-style-type: none"> i. Physical address ii. Email address iii. Home phone number iv. Mobile phone number 	<p>ESOS Act 2000 s46B(2)</p> <p>LI-ESOS Act 2000 s46B</p>
<p>2. Payment of Refund</p> <p>The <i>Business Office</i> is responsible for administering refunds owing within 14 days after the default day of provider default (the provider obligation period).</p>	<p>ESOS Act 2000 s46D</p>
<p>3. Notification of Outcome of Provider Default</p> <p>The <i>PRISMS Administrator</i> is responsible for notifying the National ESOS Authority and the TPS Director via PRISMS within 7 days after the end of the Provider Obligation Period as required under s46F of the ESOS Act:</p> <p>Requirements of a notice – Provider default – discharge of provider obligations</p> <p>For section 46F, the provider must enter for each CoE, the information below into the specified fields in PRISMS:</p> <ul style="list-style-type: none"> (a) If the provider has not met their obligations in accordance with section 46D, the reasons for this; (b) If the provider has met their obligations in accordance with section 46D, whether this was under subsections (4) and (5) <i>Arranging alternative courses</i> or under subsections (6) and (7) <i>Providing a refund</i>; (c) If their obligations were met by arranging alternative courses: <ul style="list-style-type: none"> i. the date the provider met their obligations; ii. the CoE code of the alternative course accepted by the student (if known); and iii. confirmation that the provider has evidence of the student's acceptance of an offer of a place in an alternative course. (d) If their obligations were met by providing a refund: <ul style="list-style-type: none"> i. the amount of the refund; and ii. the date the refund was paid. 	<p>ESOS Act 2000 s46F</p> <p>LI-ESOS Act 2000 s46F</p>
Student Default	
<p>1. Giving Information about Accepted Students</p> <p>The <i>PRISMS Administrator</i> is responsible for notifying National ESOS Authority via PRISMS within 14 days after the event specified below occurs if the student is less than 18 years old:</p> <ul style="list-style-type: none"> i. the prescribed information about an accepted student who does not begin his or her course when expected; ii. any termination of an accepted student's studies (whether as a result of action by the student or the provider or otherwise) before the student's course is completed 	<p>ESOS Act 2000 s19(1)(A) (a) s19(1) (c)(d)</p>

<p>Otherwise this notice is required in PRISMS within 31 days.</p> <p>For the prescribed information about accepted students under ESOS Act 2000 s19.(1)(c) and (d), see ESOS Regs 2019 s10 and s11 (2) Item 12.</p>	<p>ESOS Regs 2019 s10 & 11</p>
<p>2. Payment of Refund</p> <p>The <i>Bursar</i> is responsible for administering refunds owing within the stated timeframes:</p> <ol style="list-style-type: none"> within the provider obligation period of 4 weeks after receiving a written claim from the student for circumstances that are covered by the written agreement within the provider obligation period of 4 weeks after the student default day if the student is refused a visa or if the written agreement is not valid. 	<p>ESOS Act 2000 s47D ESOS Act 2000 s47E LI –ESOS Act 2000 s46D(7) & s47E(4)</p>
<p>3. Notification of Outcome for Student Default</p> <p>The <i>PRISMS Administrator</i> is responsible for notifying the National ESOS Authority and the TPS Director via PRISMS within 7 days after the end of the Provider Obligation Period as required under s47H of the ESOS Act:</p> <p>Requirements of a notice - Student default in event of visa refusal or if there is no compliant written agreement in place - discharge of provider obligations</p> <p>Under sections 47H and 47E, the provider must enter, for each CoE, the information below into the specified fields in PRISMS:</p> <ol style="list-style-type: none"> If the provider has not met their obligation under the Act, the reasons for this; If the provider has met their obligations under s47 E If their obligations were met in accordance with a claim under s47D(4): <ol style="list-style-type: none"> The amount of the refund The date of the refund Confirmation that the refund amount was calculated in accordance with the Legislative Instrument made under section 47E (4). 	<p>ESOS Act 2000 s47D s47E s47H</p>
<p>Overview of tuition fees and non-tuition fees</p>	
<p>Because the TPS is designed to protect student tuition fees, there is an important distinction between tuition fees and non-tuition fees.</p> <p>Tuition fees are defined in the s.7 of the ESOS Act 2000 as <i>fees a provider receives, directly or indirectly, from: (i) an overseas student or intending overseas student; or (ii) another person who pays the fees on behalf of an overseas student or intending overseas student; that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student...</i></p> <p>s.7(2) ESOS Regulations 2019 prescribes fees that are included as tuition fees. These are:</p> <ol style="list-style-type: none"> lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience, that: <ol style="list-style-type: none"> form part of a course that the provider is providing, or offering to provide, to the student (whether or not they are a mandatory part of the course); or are intended to assist the student to progress in such a course; or matters ancillary to the activities mentioned in paragraph (a). <p>s7(3) ESOS Regulations 2019 prescribes fees that are excluded as tuition fees. These are considered to be non-tuition fees:</p> <ol style="list-style-type: none"> books or equipment sold to the student; or health insurance; or administration; or accommodation (other than accommodation that the student occupies for a short time while undertaking training, excursions, fieldwork or practical experience to which paragraph (2)(a) applies); or 	

- e) assisting the student to apply for or hold a student visa.

The total amount of **tuition fees** for the entire course has to be included in Letters of Offer and when generating CoEs. Written Agreements must

- i. itemise both **tuition fees** and **non-tuition fees**, circumstances in which additional fees may apply, and
- ii. clearly set out the period of time to which a particular payment of tuition fees relates (for refund calculation purposes), and
- iii. provide an **estimated total course cost**

There are limits on the amount of **tuition fees** that can be received before a student begins a course.

A school must not **require** more than 50% of a student's total tuition fees for a course before the student has begun the course. However, a student, or the person responsible for paying the tuition fees, can **choose** to pay more than 50% of tuition fees before the start of the student's course. In this case, the school should be able to provide evidence of choice in the amount of fees that have been paid up front. (See more information below.)

PRISMS requires reporting of amounts of **tuition fees** and **non-tuition fees** at various times:

- i. estimated totals of **tuition** and **non-tuition fees** for entire course are recorded against:
 - the registered course cost on PRISMS, and
 - the student's CoE (shown as 'Total Tuition Fee')
 NB: this figure must match the course total/s quoted on the student's written agreement
- ii. amount of pre-paid **tuition** and pre-paid **non-tuition fees** received before commencement is recorded against:
 - the student's CoE (shown as 'Initial pre-paid tuition fees' and 'Other pre-paid non-tuition fees')
- iii. start and end dates for the period covered by **tuition fees** received are recorded against:
 - the student's CoE
- iv. whether OSHC has been paid for the student before the course begins is recorded against:
 - the student's CoE
- v. details of any tuition fees that have been subsequently paid to the school for a course after the CoE was created (amount, date of payment and period covered). Payments are to be recorded in PRISMS within 31 days of the end of any calendar month in which tuition fees have been received.

Schools must keep records of all amounts of fees received directly or indirectly for **tuition fees** and **non-tuition fees**, and details of the any periods of time covered, as well as of any amounts not received for any period of time. Receipts of payments made by students under a written agreement must be kept at least 2 years after the person ceases to be an accepted student.

Notes:

- The "**Estimated Total Course Cost**" is the combination of estimated compulsory **tuition** and **non-tuition fees**. This appears under "Course Details" in the registered provider's information on PRISMS.
- The estimated total course costs on the CoE (shown on the student's CoE as 'Total Tuition Fee') will be compared with a provider's fee information recorded in PRISMS, and providers will be in breach if amounts charged exceed amounts registered in PRISMS.

Checklist for tuition fees and non-tuition fees

- School documents (Letters of Offer, Written Agreements, Fees Policies, Refund Policies, etc.) distinguish between **tuition fees** and **non-tuition fees**.
- Definitions or references to **tuition fees** and other fees in school documents align with ESOS definitions and requirements.
- Letters of Offer and Written Agreements include the total amount of individualised **tuition fees and non-tuition fees** for the student's entire course. These figures combine to provide parents with an **Estimated Total Course Cost**.
- The fees quoted in the written agreement are consistent with the school's current fee schedule.
- CoEs include the total amount of **course fees** for the entire course. Course fees are the sum of tuition and non-tuition fees and are represented on the student's CoE as 'Total Tuition Fee'.

- The **'Total Tuition Fee' on the CoE** is consistent with the figures quoted on the student's written agreement, and does not exceed the registered amount on [PRISMS](#).
- A [signed](#) Written Agreement is received prior to or at the same time as Fees.
- Fees invoices do not request payment of more than 50% of a student's total tuition fees for a course before the student has begun the course. However, if a student or person responsible for paying fees chooses to pay more than 50% of fees prior to the course start, this choice should be supported by some kind of evidence, e.g.,
 - pre-enrolment information outlines all course payment options, including the upfront payment as one option, and
 - confirmation in the written agreement that the person responsible for paying the student's fees has chosen to pay more than 50% of total tuition fees up front
- There is a method of recording all dates and amounts of payment (and non-payment) of tuition fees and non-tuition fees and the period of time covered by each payment for PRISMS reporting purposes and within reporting timelines. See [PRISMS Provider User Guide](#) (How to Manage Payment Details).

Timelines for Reporting Provider Obligations in Case of Provider Default or Student Default

DAY OF PROVIDER DEFAULT	NOTIFY PRISMS and TPS DIRECTOR		3 Business days
	PROVIDER OBLIGATION PERIOD In the case of PROVIDER DEFAULT, a provider has 14 days to satisfy tuition protection obligations to an affected student, i.e., (i) offer the student an alternative place that is accepted by the student in writing OR (ii) arrange for the student to be offered a place in an alternate course at the provider's expense OR (iii) refund the unused portion of tuition fees received by the provider for the course.	+	REPORT OUTCOMES Within 7 days after Provider Obligation Period
DAY STUDENT DEFAULT IS CONFIRMED	PROVIDER OBLIGATION PERIOD: UNDER A WRITTEN AGREEMENT Provider must pay a refund under written agreement to student or person specified in the written agreement, within 4 weeks after receiving a written claim from the student.	+	REPORT OUTCOMES Within 7 days after Provider Obligation Period
	PROVIDER OBLIGATION PERIOD: IF NO VALID WRITTEN AGREEMENT/VISA IS REFUSED Provider must pay required refund amount prescribed under the Legislative Instrument Education Services for Overseas Students (Calculation of Refund) Specification 2014 within 4 weeks of the student default day if there is no valid written agreement, or if the student has been refused a visa in special cases.	+	REPORT OUTCOMES Within 7 days after Provider Obligation Period
+ Entry of any SCVs to be made in PRISMS within 14 days of student default for whatever reason if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.			

Checklist of Record Keeping and Reporting Obligations

- Notify PRISMS and TPS Director of Provider Default within 3 business days of default occurring.
- Attend to obligations in case of Provider Default within Provider Obligation Period of 14 days from day of Provider Default.
- Report how Provider Default obligations have been met within 7 days after Provider Obligation Period.
- Attend to obligations in case of Student Default within Provider Obligation Period of 28 days from day of Student Default.
- Report how Student Default obligations have been met within 7 days after Provider Obligation Period.

<ul style="list-style-type: none">• All changes to PRISMS records must be made within the applicable number of days of the change coming into effect, including student course variations (SCVs). (See SCV Quick Reference Guide and ESOS Regulations 2019 Div.1 for details.)• Details of any payments of tuition fees received in a calendar month must be entered into PRISMS within 31 days of the end of the calendar month.• Student contact details (and contact details for a parent / legal custodian if the student is under 18 years of age) must be confirmed in writing and updated as necessary at least every six months• Student and parent/legal guardian or adult responsible for student’s welfare must notify school within 7 days if any of the following changes while student is in Australia and currently enrolled:<ul style="list-style-type: none">○ Current residential address, mobile number (if any) and email address (if any)○ Who to contact in emergency situations• Student assessment records must be retained for at least two years after the student ceases to be enrolled.• Prescribed information about accepted students in table of Items in s11(2) of ESOS Regulations 2019 must be entered into PRISMS within the applicable number of days.• Student details prescribed under s21(2) of the ESOS Act 2000 must be retained for at least two years after the student ceases to be enrolled.• School Administration should be aware there are serious penalties for failure to meet provider obligations.		
The following staff member / department is responsible for reviewing and updating School procedures for Fees, Refunds and TPS Obligations:		
<i>Name of Department / Officer(s)</i> Mr Peter Dornauf	<i>Role(s)</i> Chief Financial Officer	
The following staff member / department is responsible for reviewing and updating the School Refund Policy for Overseas Students:		
<i>Name of Department / Officer(s)</i> Mr Peter Dornauf	<i>Role(s)</i> Chief Financial Officer	
Information in this section should be checked and updated whenever there is a change of fee structure, information about payment of fees or refunds, or in regulations relating to fees or refunds.		
THIS SECTION WAS LAST UPDATED	BY Mrs Melinda Paulo	ON 24 February 2020

Sample School Refund Policy

A copy of this policy is 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 as well as comprising part of student's written agreement.

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. *[e.g., in the case of course fees collected by IDP.]*
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 1 Semester in advance according to the College'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 Principal*
6. **Student default because of 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 tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within 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 for Overseas Students (Calculation of Refund) Specification 2014).*

7. 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).

- (a) Non-tuition fees:
Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- (b) Non-commencement with no notification of withdrawal:
If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 50% tuition fees will be retained from tuition fees received by the school.

(c) Non-Commencement with notification of withdrawal:

- i. 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, the school will refund the amount of tuition fees received less an administration fee of \$500
- ii. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 90 % of the tuition fee.

(d) Refunds after commencement of a course:

- i. *If tuition fees for up to 1 term/semester have been received in advance:* Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the term/semester, no tuition fees will be refunded.
- ii. *If tuition fees for more than 1 term/semester have been received in advance:* If fees for more than one term/semester have been received in advance, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less *one Term's fees* provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less *two Term's fees*.

(e) Refunds in the event of a provider initiated cancellation of enrolment:

- i. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - Failure to maintain satisfactory course progress (visa condition 8202). Please see *College Attendance Progress Policy*
 - Failure to maintain satisfactory attendance (visa condition 8202). Please see *College Attendance Progress Policy*
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). *[If applicable: Please see College Welfare Policy]*
 - Failure to pay course fees.
- ii. Any behaviour identified as resulting in enrolment cancellation in *Highlands Christian College's Behaviour Policy/Code of Conduct*.
- iii. Any refund in the case of cancellation of a student's enrolment for failure to maintain Highlands Christian College's agreed conditions 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, will be at the discretion of the school.

7. Provider default

[Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS Regulations 2019.]

- a) If for any reason the school 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 school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the school's default day.
- c) In the event that the school 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://tps.gov.au/StaticContent/Get/StudentInformation>.

**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>.*

- d) This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student's course, including Overseas Student Health Cover (OSHC), uniform costs, stationary and ESL tuition.
- b. **Tuition fees** – fees directly related to the provision of the student's course, including *tuition fees, facilities fee and security deposit*
- c. **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- d. **Term – approximately 9 – 10 Weeks**
- e. **Semester- approximately 18 – 20 weeks**

THE REFUND POLICY WAS LAST UPDATED BY Mrs Melinda Paulo

ON 24 February 2020

General Provider Obligations

ESOS Act 2000 S19, S21 (2) and (3); ESOS Regs 2019 Div 1 & 2

Giving information about accepted students

The *PRISMS Administrator* is responsible for notifying the National ESOS Authority via PRISMS within the applicable number of days after the event specified occurs. This will be within 31 days, except for (c) and (d), which must be reported within 14 days for students who are less than 18 years old.

ESOS Act 2000
s19

ESOS Regs
2019 s.9,
s.10 & s.11

19 Giving information about accepted students

(1) A registered provider must give the Secretary the following information within the applicable number of days after the event specified below occurs:

- (a) the name and any other prescribed details of each person who becomes an accepted student of that provider;*
- (b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;*
- (c) the prescribed information about an accepted student who does not begin his or her course when expected;*
- (d) any termination of an accepted student's studies (whether as a result of action by the student or the provider or otherwise) before the student's course is completed;*
- (e) any change in the identity or duration of an accepted student's course;*
- (f) any other prescribed matter relating to accepted students.*

*(1A) The **applicable number of days** is:*

- (a) if the accepted student is less than 18 years old and the information is of a kind referred to in paragraph (1)(c) or (d)—14 days; or*
- (b) otherwise—31 days.*

For prescribed details and information required under s19 of the ESOS Act 2000, see [ESOS Regulations 2019](#): s9 for prescribed details for s19(1)(a) of the Act, s10 for prescribed information for s19(1)(c) of the Act and s11 for any other prescribed matter for s19(1)(f) of the Act.

For more information about prescribed details that must be maintained in PRISMS under the ESOS Regs 2019, see:

- [PRISMS News](#)
- [PRISMS Provider User Guide](#)
- [New Education Services for Overseas Student \(ESOS\) Regulations 2019](#)

Record Keeping

The *PRISMS Administrator* is responsible for ensuring required records of student details are kept for at least two years after the student ceases to be enrolled. (However, records do not need to be kept up to date after cessation of enrolment.)

ESOS Act 2000
S21 (2) & (3)

ESOS Act s21(2)

The records must consist of the following details for each accepted student:

- (a) the student's current residential address;
- (b) the student's mobile phone number (if any);
- (c) the student's email address (if any);
- (d) any other details prescribed by the regulations.

ESOS Regulations 2019 s13 Details of which a registered provider must keep records

- 1) For the purposes of paragraph 21(2)(d) of the Act, the records of each accepted student who is enrolled with a registered provider or who has paid any tuition fees for a course provided by the provider must include the following details:
 - a) the total of the tuition fees paid for the student for the course;
 - b) for each amount of tuition fees paid for the student for the course:
 - i) whether the amount was paid for the full course or part of the course; and
 - ii) if the amount was paid for the full course—the duration of the course; and
 - iii) if the amount was paid for part of the course—the duration of that part of the course;
 - c) the total of the non-tuition fees paid for the student for the course;
 - d) the total of the tuition fees and non-tuition fees paid for the student for the course;
 - e) any tuition fees or non-tuition fees for the student for the course that:
 - i) have become payable; and
 - ii) have not been paid;
 - f) copies of written agreements to which the provider and student are parties;
 - g) the amount that the student will be charged to access the student's records;
 - h) if an agent of the provider facilitated, or is facilitating, the enrolment of the student—the following details:
 - i) the agent's name;
 - ii) the address of the agent's principal place of business;
 - iii) if the agent is a body corporate—the address of the body corporate's registered office;
 - iv) the agent's postal address (if different from the address mentioned in subparagraph (ii) or (iii));
 - v) the agent's phone number, email address and website address (if any);
 - vi) the agent's ABN or ACN (if any);
 - vii) the agent's trading name or names (if any);
 - viii) if the agent is a body corporate—the names of the body corporate's directors;
 - ix) if the agent is a registered migration agent—the agent's Migration Agents Registration Number;
 - x) the information mentioned in subsection (2) about each of the agent's employees (if any) who were or are involved in the agent facilitating the enrolment.
- 2) For the purposes of subparagraph (1)(h)(x), the information about the employee is the following:
 - a) the employee's name;
 - b) the employee's email address;
 - c) if the employee is a registered migration agent—the employee's Migration Agents Registration Number.

See also [Checklist of Record Keeping and Reporting Obligations](#)

THIS SECTION WAS LAST UPDATED

BY Mrs Melinda Paulo

ON 24 February 2020

Policy and procedures for deferring, suspending or cancelling a student's enrolment

Ref: NC B St 2, St 2.1.8, NC B St 5, NC B St 10, NC B St 9; ESOS Act 2000 s19, s47D; ESOS Regs 2019 Div 1

<p><i>Highlands Christian College</i> provides information to intending students about the grounds on which an enrolment can be deferred, suspended or cancelled prior to enrolment.</p> <p>Parents/students acknowledge that they have read this policy as part of the written agreement.</p> <p>The Policy for deferring, suspending or cancelling a student's enrolment is referred to in School documentation in</p> <p>a) International Student Handbook</p> <p>b) College's signed Conditions of Enrolment</p> <p>c) College Website: http://highlandschristiancollege.com/</p>	NC B St 2 St 2.1.8
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See below for a copy of the School's Policy on deferring, suspending or cancelling a student's enrolment and Complaints and Appeals Policy.

See College Handbook for a copy of the School's *Honour Code and Behaviour Policy*.

Procedure for student-initiated deferment or suspension of enrolment

It is the role of the following staff members to undertake these steps in the event of a **student – initiated** request for a **deferment** or **suspension** of enrolment

Staff Member	Action	REF
<i>Principal / Deputy Principal / Assistant Principal Primary</i>	<p>Assess student application for deferment or suspension of study in accordance with policy.</p> <p>Note that:</p> <ul style="list-style-type: none"> Suspensions must not exceed 6 months duration. The impact of any deferment or suspension on a student's ability to complete the intended course of study (in accordance with their CoE and visa) needs to be assessed as part of the application process. Any implications need to be communicated to parents. 	NC B St 9 St 9.1
<i>Principal / Deputy Principal / Assistant Principal Primary</i>	Approve or reject Student application for deferment or suspension of study.	NC B St 9 St 9.1
<i>Principal / Deputy Principal / Assistant Principal Primary</i>	Record and advise the student of the outcome of the Student application for deferment or suspension of study, and if the student request is granted, advise the student deferring or suspending his/her enrolment may affect his/her student visa.	NC B St St 9.1 St 9.5
<i>Education Office Manager</i>	Notify the National ESOS Authority via PRISMS as required under s19 of the ESOS Act where the student's enrolment is deferred. The notification is to be made within 14 days of deferment if a student is less than 18 years and within 31 days if a student is older than 18 years.	NC B St 9 St 9.5 ESOS Act 2000 s19(c), (1A)(a)&(b) ESOS Regs 2019

		s.10 and s.11
<i>Education Office Manager</i>	<p>For student-initiated deferment of enrolment:</p> <ul style="list-style-type: none"> Monitor student's new arrival date. If the student is further delayed, amend PRISMS with any new arrival date/s. <p>For student-initiated suspension of enrolment:</p> <ul style="list-style-type: none"> Monitor student departure and return dates and amend PRISMS, as required. 	ESOS Regs 2019 s.11
<i>Education Office Manager</i>	Ensure all records for all steps above are kept on the student's file.	NC B St 9 St 9.1
Procedure for student initiated-cancellation		
<i>Principal</i>	<p>Active notification of cancellation (i.e. written notice of withdrawal has been received):</p> <ul style="list-style-type: none"> Receive written notification of cancellation of enrolment from parent, and process as per cancellation procedure outlined below 	
<i>Principal</i>	<p>Inactive notification of cancellation (i.e. no written notice of withdrawal has been received)</p> <ul style="list-style-type: none"> Identify any overseas students who have failed to resume studies e.g. after a vacation break or period of suspension. Seek contact with parents to confirm whether the student is returning. Maintain records of all attempts to contact parents. In any written correspondence, the school should advise the parents that if confirmation of enrolment status is not received within 14 days of the expected date of return, the school intends to cancel the enrolment. If 14 days passes after the resumption date and the student has still not returned, and the parents have not responded to the school's enquiries about the student's enrolment status, the school may cancel the enrolment in PRISMS. Parents must be notified in writing that the enrolment has been cancelled. NB: in cases of cancellation due to 'inactive notification' the school is not required to offer access to an appeals process (student-initiated cancellation). 	
<i>Education Office Manager</i>	Ensure all records for all steps above are kept on the student's file and dates for changes to course are entered within PRISMS within applicable number of days.	NC B St 9 St 9.1 ESOS Regs 2019 s.11
Procedure for school-initiated exclusion, suspension or cancellation of enrolment		
<p>It is the role of the following staff members to undertake these steps in the event of a <u>School – initiated</u> exclusion from class, suspension of enrolment or cancellation of enrolment.</p>		

Staff Member	Action	REF
<i>Principal</i>	<p>FIRST STEP</p> <ul style="list-style-type: none"> Make the decision to exclude from class, or suspend or cancel a student's enrolment as per the school's behaviour policy/Code of Conduct provided in pre-enrolment information to the student. Assess if there are extenuating circumstances - i.e., if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. If extenuating circumstances exist, follow the relevant procedure below. 	<p>NC B St 2 St 2.1.8 NC B St 9 St 9.4 St 9.6</p>
Procedure for exclusion from class		
<i>Principal</i>	<p>Inform the student (through the parents) in writing via Notification Letter that:</p> <ul style="list-style-type: none"> the School intends to exclude the student from class and state the reasons for doing so. Depending on circumstances, exclusion from class may take effect immediately the student has 20 working days to access the School's internal complaints and appeals process. 	
<i>Principal / Deputy Principal / Assistant Principal Primary</i>	Monitor student attendance and participation in agreed activities while excluded from class.	
<i>Education Office Manager</i>	Ensure all records for all steps above are kept on the student's file.	<p>NC B St 9 St 9.1</p>
Procedure for suspending or cancelling enrolment where extenuating circumstances do NOT exist		
<i>Principal</i>	<ul style="list-style-type: none"> If there are <u>not</u> extenuating circumstances, inform the student (through the parents) in writing via Notification Letter that: <ul style="list-style-type: none"> a) the School intends to suspend or cancel the student's enrolment, and state the reasons for doing so b) the student has 20 working days to access the School's internal complaints and appeals process c) suspension or cancellation of enrolment may affect the student's visa. 	<p>NC B St 9 St 9.4 St 9.3</p>
<i>Principal</i>	<ul style="list-style-type: none"> Process any appeal received. Supervise the student's conditions of continuing enrolment and care arrangements 	<p>NC B St 5 NC B St 9 St 9.4 NC B St 10 St 10</p>
<i>Principal</i>	<ul style="list-style-type: none"> Advise the student in writing of the outcome of the appeal process including reasons for the outcome. 	<p>NC B St 9 St 9.1 NC B St 10 St 10.2.6</p>
<i>Principal</i>	<ul style="list-style-type: none"> If the outcome of the appeal favours the student, the School will also comply with NC B St 10.4. 	<p>NC B St 10 St 10.2.6</p>

		St 10.4
<i>Education Office Manager</i>	<ul style="list-style-type: none"> If the outcome of the appeal upholds the School's decision to suspend or cancel the enrolment, the School then notifies Department of Home Affairs (Immigration) via PRISMS within 14 days of this outcome. Continue to check suitability of care arrangements until one of the criteria in NC B St 5.6.1-4 is met. 	NC B St 9 St 9.5 NC B St 5 St 5.6
<i>Education Office Manager</i>	Where the enrolment has been suspended, enter dates in PRISMS, monitor student departure and return dates, and amend PRISMS if required.	ESOS Regs 2019 s.11
<i>Education Office Manager</i>	Ensure all records for all steps above are kept on the student's file.	NC B St 9 St 9.1
Procedure for suspending or cancelling enrolment where extenuating circumstances DO exist		
<i>Principal</i>	<ul style="list-style-type: none"> If the school decides there <u>are</u> extenuating circumstances relating to the welfare of the student, the School then determines how to deal with the situation. <p>In very urgent or serious circumstances, the school might decide to immediately report the student's suspension or cancellation of enrolment in PRISMS without first offering or awaiting the outcome of a complaints and appeals process.</p>	NC B St 9 St 9.6 St 9.5.2
<i>Principal</i>	<p>Inform the student (through the parents) in writing via Notification Letter that:</p> <ul style="list-style-type: none"> the School has (or intends to) immediately suspend or cancel his/her enrolment and state the reasons for doing so – including reference to the extenuating circumstances that exist the student has 20 working days to access the School's internal complaints and appeals process. This can be done from offshore if necessary suspension or cancellation of enrolment may affect the student's visa. <p><i>Note: if the parents believe the school's determination of 'extenuating circumstances' is inaccurate, they should contact Department of Home Affairs (Immigration)</i></p>	
<i>Principal</i>	<ul style="list-style-type: none"> Continue to check the suitability of the student's care arrangements (if necessary) as per the conditions in NC Standard 5.6, unless it is necessary to advise Department of Home Affairs (Immigration) via PRISMS that the School can no longer approve the care arrangements for the student. <i>In this case, follow the procedure for reporting that the school can no longer approve welfare (p.81) before making this report via PRISMS, so the Department of Home Affairs (Immigration) is aware of the situation and can monitor student movements if necessary.</i> 	NC B St 5 St 5.6
<i>Principal</i>	<ul style="list-style-type: none"> If the student accesses the School's complaints and appeals process, advise the student in writing of the 	NC B St 9 St 9.1

	outcome of the appeal process, including details of reasons for the outcome.	NC B St 10 St 10.2.6
<i>Education Office Manager</i>	<ul style="list-style-type: none"> Record all outcomes and ensure all records for all steps above are kept on the student's file. 	NC B St 9 St 9.1 NC B St 10
<i>Principal</i>	<ul style="list-style-type: none"> In the case of a school-initiated suspension report the suspension dates in PRISMS, along with notes for reasons, and ensure the student has provided his/her latest contact details, including for offshore if returning home. If welfare issues arise, follow the procedure on p.81. 	ESOS Regs 2019 s.11
Procedure for cancellation of enrolment – student-initiated or school-initiated		
<p>It is the role of the following staff members to undertake these steps in the event of any cancellation of student enrolment, whether this be Student – initiated or School – initiated, as any cancellation of enrolment is considered as Student Default</p>		
Staff Member	Action	REF
<i>Education Office Manager</i>	Notify the National ESOS Authority / TPS Director via PRISMS of date of termination of studies, last day of studies and student's contact details as required under s19 of the ESOS Act and s.11 of the ESOS Regs 2019 where the student's enrolment is cancelled. The notification is to be made within 14 days of cancellation if a student is less than 18 years and within 31 days if a student is older than 18 years.	NC B St 9 St 9.5.2 ESOS Act 2000 s19 ESOS Regs 2019 s.11
<i>Business Office</i> (See also <u>Sample School Refund Policy</u>)	Arrange for any refund of course fees (tuition fees and non-tuition fees) to be paid as per the school's written agreement and refund policy within timelines required for provider or student default. (See <u>Timelines for Reporting Provider Obligations in Case of Provider Default or Student Default.</u>)	NC B St 3 St 3.4 ESOS Act 2000 s47D
<p>Further information is available on processes for handling complaints and appeals and timelines for reporting of students via the website of the Overseas Students Ombudsman (http://www.ombudsman.gov.au/How-we-can-help/overseas-students). In particular, see the Better Practice Complaints Handling Guide for Education Providers and FAQs for providers Specifically, see:</p> <ul style="list-style-type: none"> Do providers have to wait for the Ombudsman complaint process to be completed, before cancelling a student's enrolment for a reason other than unsatisfactory course progress or attendance? <p>Administrative documents relating to the School's policy on deferring, suspending or cancelling a student's enrolment are:</p> <ul style="list-style-type: none"> Student application for deferment of commencement or suspension of studies School letter for informing student of intention to suspend or cancel enrolment School letter for informing student of intention to suspend or cancel enrolment in the case of extenuating circumstances - i.e., if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. <p>See copies of administrative documents below.</p>		

The following staff member / department is responsible for reviewing and updating the Policy on deferring, suspending or cancelling a student’s enrolment and related administrative documents:		
Mr Michael Bray	Principal	
Information in this section should be checked and updated whenever there is a change in regulations about Standards 8 and 13, or when existing policies need to be adapted or strengthened.		
THIS SECTION WAS LAST UPDATED BY	Mrs Melinda Paulo	ON 24 February 2020

1. Communicating with families about changes in enrolment status

- a) 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.
- b) Parents must therefore keep *Highlands Christian College* informed of their current contact details, as per the conditions of the student visa.
- c) 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

2. Deferment of commencement of study requested by student

- a) *Highlands Christian College* will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i) illness, where a medical certificate states that the student will be unable to attend classes
 - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii) major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
 - iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v) 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.
- b) All applications for deferment will be considered within X working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the *Principal / Deputy Principal / Assistant Principal Primary*. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see *the College's* Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

3. Suspension of study requested by student

- a) Once the student has commenced the course, *Highlands Christian College* will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i. 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 (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
 - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).

- v. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
- b) 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.
- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) 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.
- e) The period of suspension will not be included in attendance calculations.
- f) Applications will be assessed on merit by Principal.
- g) Some examples of circumstances that are not considered compassionate and compelling at *Highlands Christian College* include:
 - i. Requests for early departure or late return from vacation, including inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
- h) 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.
- i) All applications for suspension will be considered within 14 working days.
- j) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see *the College's* Complaints and Appeals policy).

4. Student-initiated cancellation of enrolment

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see *Highlands Christian College's* Refund Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified *Highlands Christian College* of cancellation of enrolment where:
 - i. the student has not yet finished his/her course/s of study with the school, and
 - ii. does not resume studies at the school within [14 days] after a holiday break, and
 - iii. the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to *Highlands Christian College's* Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

5. School-initiated exclusion from class

- a) *Highlands Christian 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 *Highlands Christian 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 *Highlands Christian 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 *Highlands Christian 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 Principal.
- 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.

6. School-initiated suspension of studies

- a) *Highlands Christian 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 *Highlands Christian 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 *Highlands Christian 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 *Highlands Christian 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: <https://immi.homeaffairs.gov.au/help-support/contact-us>.)
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

7. School-initiated cancellation of enrolment

- a) *Highlands Christian 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)
 - iv) Any behaviour identified as resulting in cancellation in *Highlands Christian College's* Behaviour Policy/Code of Conduct
- b) Where *Highlands Christian 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 *Highlands Christian College's* internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) *Highlands Christian 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 *Highlands Christian College* will be cancelled and this may impact on the student's visa. Further information can be found in *Highlands Christian College's* Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, *Highlands Christian College* will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If a student decides to access *Highlands Christian 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).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but *Highlands Christian 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.
- g) The use of extenuating circumstances by *Highlands Christian 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.
- h) The final decision for evaluating extenuating circumstances lies with the Principal.

8. Student to seek information from Department of Immigration

- a) 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 Home Affairs (Immigration) Website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for further information about their visa conditions and obligations.

9. 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.

**POLICY FOR DEFERRING, SUSPENDING OR CANCELLING ENROLMENT WAS LAST UPDATED BY Mrs Melinda Paulo
ON 24 February 2020**

[Sample Student application for deferment of commencement or suspension of studies](#)

Please read the attached Deferment, Suspension and Cancellation Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

I am applying for

- A deferment of commencement of studies
- A suspension of studies

Please state why you wish to defer/suspend your studies:

Attachments:

Attach any relevant supporting documentation.

This form will be assessed once all documentation has been received. The school may ask for more documentation if required. Applications are usually processed in 10 working days.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The Department of Home Affairs (Immigration) Website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> provides further detail regarding the conditions of the visa and obligations of students.

Students who have not yet commenced their studies at *Highlands Christian College* will also need to contact Department of Home Affairs (Immigration) in case there is any effect on their student visa as a result of changes to enrolment or CoE status. Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

Student signature

Date

THE PRO FORMA STUDENT APPLICATION FOR DEFERRING, SUSPENDING OR CANCELLING ENROLMENT WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

[Sample School letter for informing student of intention to suspend or cancel enrolment](#)

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

This letter is to inform you that *Highlands Christian College* intends to

- Refuse your request for a deferral of commencement of studies
- Refuse your request to suspend studies
- Suspend your enrolment for X days/weeks/months
- Cancel your enrolment

This is due to:

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The Department of Home Affairs (Immigration) Website

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> provides further detail regarding the conditions of the visa and obligations of students.

You have 20 working days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached. *[Insert copy of Complaints and Appeals Policy]*

Please advise *Highlands Christian College* in writing if you

- i. decide not to appeal this decision
- ii. intend to appeal this decision
- iii. decide to withdraw from the appeals process after it has commenced.

If you choose to appeal, until the process is complete, you must continue to maintain your conditions of enrolment.

Highlands Christian College

THE PRO FORMA ENROLMENT SCHOOL LETTER FOR INFORMING STUDENT OF INTENTION TO SUSPEND OR CANCEL WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

Sample School letter for informing student of intention to suspend or cancel enrolment in the case of extenuating circumstances

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

This letter is to inform you that *Highlands Christian College* intends to

- Suspend your enrolment for X days/weeks/months
- Cancel your enrolment

This is due to:

Suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Home Affairs (Immigration) to see if this will affect you. Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The Department of Home Affairs (Immigration) Website provides further detail regarding the

conditions of the visa and obligations of students at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>.

You have 20 working days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached/ attached. *[Insert copy of Complaints and Appeals Policy]*

However, *Highlands Christian College* has determined that extenuating circumstances apply in this case. *[Insert details]*

For this reason your enrolment will be suspended / cancelled immediately. This will not affect your ability to access the complaints and appeals processes of the school.

Please advise *Highlands Christian College* in writing if you

- i. decide not to appeal this decision
- ii. intend to appeal this decision
- iii. decide to withdraw from the appeals process after it has commenced.

Highlands Christian College

PRO FORMA SCHOOL LETTER FOR INFORMING STUDENT OF INTENTION TO SUSPEND OR CANCEL ENROLMENT IN THE CASE OF EXTENUATING CIRCUMSTANCES WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

Overseas Student Transfer policy

References: NC B St 5, NC B St 7, NC B St 10

Highlands Christian College provides information to overseas students and staff about the School's transfer policy.

Highlands Christian College's 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 in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

Under NC B St 7.3.1, if a student is under 18 years of age, there must be written confirmation that the parent or legal guardian supports the transfer, and the receiving provider's Letter of Offer must confirm acceptance of welfare responsibilities from the date of student release under Standard 5 (if applicable) to ensure there are no welfare gaps before the student's request can be assessed.

Information about the School's transfer policy is provided to students and staff *as an inclusion in the International Student Handbook*

The Transfer Policy appears in

a) International Student Handbook

b) College Website: <http://highlandschristiancollege.com/>

See below for a copy of the School's transfer policy, flow chart and letters for St. 7

Student request to transfer prior to completing first six months of first registered school sector course

Checklist for student transfer policy

1. For student transferring FROM *Highlands Christian College* TO another provider

- Advise circumstances in which a transfer will be granted. (NC B 7.2. 2)
- Advise circumstances considered as reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student. (NC B 7.2. 3)
- Advise that overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study, unless the criteria in NC B St 7.3.1 and St 7.3.2 are met, i.e.,
 - a valid enrolment offer from the receiving provider is sighted
 - the under 18 student has written permission from a parent / legal guardian
 - if applicable, the receiving provider has confirmed it accepts responsibility for approving welfare arrangements from the date of the under 18 student's release and there is no gap in welfare dates
- Assess and respond to the request for transfer in a reasonable timeframe (and as specified in the policy, below), keeping in mind the 6 months restriction in St. 7 (NC B St 7.2.4)
- The processing of a transfer request and subsequent release (if granted) must be at no cost to the student. Upon granting a transfer, the school must advise the student that he/she must contact Department of Home Affairs (Immigration) to ask whether a new visa is required. Provide Department of Home Affairs (Immigration) contact details: <https://immi.homeaffairs.gov.au/help-support/contact-us> (NC B St 7.4)
- The Letter of Offer must include the date from which the school will accept welfare responsibility (if required) for any transferring student under 18yrs. The welfare responsibility should transfer from the releasing provider to the receiving provider 7 days from the student's last day of study with the releasing provider, unless both providers agree to a different date.

<ul style="list-style-type: none"> All records for requests for transfers and outcome decisions will be kept on the student's file for two years after the student ceases to be an accepted student. (NC B 7.7) 		
2. For student transferring TO Highlands Christian College FROM another provider		
<ul style="list-style-type: none"> A student who is currently enrolled in another registered provider's course may only be enrolled at <i>Highlands Christian College</i> prior to completion of enrolment in the first six months of enrolment in his/her first registered school sector course of study if: (NCS 7.1) <ul style="list-style-type: none"> i. The original provider has confirmed the student's release in PRISMS, recording also the date of effect and reason, ii. the original registered provider / course has ceased to be registered, iii. the original registered provider has had a sanction imposed by a relevant registration authority that prevents the student from continuing enrolment in the first registered school sector course, or iv. any government sponsor of the student provides written support for a change of course to be in the student's best interests. Confirm in PRISMS that the student is currently enrolled with another provider. The student will only need approval for release from the other provider (via PRISMS) if they have not yet completed 6 months of their first registered school sector course with that provider. If the other provider's approval is required for release, the student will need a Letter of Offer from your school so that they can give it to their current provider. (If the intending student is under 18yo, your school will also need to give a written undertaking to take over welfare from the student's date of release. This information should be included with the Letter of Offer.) <i>Highlands Christian College</i> MUST NOT create a CoE until PRISMS shows that the student is released by the current provider. (NC B St 7.2.1 and St 7.3) The welfare responsibility should transfer from the releasing provider to the receiving provider 7 days from the student's last day of study with the releasing provider, unless both providers agree to a different date. Where the transfer request is approved by the other provider, confirmation of release from the student's current course is provided to the School via PRISMS. (NC 7.1.3) 		
3. Prior to accepting a student wishing to transfer from another provider, <i>Highlands Christian College</i> will apply criteria for course entry requirements, and should be satisfied that the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course. (*NB: If the student is transferring from another state, it may be useful to utilise the Interstate Student Data Transfer Note and Protocol for Non-government Schools .)		
Procedures if student transferring FROM Highlands Christian College		
It is the role of the following staff members to undertake these steps in the event of a student requesting to transfer FROM the School:		
Staff Member	Action	REF
Education Office Manager	<ul style="list-style-type: none"> Assess student application for transfer against <i>Highlands Christian College's</i> policy within xx days [as per school's transfer policy]. 	NC B St 7 St 7.3
	<ul style="list-style-type: none"> Check documentation is complete (there is a Letter of Offer from receiving provider, as well as any other requirements under NC BSt 7.3 and St 5 student if under 18yo). 	NC B St 5 St 5.7
Education Office Manager	<ul style="list-style-type: none"> If request is denied, provide letter giving grounds for refusal, based on transfer policy, and advise student he/she can access complaints and appeals process. 	NC B St 7 St 7.2.3 St 7.5 NC B St 10

<i>Principal and Business Office</i>	<ul style="list-style-type: none"> Determine if refund is applicable. 	
<i>Principal and Education Office Manager</i>	<p>If request is granted,</p> <ul style="list-style-type: none"> Release student at no cost, recording the required information in PRISMS. Advise student to contact Department of Home Affairs (Immigration) and provide Department of Home Affairs (Immigration) contact details: https://immi.homeaffairs.gov.au/help-support/contact-us. Fulfil all reporting refund and reporting obligations as required for cancellation of student enrolment. 	NC B St 7 St 7.4
<i>Education Office Manager</i>	<ul style="list-style-type: none"> Maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student. 	NC B St 7 St 7.7

Procedures if student transferring TO Highlands Christian College

It is the role of the following staff members to undertake these steps in the event of a student requesting to transfer TO the School:

Staff Member	Action	REF
<i>Education Office Manager</i>	<ul style="list-style-type: none"> Check via PRISMS if student is already enrolled with another provider. If school agrees to accept student, provide a Letter of Offer (and an undertaking to take over welfare from date of release if student is under 18yo). 	NC B St 7 St 7.1 NC B St 5 St 5.7
<i>Education Office Manager</i>	<ul style="list-style-type: none"> Create CoE ONLY AFTER there is confirmation in PRISMS that student is released by the current provider. 	NC B St 7 St 7.1.3
<i>Education Office Manager</i>	<ul style="list-style-type: none"> If student is from interstate, lodge Interstate Student Data Transfer Note 	
<i>Education Office Manager</i>	<ul style="list-style-type: none"> File all documents relating to transfer request on student's file and maintain for two years after the overseas student ceases to be an accepted student. 	NC B St 7 St 7.7

Administrative documents relating to the School's policy on student transfer are:

- Transfer request assessment flowchart.
- Student application for Transfer (over 18 years of age must include Letter of Offer from receiving registered education provider; under 18 years of age must include all three attachments below:
 - Letter of Offer from receiving registered education provider
 - permission from parent / legal custodian
 - confirmation receiving registered education provider will undertake welfare from date of student's release.
- School's letter to advise transfer request is denied, giving grounds for refusal and advising of student's right to appeal.
- School's Letter of Grant advising the student must contact Department of Home Affairs (Immigration) to ask whether a new visa is required and provide Department of Home Affairs (Immigration) contact details: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

See below for copies of administrative documents.

Overseas student has completed the first six months of their first registered school sector course & Highlands Christian College holds CAAW for the transferring student		
Procedure for students transferring FROM Highlands Christian College		
Staff Member	Action	REF
Education Office Manager	<ul style="list-style-type: none">Check the student has submitted a Letter of Offer from receiving provider, confirming the date the receiving provider will assume welfare responsibility. The welfare responsibility should transfer from the releasing provider to the receiving provider 7 days from the student's last day of study with the releasing provider, unless both providers agree to a different date. Check that the transfer request has been signed by the parent/guardian.	
Education Office Manager	Once the agreed release date has passed, create a SCV in PRISMS within 14 days advising of the transfer.	
Procedure for students transferring TO Highlands Christian College		
Education Office Manager	<ul style="list-style-type: none">Check via PRISMS if student is already enrolled with another provider.Provide a Letter of Offer confirming the welfare transfer date. The welfare responsibility should transfer from the releasing provider to the receiving provider 7 days from the student's last day of study with the releasing provider, unless both providers agree to a different date.	
Education Office Manager	If student is from interstate, lodge <u>Interstate Student Data Transfer Note</u>	
The following staff member / department is responsible for reviewing and updating the Transfer Policy:		
Mrs Melinda Paulo	Education Office Manager	
Information in this section should be checked and updated whenever there is a change to regulations.		
THIS SECTION WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020		
Sample Overseas Student Transfer Request Policy		
<p>Highlands Christian College's Overseas student transfer policy and processes apply to:</p> <ul style="list-style-type: none">overseas students requesting to transfer prior to completing the first six months of their first registered school sector course orwhere the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.		
<p><u>Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course:</u></p> <ol style="list-style-type: none">Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:<ol style="list-style-type: none">If the student's course or school becomes unregisteredThe school has a government sanction imposed on its registrationA government sponsor (if applicable) considers a transfer to be in the student's best interestsIf the student is granted a release in PRISMS.Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.		

3. *Highlands Christian College* will only release a student before completing the first six months of their first registered school sector 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 *Highlands Christian 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) *Highlands Christian 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 *Highlands Christian College* or an education or migration agent regarding *Highlands Christian 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.
 - h) Any other reason stated in the policies of *Highlands Christian College*.
4. Students under 18 years of age MUST also have:
 - a) Written evidence that the student's parent(s)/legal guardian supports 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
5. *Highlands Christian College* will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) *Highlands Christian 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 school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from *the Education Office*
 - b) Give this completed application form and a valid offer of enrolment from another provider to *the Principal* for assessment.
 - c) 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 also 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 *Highlands Christian 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.
7. *Highlands Christian College* will assess the student's transfer request application and notify the student of a decision within 10 working days.

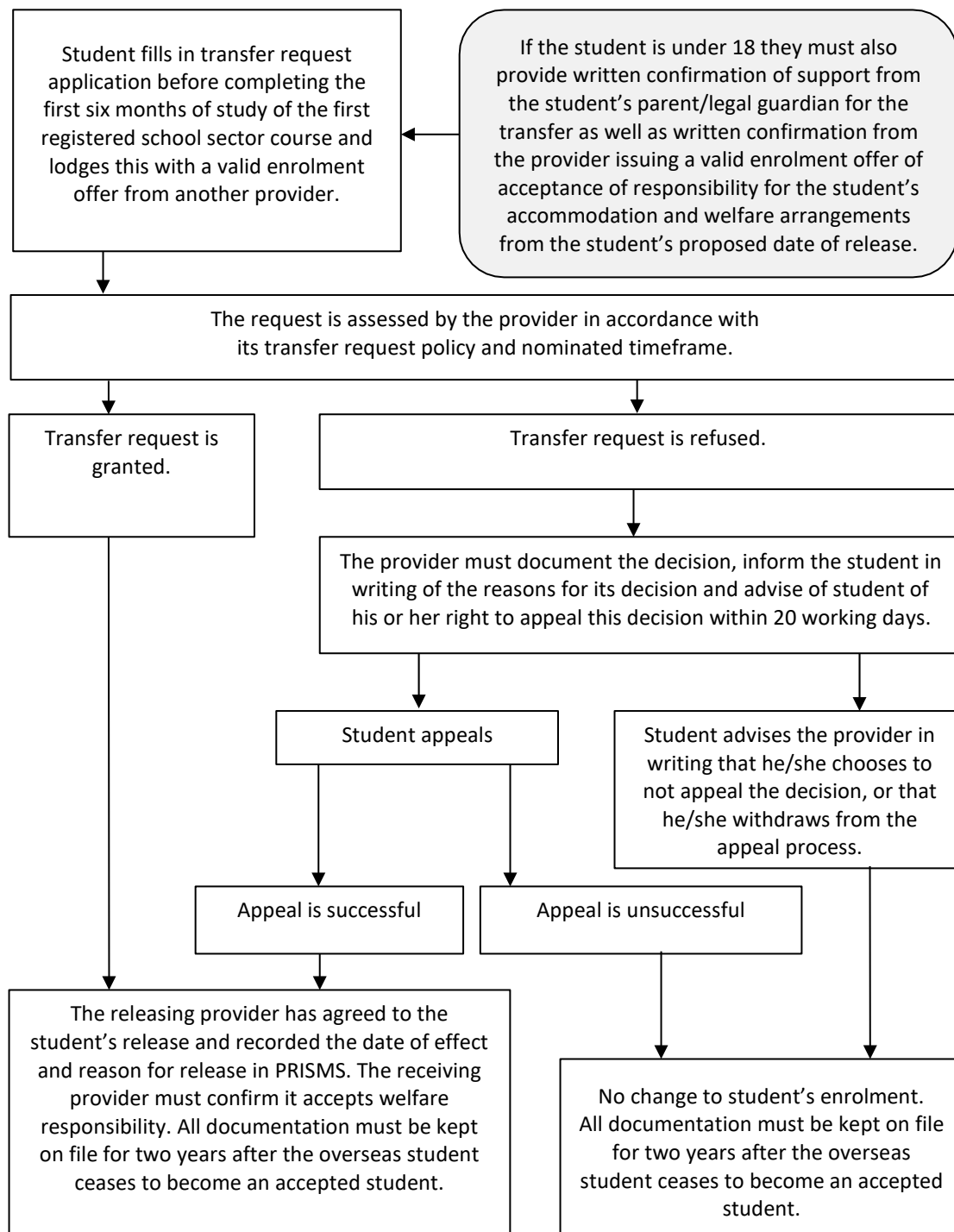
8. If *Highlands Christian College* grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.
9. If *Highlands Christian College* intends to refuse the student's transfer application request, *Highlands Christian College* will provide the student with reasons for refusal in writing and include a copy of *Highlands Christian College's* complaints and appeals policy (available in the International Student Handbook). The student has the right to access *Highlands Christian 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:
 - a) the student confirms in writing they choose not to access *Highlands Christian College's* complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) the appeals process is completed and a decision has been made in favour of the student or *Highlands Christian College*.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

Student who are no longer subject to the transfer restriction but where Highlands Christian College holds welfare responsibility via a CAAW.

11. Students under 18 years of age MUST have:
 - a) Written evidence that the student's parent(s)/legal guardian supports 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
12. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from *Education Office*
 - b) Give this completed application form and a valid offer of enrolment from another provider to *the Principal* for assessment and response within 10 working days.
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.
 In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from *Highlands Christian 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.
13. *Highlands Christian College* will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 20 working days.
14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

THE TRANSFER POLICY WAS LAST UPDATED BY Mrs Melinda Paulo

ON 24 February 2020



STUDENT TRANSFER REQUEST ASSESSMENT FLOWCHART WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

Sample Application for student transfer request form

Please read the attached Student Transfer Request Assessment Policy before filling out this application form to request a transfer to another education provider, if you have not yet completed the first six months of your first school sector course OR if you are under 18 years of age.

Student name:

Year level:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

Please indicate if any of the following apply:

- ☐ I have not yet completed the first six months of my first school sector course
- ☐ I am under 18 years of age
- ☐ I have completed the first six months of my first school sector course
- ☐ I am over 18 years of age

Please note, if you have completed the first six months of first school sector course AND you are over 18 years of age, you do not need to use this form.

Reason(s) for transfer:

If you **have not yet completed the first six months of your first school sector course**, please provide details of the reason or reasons why you wish to transfer to another education provider.

i. Please indicate if any of the following apply, and attach evidence where requested.

- ☐ You are providing evidence (attached) that you / your family have changed welfare and accommodation arrangements and these are no longer within a reasonable travelling time from school.
- ☐ *Highlands Christian College* supports your decision to apply for a course that is not offered by this school.
- ☐ You have received notice you will be reported because you are unable to achieve satisfactory course progress, even after receiving support from *Highlands Christian College* to assist you, in accordance with Standard 8 (Overseas student visa requirements) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- ☐ You are providing evidence (attached) of compassionate or compelling circumstances.
- ☐ *Highlands Christian College* is unable to deliver the course in which you are enrolled as outlined in the written agreement.
- ☐ You are providing evidence (attached) that your reasonable expectations about your current course are not being met.
- ☐ You are providing evidence (attached) that you were misled by *Highlands Christian College* or an education or migration agent regarding *Highlands Christian College* or its course and the course is therefore unsuitable to your needs and/or study objectives.
- ☐ An appeal decision (internal or external) on another matter has been made or recommended in favour of your release from enrolment at *Highlands Christian College*.

ii. Please provide details of any other reason, with evidence if applicable, for why you wish to transfer to another education provider.

Enrolment offer from another registered provider

- Y Attach a valid enrolment offer / letter of offer from the education provider to which you wish to transfer.

If you are under 18 years of age

- Y If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the valid enrolment offer / letter of offer you are providing must also show that the receiving education provider will accept responsibility for approving your accommodation, support and general welfare arrangements from the date of your proposed release.
- Y If you are under 18 years of age, attach written confirmation from your parents or legal guardian showing that you have their support to transfer.

Attach any other relevant documentation as evidence to support your application.

Your application will be assessed once all documentation has been received within 10 working days. *Highlands Christian College* may ask for more documentation if it requires it.

Student signature

Date

**APPLICATION FOR STUDENT TRANSFER/LETTER OF RELEASE WAS LAST UPDATED BY Mrs Melinda Paulo
ON 24 February 2020**

Sample School Letter of grant

Student name:

Year level:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

As the reasons stated in your application for transfer fall within the school's Student Transfer Request Assessment Policy, *Highlands Christian College* is pleased to grant your request.

You should be aware that your decision to transfer to a different education provider may have visa implications and you should contact the nearest Department of Home Affairs (Immigration) office as soon as possible to discuss this with them: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

If you wish to seek a refund of fees, please refer to the school's Refund Policy provided in/located at X and follow the appropriate procedure.

Please note *Highlands Christian College's* responsibility for your welfare and accommodation arrangements will cease as of --/-- and your new provider will be responsible for approving these arrangements after this date.]

Highlands Christian College

Date:

SCHOOL LETTER OF GRANT WAS LAST UPDATED BY Mrs Melinda Paulo		ON 24 February 2020
Sample School Letter of refusal to release		
<p>Student name:</p> <p>Year level:</p> <p>Current Address in Australia:</p> <p>Address in home country:</p> <p>Phone no:</p> <p>Mobile Ph:</p> <p>Email address:</p> <p>We have received your application to transfer. As the reasons stated in your application did not meet the school's Student Transfer Request Assessment Policy, regrettably <i>Highlands Christian College</i> has refused to grant your application for the following reason/s:</p> <p><i>[Insert reason/s]</i></p> <p>You have the right to appeal the <i>Highlands Christian College's</i> decision in accordance with <i>Highlands Christian College's</i> Complaints and Appeals Policy which is attached/available in the International Student Handbook, and have 20 working days to do this.</p> <p>Please advise <i>Highlands Christian College</i> in writing if you</p> <ul style="list-style-type: none"> i. decide not to appeal this decision ii. intend to appeal this decision iii. decide to withdraw from the appeals process after initially lodging an appeal. <p>If you choose to appeal, until the process is complete, you must continue to maintain your enrolment and attendance at all classes as normal.</p> <p><i>Highlands Christian College</i></p> <p>Date:</p>		
THE SCHOOL LETTER OF REFUSAL TO RELEASE WAS LAST UPDATED BY Mrs Melinda Paulo		ON 24 February 2020

Complaints and appeals policy

References: NC B St 5, NC B St 6.1.6, NC B St 7, NC B St 8, NC B St 9, NC B St 10

<p><i>Highlands Christian College</i> has a Complaints and appeals process and policy which complies with Commonwealth requirements.</p> <p>Access to this process is available to an overseas student at any time, and for any complaint or appeal the student makes regarding <i>Highlands Christian College</i> or an education agent or third party contracted to deliver services to an overseas student on behalf of <i>Highlands Christian College</i>, having regard to the requirements under Standards 7, 8 and 9.</p> <p>If the School's Complaints and appeals process is invoked under any of these standards, provisions under Standard 5 will also be applicable if the student is under 18 years of age and the School has approved accommodation, support and welfare arrangements.</p>		NC B St 5 NC B St 7 NC B St 8 NC B St 9 NC B St 10
<p>Copies of <i>Highlands Christian College's</i> Complaints and appeals policy are provided to students prior to enrolment and again during the student's orientation.</p> <p>Parents/students acknowledge that they have read this policy as part of the written agreement.</p> <p>The Complaints and appeals policy is provided to students</p> <ol style="list-style-type: none"> in Pre-enrolment information International Student Handbook during Orientation College Website: http://highlandschristiancollege.com/ 		
<p>It is the role of the following staff members to undertake these steps in the event of a student accessing the School's Complaints and appeals process</p>		
Staff Member	Action	REF
Attempting informal resolution of the problem		NC B St 10 St 10.2.1
<p>To discuss academic / study problems</p> <ul style="list-style-type: none"> Director of Middle and Senior Years Classroom teacher ESL teacher School Careers Counsellor 	<p>To discuss personal problems or problems adjusting to a new environment</p> <ul style="list-style-type: none"> Pastoral Care Teacher School Counsellor Director of Middle and Senior Years Child welfare / safety officer 	<p>To discuss accommodation problems</p> <ul style="list-style-type: none"> Education Office manager Director of Middle and Senior Years
<i>Director of Middle and Senior Years</i>	<ul style="list-style-type: none"> Ensuring the assessment of the complaint or appeal is conducted in a professional, fair and transparent manner 	NC B St 10 St St 10.2.5
<i>Director of Middle and Senior Years</i>	<ul style="list-style-type: none"> If the problem is <u>not</u> resolved informally, advising the student to access the School's internal complaints and appeals process 	NC B St 10 St St 10.2.1
<i>Education Office Manager</i>	<ul style="list-style-type: none"> Overseeing the School's internal process as per the School's policy and within required timelines <ul style="list-style-type: none"> commencing assessment of a student's formal complaint or appeal within 10 working days finalising the outcome as soon as practicable and giving the student detailed reasons for the outcome in writing 	NC B St 10 St 10.2.3 St 10.2.6
<i>Education Office Manager</i>	<ul style="list-style-type: none"> Maintaining and monitoring the student's enrolment (and care arrangements if under 18 years of age) whilst the complaints and appeal process is ongoing and 	NC B St 10 NC B St 7

	<p>making the student aware of the School's obligation to do this.</p> <ul style="list-style-type: none"> • (See also <u>12. Policy and procedures for deferring, suspending or cancelling a student's enrolment.</u>) 	<p>St 7.6 NC B St 8 St 8.14 NC B St 5</p>
<i>Principal and Education Office Manager</i>	<ul style="list-style-type: none"> • If the student is not satisfied with the result or conduct of the internal complaints or appeals process, advising the student within 10 working days of concluding the internal review process of his/her right to access the external appeals process provided by the Overseas Students Ombudsman at minimal or no cost 	<p>NC B St 10 St 10.3</p>
<i>Principal and Education Office Manager</i>	<ul style="list-style-type: none"> • If necessary, overseeing the external process as per the School's policy and within stated timelines. 	<p>NC B St 10</p>
<p>In the case of</p> <ol style="list-style-type: none"> a) Notifying students who have been refused transfer to another registered provider (Standard 7) b) notifying students who have been assessed as failing to meet course progress or attendance requirements (Standard 8) c) Notifying students of an intention to suspend or cancel their enrolment (Standard 9) <p>it is the role of the following staff members to undertake these additional steps:</p>		<p>NC B St 8 NC B St 9</p>
<i>Principal and Education Office Manager</i>	<ul style="list-style-type: none"> • When notifying the student of the School's: <ul style="list-style-type: none"> - decision to refuse a transfer to another registered provider under Standard 7, - intention to report the student in PRISMS for failing to meet visa requirements under Standard 8, or - intention to suspend or cancel the student's enrolment under Standard 9, <p>advise the student of his/her right to access the School's complaints and appeals process within 20 working days in accordance with Standard 10.</p> • If the student is not satisfied with the outcome of the internal complaints and appeals process, advising the student within 10 working days of receiving written advice of the outcome of their right to access the services of the <u>Overseas Students Ombudsman</u>. OSO to be accessed in accordance with timeframes set in policy. 	<p>NC B St 7 St 7.5 NC B St 8 St 8.13 NC B St 9 St 9.4</p>
<i>Education Office Manager</i>	<ul style="list-style-type: none"> • Ensuring the student's enrolment (and welfare arrangements, if applicable) will be maintained by the school, and nothing is changed in PRISMS until <ul style="list-style-type: none"> - for Standard 7: the appeal finds in favour of the student, or - for Standard 8: the internal and external complaints processes have been completed and outcomes are in favour of the School, or - For Standard 9: the internal appeal process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk, or 	<p>NC B St 7 St 7.6 NC B St 8 St 8.14 NC B St 9 St 9.6</p>

	<ul style="list-style-type: none"> - the student has chosen not to access the internal complaints and appeals processes within the 20 working days period, or - the student has chosen not to access the external complaints and appeals process, or - the student withdraws from either the internal or external processes and has informed the school of this decision in writing. 	
<i>Education Office Manager</i>	<ul style="list-style-type: none"> • Making any required changes in PRISMS as soon as practicable if the complaints and appeals process is completed, or student does not access <ul style="list-style-type: none"> - the School's internal complaints and appeals process, or - the external complaints and appeals process, or - withdraws from either of these processes in writing, and advising the student he/she must contact Immigration to seek advice on whether a new student visa is required if enrolment is cancelled by the school. • Immediately take any corrective or preventative action required if the complaints handling or appeals process finds in favour of the student, and advising the student of that action. 	NC B St 7 St 7.4 NC B St 8 St 8.14 NC B St 9 St 9.5, NC B St 10 St 10.4
<i>Education Office Manager</i>	IN ALL CASES <ul style="list-style-type: none"> • Keeping written records of the complaint and all steps taken, and filing these on the student's file, including: <ul style="list-style-type: none"> - copy of written complaint - copy of any 'Letter of Intention' issued under Standards 8 and 9 (if applicable) - copy of any assessments, reasons and outcomes from complaints and appeals processes provided to the student for Standards 7*, 8 and 9 - evidence of preventative or corrective action taken by the School (as necessary). <p><i>*Records for Standard 7 must be kept on file for 2 years after the student ceases to be an accepted student.</i></p> 	NC B St 10 St 10.2.6 St 10.2.7 NC B St 7 St 7.5 St 7.7 NC B St 8 St 8.13 NC B St 9 St 9.4
<p>Further information is available on processes for handling complaints and appeals and timelines for reporting of students via the website of the Overseas Students Ombudsman (http://www.ombudsman.gov.au/How-we-can-help/overseas-students). In particular, see the Better Practice Complaints Handling Guide for Education Providers and FAQs for providers.</p> <p><i>Administrative documents relating to the School's Complaints and appeals process are: [as applicable]</i></p> <ul style="list-style-type: none"> • Proforma for recording responses and actions in relation to student complaints • Letter advising student to access School's <u>internal</u> Complaints and appeals process • Letter advising student of outcomes of Complaints and appeals process, reasons for decisions made and advice about external appeals. 		

<ul style="list-style-type: none"> • Letter giving student information about accessing the School's <u>external</u> Complaints and appeals process (stand-alone alternative). 	
See below for a copy of the School's Complaints and appeals policy.	
The following staff member / department is responsible for reviewing and updating the Complaints and appeals policy and processes:	
Mrs Melinda Paulo	Education Office Manager
This policy should be checked and updated whenever there is a change in regulations about NC Standards 10 or related Standards (7, 8 or 9), or when existing policies need to be adapted or strengthened.	
THIS SECTION LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020	

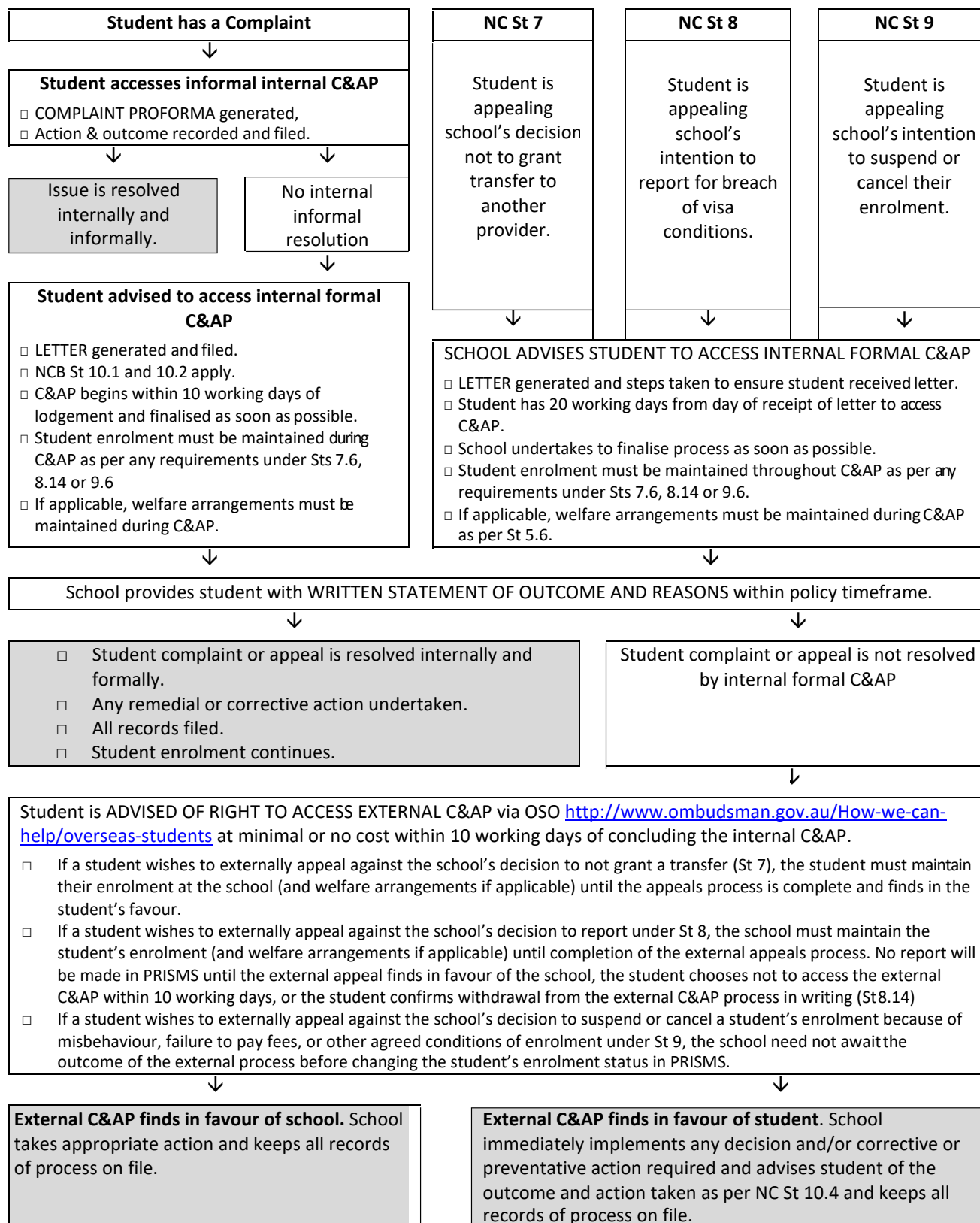
Diagrammatic Overview of Complaints and Appeals Processes (C&AP) St 10

This diagram should be checked and updated whenever there is a change in regulations about NC Standards 10 or related Standards or when existing policies need to be adapted or strengthened.

THIS SECTION LAST UPDATED BY Mrs Melinda Paulo **ON** 24 February 2020

COMPLAINTS

APPEALS



Sample School 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 *Highlands Christian 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 *Highlands Christian College*, or an education agent or third party engaged by *Highlands Christian College* to deliver a service on behalf of *Highlands Christian College*.
 - b) The internal complaints and appeals processes are conciliatory and non-legal.
2. Complaints against other students
 - a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, *Highlands Christian College* requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the Director of Middle and Senior Years in the first instance to attempt mediation/informal resolution of the complaint.
 - c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and *Highlands Christian College's* internal formal complaints and appeals handling procedure will be followed.
4. Formal Internal Complaints Handling and Appeals Process
 - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b) The student must notify the school in writing of the nature and details of the complaint or appeal.
 - c) Written complaints or appeals are to be lodged with the Principal/other.
 - d) 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.
 - e) Complaints and appeals processes are available to students at no cost. *[If there is a cost it must be minimal and should be detailed here]*.
 - f) Each complainant has the opportunity to present his/her case to the Principal/other.
 - g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
 - h) 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.
 - i) 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.

- j) Once the Principal/other 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.
- k) If the complaints and appeals procedure finds in favour of the student, *Highlands Christian College* will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) 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.

5. 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/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by *Highlands Christian 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 *Highlands Christian 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.

6. 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.

7. Definitions

- a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time*
- b) Student – *a student enrolled at Highlands Christian College or the parent(s)/legal guardian of a student where that student is under 18 years of age*
- c) Support person – *for example, a friend/teacher/relative not involved in the grievance.*

COMPLAINTS AND APPEALS POLICY WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

[Proforma for recording responses and actions in relation to student complaints](#)

STUDENT DETAILS

Student name:

Grade:

Current Address in Australia:

Parent Name:

Address in home country:

Phone no:

Mobile Ph:

Email address:

COMPLAINT DETAILS

Date:

☐ Complaint is INFORMAL

Description:

☐ Complaint is FORMAL

Written Complaint is attached.

Details of Remedial Action 1:

Details of Response to

Remedial Action 1:

Details of Remedial Action 2:

Details of Response to

Remedial Action 2:

RESOLUTION PROCESS OUTCOME

☐ COMPLAINT RESOLVED

☐ NO FURTHER ACTION

☐ DOCUMENTATION FILED

☐ COMPLAINT NOT RESOLVED

☐ ADVICE FOR NEXT STEP HAS BEEN PROVIDED

[Enter details]

SIGNED

NAME:

DATE:

PROFORMA FOR RECORDING RESPONSES AND ACTIONS IN RELATION TO STUDENT COMPLAINTS WAS LAST UPDATED
BY Mrs Melinda Paulo ON 24 February 2020

Checklist and Sample wording relating to the School's Complaints and appeals processes

CHECKLIST:

1. All letters should be addressed to the student directly and contain relevant contact details for follow up and student records.
2. Where relevant, letters should reference
 - a. the issue of concern
 - b. previous steps or remedies
 - c. details of and timelines for any steps or processes the student may wish to or is entitled to take
 - d. details of and timelines for any steps the school will take
 - e. actions being taken or outcomes of investigations by the school and reasons for actions or outcomes
 - f. the ability of students to access the external complaints and appeals process via the Overseas Students Ombudsman <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> if they are dissatisfied with the internal School complaints and appeals process.
3. If necessary, the School should advise the student of the progress of their complaint, particularly if there is a delay in processing a complaint or appeal.
4. If the School determines the student is not successful in the internal complaints and appeals process, the School must provide the student with the contact details of the Overseas Students Ombudsman within 10 working days of making this determination and advise the student of his/her right to access this external service.

SAMPLE WORDING below, as well as that shown in the template letters for complaints and appeals processes, should be always customised for purpose.

<p>Legal entity, trading name and CRICOS Provider No of School:</p> <p>Student name:</p> <p>Grade:</p> <p>Current Address in Australia:</p> <p>Address in home country:</p> <p>Phone no:</p> <p>Mobile Ph:</p> <p>Email address:</p> <p>Date:</p>
<p>We are advised by [insert name and role of person] that the issue of [describe issue/concern/complaint] that you first raised on [insert date] has not been satisfactorily resolved. [Provide further details or summary of process if applicable.]</p> <p>If you wish to pursue this matter further, we invite you to follow <i>Highlands Christian College's Formal Complaints Handling Procedure</i>, as per our Complaints and Appeals Policy, attached.</p> <p>As a first step in this process, please notify [the Principal / other person / + contact details if applicable] in writing of the nature and details of your concerns.</p> <p>The [Principal / other person] will consider your concerns within 10 working days and will [insert as applicable, e.g., arrange a meeting with you / respond to you in writing]. You will be notified of the outcome of your request, and the reasons for any School decisions, within XX working days.</p>
<p>We wish to advise there has been a delay in the processing of your complaint. The reason is [insert details].</p> <p>We will contact you again [insert timeframe, e.g., as soon as this matter is resolved or within working days].</p>
<p>In response to your written concerns of [insert date .././..], XXX School advises the outcome of your request is [insert details of outcome]</p> <p>The reasons for this decision is as follows:</p> <p>[insert reason(s)].</p> <p>[If decision is in student's favour, insert details of remedy]</p> <p>[If decision is in school's favour, advise of action school will take and advise the student] If you wish, you may seek external advice or redress through the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: http://www.ombudsman.gov.au/How-we-can-help/overseas-students or phone 1300 362 072 for more information.</p>
<p>NOTES</p> <ol style="list-style-type: none"> 1. There is no cost to you for taking part in <i>Highlands Christian College dispute resolution</i> process. 2. A support person for either party may be present at any meetings arranged to assist resolve this issue. Please see our policy attached for the definition of "support person". 3. Copies of all relevant documents and meeting notes will be retained on your file. 4. If your case is supported by the <i>Highlands Christian College</i>, immediate corrective or preventative action will be taken, and you will be advised in writing of the outcome of any action taken. 5. If your case is not supported by <i>Highlands Christian College</i>, you will be advised of the reasons for this decision in writing, and you are at liberty to seek redress through the office of the Overseas Students Ombudsman (http://www.ombudsman.gov.au/How-we-can-help/overseas-students).

6. If you wish to appeal a decision by *Highlands Christian College* relating to you under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 for breach of course progress or attendance requirements (under Standard 8) you must lodge your appeal with the Overseas Student Ombudsman's office within 10 working days.
7. If you wish to appeal a decision made by *Highlands Christian 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 your discretion. *Highlands Christian College* need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.
8. If you choose to appeal, until the process is complete, *Highlands Christian College* will continue to maintain your enrolment and you must attend all classes as normal.
9. If you choose not to appeal, or withdraw from an appeals process at any time, please advise the Principal in writing of your decision as soon as possible.

THE CHECKLIST AND SAMPLE WORDING RELATING TO THE SCHOOL'S COMPLAINTS AND APPEALS PROCESSES WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

Sample Letter 1 Advising student to access School's internal Complaints and appeals process

Christian Outreach Centre t/a Highlands Christian College

CRICOS Provider Code:	02121G
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Insert date

Student name: Insert student name

Year level: Insert year level

Current address : Insert address

cc. Insert parent's names

Insert parent's address

Dear student

This letter is to inform you that in relation to *[specify grievance]* *Highlands Christian College* advises that in order to *[resolve this complaint / lodge an appeal]*, you should now follow the internal complaints process, as outlined in the Complaints and Appeals Policy (please see attached). *[Attach copy of Complaints and appeals policy]*

The formal internal *[complaints/appeals]* process will commence within 10 working days of the lodgement of the *[complaint/appeal]* with the *[principal/other]*. The School/College undertakes to finalise the process as soon as practicable.

You may be accompanied and assisted by a support person of your choice at any relevant meetings.

Highlands Christian College will maintain your enrolment for the duration of the *[complaints/appeals]* process and it is expected that you will attend all classes as normal.

If you choose not to access *Highlands Christian College's* formal internal *[complaints/appeals]* process, or begin and then decide to withdraw from the process, please advise *[insert name of Principal / staff member]* in writing as soon as possible.

Yours sincerely

Name

Position

Highlands Christian College

Postal address

**SAMPLE LETTER 1 ADVISING STUDENT TO ACCESS SCHOOL'S INTERNAL COMPLAINTS AND APPEALS PROCESS WAS
LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020**

Sample Letter 2 advising student of outcomes of complaints and appeals process, reasons for decisions made and advice about external appeals

Christian outreach Centre t/a Highlands Christian College

CRICOS Provider Code:	02121G
-----------------------	--------

Insert date

Student name: Insert student name

Year level: Insert year level

Current address : Insert address

cc. Insert parent's names

Insert parent's address

Dear student

This letter is to advise you of the outcome of your formal internal [complaint/appeal] regarding [*insert summary of grievance details*].

[*Insert details of and reasons for outcome*]

OUTCOME 1 - the complaint/appeals process results in a decision that supports the student

Highlands Christian College will immediately implement this decision and/or take the following corrective and preventative actions. [*Specify actions to be taken*]. You will be advised in writing of the outcome of these actions.

OUTCOME 2 - the complaint/appeals process results in a decision that supports the school

If you choose, you may now access the external [complaints/appeals] process as outlined in the Complaints and Appeals Policy (please see attached). [*Attach copy of Complaints and appeals policy*]

Any external [complaint/appeal] must be lodged with the Overseas Student Ombudsman within 10 working days from the date of receiving this letter. The Overseas Student Ombudsman offers a free and independent service for overseas students. Please see <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

[*If the complaint/appeal is in regard to course progress or attendance (NC St 8) include the following*]

If you now choose to lodge an external appeal with the Overseas Student Ombudsman, *Highlands Christian College* will maintain your enrolment for the duration of the complaints and appeals process and it is expected that you will attend all classes as normal.

[If the complaint/appeal is in regard to suspension or cancellation of enrolment in accordance with NC St 9, you could include the following]

Please be advised that if you now choose to lodge an external appeal with the Overseas Student Ombudsman, *Highlands Christian College* is not required to maintain your current enrolment status throughout this process. As such, your enrolment will be [suspended/cancelled] as at *[insert date]*, and you should seek advice from the Department of Home Affairs (Immigration) about the impact of this on your student visa. Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

If you choose not to access the external [complaints/appeals] process, or begin and then decide to withdraw from the process, please advise *[insert name of Principal / staff member]* in writing as soon as possible.

Yours sincerely

Name

Position

Highlands Christian College

Postal address

SAMPLE LETTER 2 ADVISING STUDENT OF OUTCOMES OF COMPLAINTS AND APPEALS PROCESS, REASONS FOR DECISIONS MADE AND ADVICE ABOUT EXTERNAL APPEALS WAS LAST UPDATED BY MrsMelinda Paulo ON 24 February 2020

[Sample Letter 3: Stand-alone letter giving student information about accessing the school's external Complaints and appeals process](#)

Christian Outreach Centre t/a Highlands Christian College

CRICOS Provider Code:	02121G
-----------------------	--------

Insert date

Student name: Insert student name

Year level: Insert year level

Current address : Insert address

cc. Insert parent's names

Insert parent's address

Dear student

The School/College acknowledges your letter dated xx/xx/20xx advising that you are not satisfied with the outcome of the decision made in relation to your internal [complaint/appeal]. *[Insert summary of grievance details.]*

You may lodge an external [complaint/appeal] with the Overseas Student Ombudsman at no cost to yourself. The Overseas Student Ombudsman offers a free and independent service for overseas students. Please see <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

Any external [complaint/appeal] must be lodged with the Overseas Student Ombudsman within 10 working days from the date of receiving this letter.

[If the complaint/appeal is in regard to course progress or attendance (NC St 8) include the following]

If you now choose to lodge an external appeal with the Overseas Student Ombudsman, *Highlands Christian College* will maintain your enrolment for the duration of the complaints and appeals process and it is expected that you will attend all classes as normal.

[If the complaint/appeal is in regard to suspension or cancellation of enrolment in accordance with NC St 9, you could include the following] Please be advised that if you now choose to lodge an external appeal with the Overseas Student Ombudsman, *Highlands Christian College* is not required to maintain your current enrolment status throughout this process. As such, your enrolment will be [suspended/cancelled] as at *[insert date]*, and you should seek advice from the Department of Home Affairs (Immigration) about the impact of this on your student visa. Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

If you choose not to access *Highlands Christian College's* formal internal [complaints/appeals] process, or begin and then decide to withdraw from the process, please advise *[insert name of Principal / staff member]* in writing as soon as possible.

Yours sincerely

Name

Position

Highlands Christian College

Postal address

SAMPLE LETTER 3: STAND-ALONE LETTER GIVING STUDENT INFORMATION ABOUT ACCESSING THE SCHOOL'S EXTERNAL COMPLAINTS AND APPEALS PROCESS WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

Standard 5 for younger overseas students & Welfare and accommodation policy

References: NC B St 2, 2.2.10, 2.1.11; NC B St 3, St 3.5; NC B St 5; NC B St 6.8; NC B St 7; ESOS 2000 Act s21; ESOS Regs 2019 s.9; <https://immi.homeaffairs.gov.au/what-we-do/education-program/providers/welfare-arrangement> (Responsibilities for under 18 year old students); Student visa conditions (Condition 8532); www.bluecard.qld.gov.au, WWC Act 2000, CP Act 1999, E(NSSA) Reg 2017.

<p>Highlands Christian College ensures that it meets the Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates for any overseas student enrolled who is under 18 years of age. This includes requirements under</p> <ul style="list-style-type: none"> the <u>Working with Children (Risk Management and Screening) Act 2000 (Qld)</u> <u>Child Protection Act 1999</u> the <u>Education (Non-State Schools Accreditation) Regulation 2017</u> <p>See also requirements under Standard 6 in sections <u>Overseas student support services</u> and <u>Overseas student orientation program</u>.</p>	<p>NC B St 5 NC B St 6 WWC Act 2000 CP Act 1999 E(NSSA) Reg 2017.</p>
<p>Highlands Christian College provides information about approved accommodation options to students prior to enrolment. See below for a copy of the School's Welfare and accommodation policy.</p>	<p>NC B St 5 St 5 NC B St 2 St 2.1.11</p>
<p>Information about Highlands Christian College's Welfare and accommodation policy is provided to students <i>[State which are applicable]</i></p> <ol style="list-style-type: none"> International Student Handbook the School's Written Agreement 	<p>NC B St 2 St 2.1.11 NC B St 3</p>

Student visa requirements – Welfare & Accommodation

In addition to education provider responsibilities under the 2018 National Code, ESOS legislation and Queensland child protection legislation, there are student visa conditions and prescribed responsibilities that apply to enrolment of younger overseas students under the age of 18 years. These include

- Student visa condition 8532
- Education Provider responsibilities required by the Department of Immigration

If a student is under 18 years of age, the following visa condition applies:

<p>Ref: https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions</p>		
Condition number	Who this applies to	Description
8532	All students	<p><i>If you are younger than 18 years of age, you must have accommodation and support, and your general welfare must be maintained for the duration of your stay in Australia.</i></p> <p><i>To maintain your welfare, you must stay in Australia with:</i></p> <ul style="list-style-type: none"> <i>your parent or legal custodian</i> <i>or</i> <i>a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character</i> <i>or</i>

(Accessed 14/11/17).

Responsibilities and procedures for ALL overseas students under 18 years of age

<p><i>Highlands Christian College</i> keeps up to date records of students' current contact details as required.</p> <p>Contact details required for an accepted student of a registered provider, under s19(1)(a) of the ESOS Act 2000 are prescribed in s9(a) and (f) of the ESOS Regs 2019:</p> <ul style="list-style-type: none"> (a) the student's residential address, phone number and email address; ... (b) if the student is less than 18 years old: <ul style="list-style-type: none"> (i) the name, residential address, phone number and email address of a person other than the provider who has legal authority to act on the student's behalf; and (ii) the relationship of the person to the student (for example, parent or guardian) <p>It is the role of the following staff member (s) to undertake these steps in updating and keeping written records of contact details for students, parent(s) / legal custodian(s), emergency contacts and any adult responsible for the student's welfare <u>at least every six months and within seven days when a change occurs</u>:</p>		<p>NC B St 3 St 3.5 NC B St 5 St 5.3.5 ESOS Act 2000 S19</p> <p>ESOS Regs 2019 s9</p> <p>ESOS 2000 Act s21</p>
Procedures for maintaining current contact details		
Staff Member	Action	REF
<i>Education Office Manager</i>	Each semester request that student / parent(s) / legal custodian(s) confirm in writing that all required contact details in school records are <ul style="list-style-type: none"> a) current b) complete 	ESOS Act 2000 s.21 ESOS Regs 2019 s.9 (a) & (f)
<i>Education Office Manager</i>	Update records where necessary and file details of changes made using the Change of Details Form.	NC B St 3.5, St 5.3.5
Other responsibilities applicable to ALL overseas students under 18 years of age		
Staff Member	Action/Area of responsibility	REF
<p>For primary age students <i>Education Office Manager</i></p> <p>For middle/ junior high school students <i>Education Office Manager / College Counsellor</i></p> <p>For senior high school students <i>Education Office Manager / College Counsellor</i></p>	<p>Ensuring all overseas students under 18 years of age are given age-and culturally-appropriate information on:</p> <ul style="list-style-type: none"> ○ who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider ○ seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse. <p>(This can be done initially as part of the student's orientation program and during the student's enrolment as appropriate as part of the school's ongoing child protection, pastoral care and personal development programs.)</p>	St 5.2 St 5.2.1 St 5.2.2
<i>Principal</i>	<p>Making all reasonable efforts to locate a student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable if unable to contact a student and <i>Highlands Christian College</i> has concerns for the student's welfare.</p> <p>See PROCEDURES FOR EMERGENCIES AND CONTACT WITH POLICE below for details.</p>	St 5.5
Welfare and accommodation options for students under 18 years of age		
Welfare and accommodation arrangements for overseas students under 18 years of age enrolled at <i>Highlands Christian College</i> include:		

<ul style="list-style-type: none"> • Student lives with parent, legal guardian or relative approved by Department of Immigration • Student's welfare and accommodation arrangements are approved by Highlands Christian College. This includes: <ul style="list-style-type: none"> ○ Homestay Program operated by Highlands Christian College ○ Private accommodation arrangements requested by the parent/legal guardian, but approved by Highlands Christian College 		
It is the role of the following staff members to undertake these steps in administering the School's welfare and accommodation policies and procedures:		
Student lives with a Parent / Legal Guardian/Relative approved By Department of Home Affairs (Immigration)		
It is the role of the following staff members to undertake these steps in administering the School's welfare and accommodation policies and procedures if a student is living with an adult approved by the Department of Home Affairs (Immigration):		
Staff Member	Action	REF
Principal / Education Office Manager	<ul style="list-style-type: none"> ○ Provide information about school requirements to student guardian as per <i>Procedures if student is living with a student guardian approved by Department of Home Affairs (Immigration)</i> (below), and administer any requests to approve alternative arrangements if the approved adult wishes to depart the country for compassionate or compelling reasons. ○ Inform student guardian of requirement to inform <i>Highlands Christian College</i> within 7 days of any change to contact details for who to contact in an emergency and anyone responsible for the student's accommodation and welfare including current residential address, mobile number (if any) and email address (if any). 	NC B St 3 St 3.5.3 NC B St 5.2 https://immi.homeaffairs.gov.au/
Responsibilities - student is living with a student guardian approved by Department of Home Affairs (Immigration)		
<p>The <u>Student Guardian Visa (subclass 590)</u> is issued for the same length of time as the nominating student or until the student turns 18 years of age.</p> <p>Responsibilities of the student guardian visa holder are currently outlined on the webpages https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-590#HowTo and https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18.</p> <p>(Accessed 27/02/19)</p>		
Procedure - school becomes aware that the guardian visa holder plans to depart Australia		
<p>If the student is being accompanied by an adult with a student guardian visa and the school becomes aware that the guardian intends to leave the country without the student, this process applies:</p> <p>The School notifies the parent / visa holder <i>[by letter / in pre-enrolment materials / in the written agreement]</i> that the School is aware of the visa condition regulating departure from the country, and that, in the event of there being compelling circumstances for leaving the country, the parent / visa holder should contact the school to discuss</p> <ol style="list-style-type: none"> the circumstances the details of the accommodation and welfare arrangements that are requested for the student and approved by the school the details and start and end dates of these arrangements <p><i>[Or the school may wish to advise it will only approve welfare arrangements if the student is accommodated within a specified homestay program.]</i></p>		
Procedure - Student guardian has departed Australia without notifying school & without school providing temporary CAAW		
<p>If the student is being accompanied by an adult with a student guardian visa and the school becomes aware that the guardian has left the country without the student, and the school has not agreed to accept temporary welfare, this process applies:</p>		

Staff Member	Action
<i>Education Office Manager</i>	<ul style="list-style-type: none"> ○ Notify Department of Home Affairs (Immigration) and follow directions given by Department of Home Affairs (Immigration) representative
Procedure - school has concerns about the welfare of a student in the care of a guardian visa holder	
If the student is being accompanied by an adult with a student guardian visa and the school has concerns for the welfare of the student, this process applies:	
Staff Member	Action
<i>Education Office Manager</i>	Notify Department of Home Affairs (Immigration) and follow directions given by Immigration representative

Managing suspension and cancellations of enrolments, or significant changes to approved arrangements		
<p>In the event that the school:</p> <ul style="list-style-type: none"> • suspends or cancels the student's enrolment, or • can no longer approve the accommodation welfare, or • the student will be cared for by a parent or nominated relative approved by Immigration and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required. 		
Procedures - managing suspensions and cancellations		
<i>Principal / Education Office Manager</i>	<p>In the event that the school suspends or cancels the student's enrolment, the school must</p> <ul style="list-style-type: none"> ☐ continue to monitor the suitability of the student's arrangements until <ul style="list-style-type: none"> ○ the student has alternative welfare arrangements approved by another registered provider, or ○ care of the student by a parent or nominated relative is approved by Immigration ○ the student leaves the country, or ○ the School reports it can no longer approve arrangements. ☐ update PRISMS to ensure that the CAAW is cancelled <p>Update the student's records to reflect the change in arrangements.</p>	St 5.6
Procedure - school can no longer approve welfare		
<p>*NB: if the school can no longer approve welfare of a student because of serious circumstances, and wishes to seek advice from the Department of Immigration, follow this procedure below BEFORE MAKING THIS REPORT VIA PRISMS.</p> <ul style="list-style-type: none"> • Firstly, if the child is in danger, schools should contact the police and state and territory welfare authorities before reporting it to Department of Immigration • All matters can be reported to a Department of Home Affairs (Immigration) officer on 1800 009 623. An interpreter can be arranged on this line if required. • When reporting, schools should <ul style="list-style-type: none"> ○ make it clear that the student is under 18 years of age ○ advise the Department of Home Affairs (Immigration) officer if the incident / situation has been reported to another agency (e.g., police or welfare authority) even if the other agency may not have had time to assess the case • If the incident or situation is of a serious or sensitive nature that requires high level advice prior to reporting to the Department of Home Affairs (Immigration) duty officer, in the first instance contact <ul style="list-style-type: none"> ○ International Quality (Schools) Unit by e: internationalregistration@qed.qld.gov.au or t: 3513 6748, or ○ Project Manager (International Education), ISQ by e: mlane@isq.qld.edu.au or m: 0421 917 330 		
<i>Principal / Education Office Manager</i>	<p>In the event that the school can no longer approve the accommodation welfare, including when the student cannot be contacted, the school will:</p> <ul style="list-style-type: none"> ○ Advise the Department of Home Affairs (Immigration) within 24 hours; and ○ make all reasonable efforts to ensure that the student's parent / guardians are notified immediately of non-approval. 	St 5.4 St 5.5
Procedures - parent / guardian assumes welfare responsibility (CAAW to be cancelled)		
<i>Principal / Education Office Manager</i>	<p>In the event that a CAAW is no longer required because the student will be cared for by a parent or nominated relative approved by Immigration, the school will:</p>	St 5.3.6.1 St 5.6.2

	<ul style="list-style-type: none"> confirm that the parent / nominated relative has been approved by Department of Home Affairs (Immigration) (e.g. via VEVO); and update PRISMS as soon as possible to ensure that the CAAW is cancelled; and update the student's records to reflect the change in arrangements. 	
Procedures—school is approving temporary welfare arrangements and vacation care		
<i>NOTE: This includes school approved vacation care arrangements for boarding students if the student is living in an alternative arrangement for longer than 10 days at a time and more than twice a year.</i>		
<i>Role of Staff member</i>	<p>Verifying suitability of proposed accommodation arrangements as per school's</p> <ul style="list-style-type: none"> <i>Selection Guidelines for Homestay Families</i> <i>Agreed Services / activities</i> <i>Accommodation Checklist</i> 	St 5.3.3.1
<i>Role of Staff member</i>	Ensure Blue Cards are in place for all persons 18 years and over if required according to Blue Card legislation.	St 5.3.2
<i>Role of Staff member</i>	Ensure that students / homestay families have been advised of emergency contacts for the school during the vacation care / temporary accommodation placement.	St 3.5
Process for managing disruptions for welfare arrangements, including in emergencies		
<i>Principal / Education Office Manager</i>	<p>In the event that:</p> <ul style="list-style-type: none"> the international student is refusing their accommodation or is missing from their accommodation the accommodation provider becomes unable to maintain arrangements, <p>Activate Critical Incident policy, including</p> <ul style="list-style-type: none"> the action to be taken any immediate welfare arrangements in an emergency required follow up by the registered provider records of the incident to be kept for at least two years after the international student ceases to be an accepted student protocols for informing authorities such as the police, Immigration, the international student's parents, or other relevant authorities. 	St 5.3.4 St 5.4 St 5.5 St 6.8
<i>Principal / Education Office Manager</i>	<p>Strategies for managing disruptions for welfare arrangements, including in emergency situations include:</p> <ul style="list-style-type: none"> Homestay family / staff member / third party provider with appropriate background, screening and facilities has been identified as being willing and able to accommodate a student for a short term at short notice if needed Student's written agreement includes a condition for a parent / legal guardian to provide emergency care if needed, and to come to Australia to do this, if necessary. 	
Procedures for emergencies and contact with police		
<p>1.—Emergencies:</p> <ul style="list-style-type: none"> Schools are required provide students with information about emergency and health services as part of their responsibilities as registered providers. 		

- There is section on Information for emergencies for students under Health and safety topics on the Study in Australia—Live in Australia web pages.
- Students should have a 24 hour ICE (in case of emergency) contact number provided by the school in their mobile phones (St 5.2.1).

2.—Contact with the Queensland Police Service (QPS):

- There is information in OPERATIONAL PROCEDURES MANUAL for QPS procedures for situations where police come into contact with international students.
 - See in particular Chapter 5—Children—5.9 International Homestay Students.
Please note, in a situation where police come into contact with an international school age student where they would normally contact a parent or guardian, It is QPS policy to attempt to contact the student's homestay provider in the first instance. If the homestay provider is unable to be contacted, according to the Manual, police should "...enquire with the student regarding any emergency contact person nominated by either the homestay or course provider. The final attempted point of contact should be the principal of the school the student is attending."
 - Other relevant chapters of the Manual include: Chapter 6—Special Needs (6.4 Cross Cultural Issues) and Chapter 16—Custody (16.7 Foreign Nationals).
 - Police have certain obligations from the Department of Foreign Affairs and Trade where a foreign national student dies or is taken into custody. (<http://dfat.gov.au/about-us/publications/Documents/detention-or-death-of-a-foreign-national-in-australia.pdf>)

3.—Procedure for reporting a missing international student after discovering a student is missing:

- contact police immediately;
- conduct a search (if appropriate) of the school or location;
- inquire with other students if:
 - they know where the student may be and/or who the student may be with;
 - there is any concern for the child's wellbeing (depressed, fearful, bullying, school pressures, loneliness, etc.);
 - any friends the child may confide in;
 - any travel plans the child may have disclosed;
- record, if possible, what the student was last known to be wearing;
- obtain a recent photograph of the child;
- identify when & where the child was last seen;
- identify if the student has any medical requirements, especially in relation to the medication which must be taken (insulin etc.), if the student takes medication, has the student taken the medication with them;
- check (if appropriate) the student's possessions to see if they have taken their possessions with them (electrical gadgetry, clothing etc.);
- advise the student's parents and establish the most recent contact with the child, concerns for welfare, recent behaviour (talk of returning home, unhappy, etc.);
- identify social media used by the child, including avatars (on-line names);
- identify bank accounts the child has access to (if known);
- ensure there is a single point of contact (max two persons) for police to contact with any inquiry outcomes.

Selecting, screening & monitoring third parties engaged to provide homestay or welfare services on behalf of school

Education Office Manager

When evaluating and recruiting a third party supplier, *Highlands-Christian College* takes into consideration the third party supplier's:

St 5.3.7

- Policies and procedures for providing homestay, e.g.,
 - *Checklist for site visits*

	<ul style="list-style-type: none"> • Reports (supported by visual evidence where possible) • Processes for verifying minimum care arrangements for student(s) are met and are age appropriate for facilities, security, insurances, transport access, etc ○ Homestay family selection criteria ○ Processes for ensuring compliance with Blue Card requirements ○ Process for monitoring the suitability of accommodation prior to the student's commencement and post commencement ○ Communication strategies with the student, homestay parents and the school ○ Risk Management Strategy 	
<i>Education Office Manager</i>	<p>Enter into MoU with third party provider and review as required.</p> <ul style="list-style-type: none"> ○ E.g., Include provision for a school staff member to visit any premises where a student is accommodated at any time without notice if there are concerns for the student's welfare, and with notice for the School to verify agreed service standards are being met. 	
<i>Education Office Manager</i>	<p>Monitor the third-party supplier's</p> <ul style="list-style-type: none"> ○ implementation of its policies and procedures; and ○ maintaining of records of monitoring activities ○ if required, maintaining of records of any intervention / follow-up action 	
<i>Education Office Manager</i>	<ul style="list-style-type: none"> ○ maintaining current contact details for student and homestay family and updating details in PRISMS as required 	
<i>Education Office Manager</i>	<p>Monitor and maintain records of</p> <ul style="list-style-type: none"> ○ regular and on-demand visits ○ contact with student / carers noting issues discussed/resolved ○ activities undertaken or follow-up required (for example, when a student is absent from school for more than X days or emergency placement with different homestay family required). 	
<i>Education Office Manager</i>	<p>Survey student experience with third-party supplier (e.g. school initiated home visit, group or individual student meetings, written surveys).</p>	
The following staff member / department is responsible for reviewing and updating the School accommodation and welfare procedures:		
<i>Name of Department / Officer(s)</i>		<i>Role(s)</i>
Mrs Melinda Paulo		Education Office Manager
These procedures should be checked and updated whenever there is a change in regulations about NC Standard 5, in Department of Home Affairs (Immigration) regulations, or when existing policies and procedures need to be adapted or strengthened.		
THIS SECTION LAST UPDATED BY MRs Melinda Paulo ON 21 August 2020		
Sample School accommodation and welfare policy		
THIS SECTION LAST UPDATED BY Mrs Melinda Paulo ON 21 August 2020		

Letters of Offer and Written agreements		
References: NC B St 2, NC B St 3; <u>Department of Home Affairs (Immigration) Education Providers Roles and Responsibilities</u> (See Minimum contents of a Letter of Offer) ; ESOS Act 2000 s21, s46D, s47B, 47D, ESOS Regs 2019 s.9, <u>The Australian Consumer Law</u>		
<i>Highlands Christian College provides Letters of Offer and enters Written Agreements with students / parent(s) / legal guardian(s).</i>		
Checklist for Letters of Offer		
See <u>Department of Home Affairs (Immigration) Education Providers Roles and Responsibilities</u> (Minimum contents of a Letter of Offer): <i>Letters of offer made to students are used to support student visa applications and must contain the information in the table below.</i>		
Information the letter must contain	Type of information	
Course fees	<i>The amount for the entire course. This is calculated by aggregating the highest estimate per semester. The tuition costs may include the cost of health insurance where the education provider has arranged this on behalf of the student.</i>	
Course duration	<i>Include start date, end date and length of the course.</i>	
Course description	<i>The CRICOS code and name of the course.</i>	
Education provider code	<i>The CRICOS code for the provider of the course. Note: This is required because of the many institutions using different trading names.</i>	
Conditional offer of a place if applicable	<i>Specifications of the conditions.</i>	
Note: <i>If a letter of offer does not contain the information specified in the table above the department will need to estimate costs based on the highest tuition cost, and there may be a delay processing the application.</i>		
<i>(Checked from Department of Home Affairs (Immigration) website January 2019)</i>		
<ul style="list-style-type: none"> • Ensure school does not request more than 50% of the student's total tuition fees for a course before the student has begun the course, and if offering the option to pay more than 50% of course tuition fees upfront, ensure there is evidence of choice in taking up this option in the student's written agreement. • As good practice, and to be consistent with requirements for written agreements, include course location on letters of offer. 		
Checklist for Written Agreement		
<ul style="list-style-type: none"> • Written agreement must be in plain English and meet requirements of ESOS Act as well as NC B St 3, and be consistent with <u>The Australian Consumer Law</u>. • Captures all necessary contact details and information required about an accepted student • Signed or otherwise accepted by the student / parent(s) / legal guardian(s) if student is under 18 years, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code. • Sets out services to be provided. • Outlines the course or courses in which the student is to be enrolled, including CRICOS course code, course location, expected course start date and modes of study. • Outlines any prerequisites necessary to enter the course or courses, including English language requirements. • Identifies any conditions on enrolment/ preliminary requirements. 	NC B St 3	ESOS Regs 2019 s9 ESOS Act 2000 S22 s27 S46D s47B s47D

<ul style="list-style-type: none"> • Provides an itemised list of tuition and non-tuition fees payable for the student, periods to which tuition fees relate and payment options, including the option to pay >50% of tuition fees before a course commences. • Lists circumstances in which other non-tuition or additional fees may apply – for example, to defer studies, have study outcomes reassessed, late payment fee, bank transfer fees, etc. • Includes the school’s refund policy which provides information in relation to refunds of fees paid, including: <ul style="list-style-type: none"> – amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider) (NC St 3.4.1) – processes for claiming a refund (NC St 3.4.2) – a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS (NC St 3.4.4) – details of any refund paid if the student defaults as required under s47D of the ESOS Act 2000 – details of any refund paid if the school defaults as required under s46D of the ESOS Act 2000 – Confirmation that refunds will be paid directly to the person who enters into the agreement with the registered provider about the student, unless the person gives a written direction to the provider to pay the refund to someone else (NC St 3.4.3) – Provision that a copy of the policy will be given to each intending overseas student before an agreement is entered into (NC St.2.1.7) – Includes the statement: “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies”. (NC St 3.4.5) • Sets out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988. (NC St 3.3.6) • Outlines the school’s internal and external complaints and appeals processes, in accordance with NC St 10 (Complaints and appeals). • States that the student is responsible for keeping a copy of the written agreement as supplied by the school, and receipts of any payments of tuition fees or non-tuition fees. • Only use links to provide supplementary materials. (NC 3.3.9) • Advises the student of the requirement to notify the school, while in Australia and studying with the school, of his or her contact details including <ul style="list-style-type: none"> ○ current residential address, mobile number (if any) and email address (if any) ○ who to contact in emergency situations ○ any changes to those details, within 7 days of the change. (NC St 3.5) • Advises current contact details of student, parent (s), emergency contact and any approved relative providing welfare arrangements will have to be confirmed at least every 6 months. • Details of course duration and fees must align with details entered into PRISMS at time of creating CoE, for e.g., <ol style="list-style-type: none"> a) Course duration must not exceed registered course(s) length in PRISMS b) Total tuition and non-tuition fees in invoice must not exceed amount in PRISMS c) NB Written agreements may cover more than one course if courses are similar, all requirements are met and if required information provided covers all courses. • <i>Highlands Christian College</i> must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student. (NC St 3.6) • Requests permission for school to check visa status and entitlements online via VEVO for duration of enrolment. 	<p><u>The Australian Consumer Law</u></p>
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<ul style="list-style-type: none"> In the event of a significant or critical welfare issue with the child, if determined necessary by the school, requires that a parent or approved relative will travel onshore within 10 days to assume care of the child until the situation has been resolved to the school's satisfaction. 		
<p>Highlands Christian College's Letter of Offer and Written Agreement is provided to students in the following ways:</p> <ul style="list-style-type: none"> Directly following acceptance of enrolment, via post and / or email <p>[*N.B: The office of the Overseas Students Ombudsman http://www.ombudsman.gov.au/How-we-can-help/overseas-students has advised the Australian Consumer Law (ACL: http://www.consumerlaw.gov.au) has implications for written agreements with overseas students Schools. Schools may wish to seek legal advice on written agreements being consistent with the ACL.]</p>		
<p>It is the role of the following staff members to undertake these steps in updating and keeping records of the School's Written Agreements. Records of all written agreements as well as receipts of payments made by students under the written agreement must be kept for at least 2 years after the person ceases to be an accepted student.</p>		
Staff Member	Action	REF
Education Office Manager	Checking application documentation is complete and entry requirements satisfied as per enrolment procedures	NC B St 3 St 3.1
Education Office Manager	Creating written agreement for each accepted student	St 3.3
Business Office	Managing financial processes for written agreements <ul style="list-style-type: none"> creating invoices receiving, recording and receipting initial payments entering payment details into PRISMS 	St 3.3
Education Office Manager	Creating CoEs and CAAWs (if applicable) as per enrolment procedures	
Education Office Manager	Receiving, processing and filing written agreements	
Education Office Manager	Checking and monitoring commencement dates	
Education Office Manager	Updating contact details every six months and managing changes in contact details (within 7 days)	NC B St 3 St 3.5
Education Office Manager	Communicating changes in policy to parents / legal guardian	
Education Office Manager	A copy of a signed written agreement is kept on each student's file. Whilst original copies are preferred, given the nature of a parent being overseas at the point of enrolment, an electronic copy is sufficient.	ESOS Act 2000 s 21
Education Office Manager	If a written agreement needs to be updated or amended to maintain compliance, e.g., in the case of increase of school fees beyond the amount advised, attaching a signed amendment to the agreement to the original document kept on file.	NC B St 2 St 2.1.7
Education Office Manager / Business Office	Retaining records of each accepted student who had enrolled in a course and who has paid any tuition and non-tuition fees for a course provided by the School for two years after the student ceases to be accepted as a student. (Records do not need to be updated after the date of cessation.)	ESOS Act 2000 s 21
<p>Information in this section should be checked and updated whenever there is a change to the local student admission form, conditions of enrolment, or policies or schedules relating to overseas students.</p>		
<p>THIS SECTION LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020</p>		

Sample Letter of Offer

Christian Outreach Centre t/a Highlands Christian College

CRICOS Provider Code:
02121G

Date:

Insert Parent Name and

Address

Re: *Insert Student Name, DOB*

Dear.....

Highlands Christian College has assessed *[insert student's name]*'s enrolment application for and is pleased to confirm an offer of enrolment as follows:

Course/s:	<i>Insert Course name/s (as registered on PRISMS)</i>	CRICOS Course Code/s:
Course location:	<i>Insert address of location where course is delivered:</i>	
Year Level(s):	Start date:	Finish date:
Estimate of Total Course Costs	Tuition Fees:	Non-tuition fees:

Continuing enrolment will depend on

- i. meeting any student visa conditions, including satisfactory course progress and attendance requirements,
- ii. agreeing to *Highlands Christian College's* policies, and any further conditions of enrolment detailed in *Acceptance of Enrolment / Written Agreement* attached, and
- iii. payment of tuition and non-tuition fees by the due date. An itemised list of fees is enclosed within the attached *Written Agreement*.

To accept *Highlands Christian College's* offer of enrolment, please sign and return the attached *Acceptance of Enrolment / Written Agreement* and arrange for fees to be paid as per invoice attached by *[insert date]*.

[insert Payment details:]

Prior to accepting this offer of enrolment, please check all contact details on the *Acceptance of Enrolment / Written Agreement*, and ensure detailed information, including parent / legal guardian and emergency contact details, and about any medical conditions or learning needs, has been provided.

On receipt of a completed and signed *Acceptance of Enrolment / Written Agreement* and payment of fees, *Highlands Christian College* will issue a Confirmation of Enrolment for *[insert name of student]*'s student visa application.

Please advise date of visa grant and *[insert name of student]*'s arrival details so final arrangements can be made in preparation for *his / her* commencement of studies at *Highlands Christian College*.

Yours sincerely.....

Highlands Christian College

LETTER OF OFFER WAS LAST UPDATED BY Mrs Melinda Paulo

ON 29 July 2020

Christian Outreach Centre t/a Highlands Christian College CRICOS Provider Code: 02121G

1. CONTACT DETAILS (Please check all contact details are correct.)

a. Student contact details

Student name:	
DOB:	
Nationality:	
Passport No and Expiry Date	
Visa No (If applicable)	
Address:	
Phone No:	
Mobile No:	
Email address:	1.
	2.
Current Year Level of Schooling	

b. Parent(s)/legal guardian contact details:

[If the student is under 18 years old, it is recommended that schools require the following information to be provided as part of the written agreement or details collected on enrolment to satisfy the requirements of s.9(f) of the ESOS Regulations 2019:

- the name, residential address, phone number and email address of a person other than the provider who has legal authority to act on the student's behalf, and
- the relationship of the person to the student (for example, parent or guardian)]

Parent/Legal Guardian Name (s):		First name	SURNAME	Relationship to student
	1			
	2			
Address:	1			

	2
Phone no:	1
	2
Mobile No	1
	2
Fax no:	
Email address:	1
	2

- c. **Emergency contact details** (another person(s) *Highlands Christian College* can contact in emergency who can speak English if parents cannot be contacted or do not speak English)

Emergency Contact Name (s) & Relationship to student	1
	2
Address:	1
	2
Phone no:	1
	2
Mobile No:	1
	2
Fax no:	
Email address:	1
	2

- d. **Agent contact details** (required if this application is being prepared by an education agent formally engaged by *Highlands Christian College*)

AGENCY DETAILS	
Trading name(s) of Agency	
Address of principal place of business:	
Postal address (if different to address above):	
Email:	
Phone number:	
Website(s):	
AGENT DETAILS	
Name of agent(s) facilitating this enrolment:	
Email address:	
Office address:	
Phone number:	
Mobile number:	
Fax number:	
ADDITIONAL INFORMATION (MUST BE COMPLETED IF APPLICABLE)	
If the Agency is a body corporate:	
Address of body corporate's registered office:	
Postal address (if different to address above):	
Names of body corporate's directors:	
If the agent(s) facilitating this enrolment is a registered migration agent:	
Migration Agents Registration Number(s):	
If agent has an Australian Business Number (ABN) or Australian Company Number (ACN)	
ABN	
ACN	
ADDITIONAL INFORMATION - INDUSTRY AFFILIATION / ACCREDITATION (IF APPLICABLE)	
Please provide details of international education industry recognition, accreditation or membership of professional associations:	

2. Current Contact Details and Change of Contact Details

- a) The student (and, if the student is under 18 years of age, the student's parent(s) / legal guardian(s) and any adult responsible for the student's welfare) is required to notify the school of contact details, including
- i) current residential address
 - ii) mobile number
 - iii) phone number
 - iv) email address,
 - v) who to contact in any emergency, and
 - vi) if there are any changes to those details, within 7 days of the change.

This is a requirement under the 2018 National Code of Practice for Providers of Education and Training to Overseas Students and Div.1 of the ESOS Regulations 2019. It is also a requirement under the student's visa conditions to ensure that any notifications sent to the student by the Department of Home Affairs (Immigration) advising of visa breaches are sent to the student's current address.

- b) Where *Highlands Christian College* has approved the student's welfare and accommodation arrangements, the student requires both the school's and the parent's / legal guardian's approval for any changes to welfare and accommodation arrangements.
- c) The school is required by law to request confirmation of current address and contact details in writing for each student (and parent or legal guardian if a student is under 18 years of age) and emergency contact at least every six months.

3. Preferred method of contact for confirming contact details in writing every six months, as required by law:

- | | |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> Email | <input type="checkbox"/> SMS |
| <input type="checkbox"/> Fax | <input type="checkbox"/> Other |

4. Course enrolment details [provide for each course covered by this written agreement]

Course name as
registered on PRISMS

Course CRICOS Code

Course location

Entry Year Level

Course start date

Course end date

5. Mode of Study

Students are required to attend *Highlands Christian College's* course(s) face-to-face in school facilities on campus. Depending on course components, a student's course may also include *[Insert details applicable to the student's enrolled course(s)]*

- Online learning in class time or after school hours
- Approved excursions or field trips
- Approved work experience program
- Outdoor education activities
- Approved studies that contribute to a student's enrolled course but are delivered by another approved provider

6. Conditions on enrolment/preliminary requirements

- a. *Highlands Christian College's* English language proficiency requirement for entry to mainstream is 4+ (Years 7-9) and 5 (Years 10- 12) on NLLIA ESL Bandscale.
- b. As a condition of enrolment, the student (and, if the student is under 18 years of age, the student's parent(s) / legal guardian(s), agrees to keep a copy of this written agreement and receipts of any tuition fees or non-tuition fees paid to *Highlands Christian College*.
- c. As a condition of enrolment, the student authorises *Highlands Christian College* to log into the Department of Home Affairs (Immigration) website to check visa entitlements electronically via VEVO for the duration of enrolment on <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>.
- d. As a condition of enrolment, from Year 10 onwards, the student agrees to allow *Highlands Christian College* to open a *learning* account in the student's name with the Queensland Curriculum and Assessment Authority, and for the student to be assigned a Learning Unique Identifier (LUI) for certification of studies purposes.
- e. As a condition of enrolment, the student / parent / legal guardian agrees to disclose any essential information relating to additional support or care the student might require because of an existing medical condition, including the need for prescribed medication; or disability, including learning disorder, or other need for specialised support. Failure to do this may result in cancellation of enrolment.
- f. As a condition of enrolment, the student / parent / legal guardian agrees that all students for whom the provider holds a Confirmation of Accommodation and Welfare (CAAW) must maintain approved arrangements for the entire duration of enrolment, irrespective of the age of the student.
- g. As a condition of enrolment, 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 10 days to assume care of the student until the situation has been resolved to the school's satisfaction.
- h. As a condition of enrolment, the student agrees to abide by all school policies for the duration of enrolment. *These include: the following and are available in the International Student Handbook*
 - *Entry Requirements Policy*
 - *Accommodation and Welfare Policy*
 - *Complaints and Appeals Policy*
 - *Course Progress and Attendance Policy*
 - *Student Transfer Request Assessment Policy*
 - *Deferment, Suspension and Cancellation Policy*
 - *Behaviour Policy/Code of Conduct*
 - *Fees Policy*
 - *Refund Policy*

Please note, *Highlands Christian College's* policies may change from time to time. Please refer to *International Student Handbook* for the current versions of school policies. *Highlands Christian College* will provide notice of significant changes to school policies.

- i. Failure to maintain *Highlands Christian College's* agreed conditions of enrolment may result in cancellation of the student's enrolment.

7. Tuition and non-tuition fees

Note: Fees quoted are in accordance with the 2020 fee schedule. Fees are subject to annual review and may therefore change.

a. TUITION FEES:

Annum	Prep – Year 6	A\$16, 635
Annum	Year 7 – Year 10	A\$22, 430
Annum	Year 11 – Year 12	A\$23, 580
Sub-total Tuition Fees		A\$...

b. NON-TUITION FEES

<i>Application Fee</i>	<i>Paid once at application</i>	A\$500
<i>Security Deposit</i>	<i>Paid once at confirmation and refunded when student finishes at the College</i>	A\$2000
<i>Capital Levy</i>	<i>Per annum</i>	A\$995
<i>ESL Tuition</i>	<i>Per annum</i>	A\$4120
<i>Estimated cost of school uniforms:</i>	<i>See Uniform Price list included in the International Student Handbook</i>	A\$
<i>Overseas Student Health Cover</i>	<i>Can be arranged – per annum</i>	A\$61050
<i>Year 6 Camp</i>		A\$750
<i>College Bus Subscription</i>	<i>Per school week</i>	A\$17
<i>Other</i>	<i>Extra Curricular Activities incur additional charges such as Instrumental Lessons, Band, Arts in Action, optional excursions</i>	A\$
Sub-total Non-Tuition Fees		A\$

c. ESTIMATE of TOTAL COURSE COST: A\$X

d. ANY OTHER ADDITIONAL FEES

<i>Deferral of studies fee</i>	A\$
<i>Application for re-assessment of study results fee</i>	A\$
<i>Late payment fee</i>	A\$
<i>Application for refund fee</i>	A\$
<i>Bank transfer fee</i>	A\$

8. Payment of Fees and Refunds

- a. Fees are payable as per Fees Policy *outlined in the International Student Handbook*.
- b. All fees must be paid in Australian dollars.
- c. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that calendar year.
- d. Any refund of tuition fees or non-tuition fees in the event of visa refusal or school default is prescribed by legislation (Education Services for Overseas Students (ESOS) Act 2000 and Regulations 2001). Refer to the Refund Policy available in the International Student Handbook.
- e. Any refund of tuition fees or non-tuition fees for student default will be paid as per *Highlands Christian College's* Refund Policy, which is part of this agreement.
- f. Under s.27 of the Education Services for Overseas Students Act 2000, *Highlands Christian College* can only receive more than 50% of the student's total tuition fees for a course before the student has begun the course, unless the course has a duration of 25 weeks or less, or if the person responsible for paying the student's fees chooses to pay *Highlands Christian College* more than 50% of the total course tuition fees before the course start date.

9. Refund Policy

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.

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.

The enrolment application fee is non-refundable.

Payment of Course Fees and Refunds

- a) Fees are payable 1 semester in advance according to the School's Fees Policy and invoice attached.
- b) An itemised list of school fees is provided on the College website, Overseas International Student's Pack and in the school's written agreement.
- c) If the student changes visa status (eg. Becomes a temporary or permanent resident) he/she will continue to pay full overseas student fees for the remainder of the current semester.
- d) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
- e) 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.

All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal/Head of School.

- 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 tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

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).

Refunds for student default apply to tuition fees only.

(a) Non-tuition fees:

Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.

(b) Non-commencement with no notification of withdrawal:

If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term's (or ten weeks) tuition fees will be refunded from the annual tuition fee.

(c) Non-Commencement with notification of withdrawal:

- i. 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, the school will refund the amount of tuition fees less an administration fee of \$500.
- ii. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 90 % of the tuition fee.

(d) Refunds after commencement of a course:

- iii. *If tuition fees for up to 1 study period have been received in advance:* Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.
- iv. *If tuition fees for more than 1 study period have been received in advance:* If fees for more than one study period have been received in advance and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less one term's fees, provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less two term's fees.

(e) Refunds in the event of a provider initiated cancellation of enrolment:

No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:

- i. Failure to maintain satisfactory course progress (visa condition 8202). Please see School Attendance Progress Policy.
- ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see School Attendance Policy.
- iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see School Welfare Policy.
- iv. Failure to pay course fees.
- v. Any behaviour identified as resulting in enrolment cancellation in Highlands Christian College's Honour Code/Behaviour Policy.

Provider Default

- a) If for any reason the school 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 school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the course school's default day.
- c) In the event that the school 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://tps.gov.au/StaticContent/Get/StudentInformation>

**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>.*

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Definitions

- a) Course money – includes tuition fees, any amount received by the school for Overseas Student Health Cover (OSHC) and any other amount the student has to pay in order to undertake the course.
- b) *Non-tuition fees* – fees not directly related to provision of the student's course including Overseas Student Health Cover (OSHC), uniform costs, stationery and ESL tuition.
- c) *Tuition fees* – fees directly related to the provision of the student's course including Application fee, tuition fees, capital levy and security deposit.
- d) *Study Period* – A study period is one semester which consists of 18-20 weeks.

10. Welfare and accommodation requirements for students under the age of 18

- a. Students under the age of 18 are required to maintain adequate welfare and accommodation requirements as a condition of their student visa.
- b. Where a student under the age of 18 is not in the care of a parent or suitable relative, as defined by the Department of Home Affairs (Immigration), their accommodation arrangements must be approved by the school.
- c. Will the student be in the care of a parent or suitable relative?
☐ Yes ☐ No

If yes, please see Student Guardian obligations in *Highlands Christian College's* Accommodation and welfare policy.

- d. If no, type of accommodation school has approved for the student:
☐
☐
☐ Other approved private accommodation arrangements
- e. Details of approved welfare and accommodation arrangements (including transfers e.g. where the receiving provider mandates that a student must remain offshore over a vacation periods before commencement with the new provider):

- f. Dates for approval of welfare and accommodation arrangements:

Start date: _____.

Finish date: _____

(Please note: Students must not arrive in Australia unaccompanied before the approved start date. Students who are under 18 years of age before completing the enrolled course must not remain unaccompanied in Australia after the approved finish date without prior approval.)

[For more information, see National Code Standard 5 – Younger students]

11. Privacy

Personal information about you is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. This information is recorded in PRISMS and includes your name, date of birth, gender, address, email address, phone number, country of birth, nationality, passport number, and course details. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service or state and territory agencies, in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law. Further information about the Australian Government Department of Education and Training's privacy policy can be obtained at <http://education.gov.au/privacy>.

Please also see *Highlands Christian College's* Privacy Policy and Collection Notice at [insert links].

12. Complaints and Appeals

Highlands Christian College has an internal complaints handling and appeals process that is free and easily accessible. (See link under 6.h, above.) If a matter cannot be resolved informally, there is a process for a student to lodge a formal complaint or appeal. If an issue cannot be resolved through *Highlands Christian College's* formal processes, the student has the right to access an external complaints handling or appeals body.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

13. Declaration

All students and parent(s)/legal guardian(s) (if student is under 18 years of age) must read and sign this written agreement.

- I confirm that I am aware that *Highlands Christian College* has an internal and external complaints and appeals policy and process that I can access at any time and at no cost.
- I confirm that if I pay more than 50% of the total tuition fees for any course outlined in this written agreement, I have chosen to do this.
- I confirm that I understand I am responsible for keeping a copy of this written agreement and copies of receipts for payment of tuition and non-tuition fees to *Highlands Christian College*.
- I confirm I have received and understood information from the school regarding the following:
 - the course(s) in which I am to be enrolled
 - conditions of enrolment in the course(s)
 - tuition and non-tuition fees
 - *Highlands Christian College's* policies as listed in 6.h, above.
 - the sharing of personal information
 - maintaining current contact details obligations
 - grounds on which my enrolment may be deferred, suspended or cancelled

- permission to use VEVO to check visa entitlements during period of enrolment
- I hereby declare that the information supplied by me is true and correct
- I agree to pay all fees owing and by the due date as per *Fees Policy*
- I have read, understood and agree to be bound by the above conditions of enrolment

Signed (student)	Date
Signed (parent(s)/legal guardian)	Date
Signed (Principal / Person with delegated authority)	Date

THE WRITTEN AGREEMENT WAS LAST UPDATED BY Mrs Melinda Paulo	ON 29 July 2020
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Education agents

References: NC B St 4; ESOS Act 2000 s21A; NC B St 2; ESOS Regs 2019

Education agents are not engaged to formally represent *Highlands Christian College*.

Highlands Christian College responds to all enrolment enquiries and to applications for enrolment according to established procedures.

Individuals making enrolment enquiries or assisting in any way with enrolment applications are not remunerated for doing so.

If the School policy with regard to use of education agents changes in the future, the School is aware of its obligations under Standard 4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and will at that time implement appropriate policies, procedures and agreements as required under the National Code.

Critical incident policy and procedures	
References: NC B St 5.3.4; NC B St 6	
<p><i>Highlands Christian College</i> has a Critical Incident Policy and procedures that cover</p> <ul style="list-style-type: none"> • Management of critical incidents that could affect the student's ability to undertake or complete a course, including emergency situations and incidents that may cause physical or psychological harm • Action to be taken in the event of a critical incident • Follow up of the incident • Records of the incident and action taken 	NC B St 6 St 6.8 NC B St 5 St 5.3.4
<p>Administrative documents relating to the School's Critical Incident Policy are <i>[customise as necessary]</i></p> <ul style="list-style-type: none"> • School Critical Incident Policy document • Pro forma for Critical Incident Report <p>See Appendix 8 for copies of these documents</p> <p>Copies of these documents are located in the school as follows:</p> <ul style="list-style-type: none"> • Education Office • Business Office <p>Information about management of critical incidents is provided to staff in these ways:</p> <ul style="list-style-type: none"> • Staff Policy Handbook • Staff Professional Development Sessions 	
It is the role of the following staff members to undertake these responsibilities in relation to management of critical incidents involving overseas students	
Name of Staff Member(s) (or could be Critical Incident Management Committee)	Area of Responsibility
Principal / Deputy Principal / Assistant Principal Business Office College Counsellor (as required)	i) risk assessment of hazards and situations which may require emergency action
Principal / Deputy Principal / Assistant Principal Business Office College Counsellor (as required)	ii) analysis of requirements to address these hazards
Principal / Deputy Principal / Assistant Principal Business Office College Counsellor (as required)	iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
Principal / Deputy Principal / Assistant Principal Education Office	iv) Provide 24 hour access to contact details for nominated staff member or school service provider to all students and their families Maintain register of emergency contacts provided by the student's family (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
Principal / Deputy Principal / Assistant Principal	v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, welfare officer, legal services, school security
Principal / Deputy Principal / Assistant Principal Business Office	vi) development of a critical incident plan for each critical incident identified

College Counsellor (as required)	
Principal / Deputy Principal / Assistant Principal Business Office College Counsellor (as required)	vii) dissemination of planned procedures
Principal / Deputy Principal / Assistant Principal Business Office College Counsellor (as required)	viii) organisation of practice drills
Principal / Deputy Principal / Assistant Principal Business Office College Counsellor (as required)	ix) regular review of the critical incident plan
Principal / Deputy Principal / Assistant Principal Business Office College Counsellor (as required)	x) assisting with implementation of the critical incident plan
Principal / Deputy Principal / Assistant Principal Business Office College Counsellor (as required)	xi) arranging appropriate staff development
Principal / Deputy Principal / Assistant Principal Business Office College Counsellor (as required)	xii) budget allocation for emergencies
Principal / Deputy Principal / Assistant Principal College Counsellor (as required)	xiii) arranging emergency or alternative accommodation arrangements if necessary
The following staff member / department is responsible for reviewing and updating the School Critical incident policy and procedures:	
<i>Name of Department / Officer(s)</i> <i>Mrs Christine Stiles</i>	<i>Role(s)</i> <i>Compliance Officer</i>
This policy should be checked and updated whenever there is a change in regulations about NC Standard 5 or Standard 6, or when existing policies need to be adapted or strengthened.	
THIS SECTION LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020	
Sample School Critical Incident Policy	
<p>1) <i>Highlands Christian College</i> recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.</p> <p>2) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury that may affect the student's ability to undertake or complete their course. This may include but is not limited to:</p> <ul style="list-style-type: none"> a) Serious injury, illness or death of a student or staff b) Students or staff lost or injured on an excursion c) A missing student d) Severe verbal or psychological aggression e) Physical assault f) Student or staff witnessing a serious accident or incident of violence g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature h) Fire, bomb threat, explosion, gas or chemical hazard i) Social issues e.g. drug use, sexual assault 	

3) Critical Incident Committee

- a) *Highlands Christian College* has a Critical Incident Committee to assist the Principal in the prevention and management of critical incidents at the school, or off campus in the case of an overseas student for whom the school has undertaken care responsibilities.
- b) *The Principal* is the critical incident team leader.
- c) The Critical Incident Committee also includes:
 - i) the Principal, Deputy Principal and Assistant Principal Primary
 - ii) the Pastoral Care Team, including the School Counsellor
 - iii) the International Student Co-ordinator (*Education Office Manager*)
 - iv) Compliance Office
- d) The responsibilities of the committee include:
 - i) risk assessment of hazards and situations which may require emergency action
 - ii) analysis of requirements to address these hazards
 - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
 - iv) 24 hour access to contact details for all students and their families and emergency contacts provided by the student's family (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
 - v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, welfare officer, legal services, school security
 - vi) development of a critical incident plan for each critical incident identified, including arranging emergency or alternative accommodation arrangements if necessary
 - vii) dissemination of planned procedures
 - viii) organisation of practice drills
 - ix) regular review of the critical incident plan
 - x) assisting with implementation of the critical incident plan
 - xi) arranging appropriate staff development
 - xii) budget allocation for emergencies
 - xiii) ensuring written records of any critical incident and remedial action taken by *Highlands Christian College* are kept on file for at least two years after the student ceases to be enrolled.

4) Critical Incident Plans

- a) All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.
- b) Immediate Action (within 24 hours)
 - i) Identify the nature of the critical incident
 - ii) Notification of the critical incident committee/team leader
 - iii) Implement the appropriate management plan or action strategy, including arranging emergency or alternative accommodation arrangements if necessary
 - iv) Assignment of duties and resources to school staff
 - v) Seeking advice and help from any necessary emergency services/hospital/medical services
 - vi) Dissemination of information to parents and family members

- vii) Completion of a critical incident report
 - viii) Media response if required (see below)
 - ix) Assess the need for support and counselling for those directly and indirectly involved
- c) Additional Action (48 – 72 hours)
- i) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - ii) Provide staff and students, parents / family members with factual information as appropriate
 - iii) Restore normal functioning and school delivery
- d) Follow-up – monitoring, support, evaluation
- i) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - ii) Maintain contact with any injured/affected parties
 - iii) Provision of accurate information to staff and students where appropriate
 - iv) Evaluation of critical incident management
 - v) Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

5) Resources

- a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

6) Managing the Media

- a) Manage access of the media to the scene, and to staff, students and relatives
- b) The principal should normally handle all initial media calls
- c) Determine what the official school response will be
- d) All facts should be checked before speaking to the media
- e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- g) The principal may delegate media liaison to another member of staff

7) Evaluation and review of management plan

- a) After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

Example of a critical incident plan - injury to overseas student

1) Immediate Action (within 24 hours)

- a) *Identify the nature of the critical incident*

- b) *The person, who is initially notified of the incident, be that the school secretary or homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.*
 - i) *Where did the injury occur? On campus or off?*
 - ii) *How severe is the nature of the injury?*
 - iii) *Where is the student now?*
 - iv) *Is the student in hospital?*
 - v) *Has an ambulance been called?*
 - vi) *Is an interpreter required?*
- c) *The information should be documented for further reference.*
- d) *Notification of the critical incident committee/team leader*
- e) *The person who is initially notified of the incident should notify the critical incident team leader immediately.*
- f) *Assignment of duties to school staff*
 - i) *The critical incident team leader will identify the staff member responsible for any immediate action.*
 - ii) *The incident will then be referred to the identified staff member.*
 - iii) *The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.*
- g) *Implement the appropriate management plan or action strategy*
 - i) *If the student is on campus*
 - *Ensure appropriate intervention to minimise additional injury*
 - *Provide first aid where necessary*
 - *Ascertain seriousness of injury*
 - *Call ambulance if required*
 - *If ambulance is required, accompany student to hospital*
 - *Ascertain seriousness of injury from hospital staff*
 - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
 - ii) *If the student is off-campus*
 - *If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital*
 - *Otherwise go to location of student*
 - *Provide first aid where necessary*
 - *Ascertain seriousness of injury*
 - *Call ambulance if required*
 - *If ambulance is required, accompany student to hospital*
 - *Ascertain seriousness of injury from hospital staff*
 - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
 - iii) *If the student has already been taken to hospital*

- Go to hospital
 - Ascertain seriousness of injury from hospital staff
- h) Dissemination of information to parents and family members
- i) When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.
 - ii) Contact the parents/legal guardian of the student
 - iii) Contact the carer of the student e.g. they may be living with a relative
 - iv) Contact any emergency contacts provided by the student's family
 - v) Contact the homestay family of the student
- i) Completion of a critical incident report [see sample critical incident report]
- j) Media response if required
- k) Inform critical team leader of any relevant factual information to be conveyed to the media liaison.
- l) Assess the need for support and counselling for those directly and indirectly involved
- m) If the student is seriously injured or requires hospitalisation, the school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.
- n) The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
- o) The school should also contact Department of Home Affairs (Immigration) and inform them of the incident.

2) Additional Action (48 – 72 hours)

- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- b) Provide staff and students with factual information as appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- c) Restore normal functioning and school delivery
 - i) Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.

3) Follow-up – monitoring, support, evaluation

- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - i) The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counselling.

- b) *Maintain contact with any injured/affected parties*
- c) *If the student is in hospital for some time, the school needs to maintain contact with the student and their family.*
 - i) *Support and assistance for the student and family*
 - ii) *Depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities*
 - iii) *Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS*
- d) *Provision of accurate information to staff and students where appropriate*
 - i) *Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.*
- e) *Evaluation of critical incident management*
 - i) *The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.*
- f) *Be aware of any possible longer term effects on the school and student well-being e.g. inquests, legal proceedings*

THE CRITICAL INCIDENT POLICY AND PROCEDURES WERE LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

Sample School Critical Incident Report

To be completed after all critical incidents.

Date:

Action Officer:

Position:

Brief summary of incident: include where, when, who, and why as appropriate. Further information/documentation may be attached.

Immediate action taken:

Further action required:

Persons or staff notified and time & date

Signature

Date

THE CRITICAL INCIDENT REPORT PROFORMA WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

Overseas student visa requirements - monitoring student progress, attendance and course duration

References: NC B St 8; NC B St 10_ESOS Act 2000 s 19, s47D, ESOS Regs 2019 s.11 & 12

Under Standard 8 of the National Code 2018 that *Highlands Christian College* must:

- Y clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and attendance in each study period (St 8.5)
- Y monitor students' course progress and attendance for each course in which the student is enrolled (St 8.1)
- Y ensure that the duration of study on a student's CoE for each course does not exceed the registered course duration, and that the student is in a position to complete his/her course within the duration specified on his/her CoE (Sts 8.2, 8.3)
- Y have and implement documented policies and processes to identify, notify and assist a student at risk of not meeting course progress or attendance requirements where there is evidence from the student's assessment tasks, participation in tuition activities or other indicators of academic progress that he/she is at risk of not meeting those requirements (St 8.4)

Under St 8.6, registered providers of school or ELICOS courses must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:

- Y requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent—or higher if specified under state legislation or other regulatory requirements—of the scheduled contact hours (St 8.6.1)
- Y the method for working out minimum attendance under this standard (St 8.6.2)
- Y processes for recording course attendance (St 8.6.3)
- Y details of *Highlands Christian College's* intervention strategy to identify, notify and assist students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before their attendance drops below 80 per cent (St 8.6.4)
- Y processes for determining the point at which the student has failed to meet satisfactory course attendance (St 8.6.5).

Under St 8.7, registered providers of school or ELICOS courses must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:

- Y requirements for achieving satisfactory course progress for the course (St 8.7.1)
- Y processes for recording and assessing course progress (St 8.7.2)
- Y details of *Highlands Christian College's* intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress (St 8.7.3)
- Y processes for determining the point at which the student has failed to meet satisfactory course progress (St 8.7.4).

Under St 8.13, where *Highlands Christian College* has assessed the student as not meeting course progress or attendance requirements, *Highlands Christian College* must give the student a written notice as soon as practicable which:

- Y notifies the student that *Highlands Christian College* intends to report him/her for unsatisfactory course progress or unsatisfactory course attendance (St 8.13.1)
- Y informs the student of the reasons for the intention to report (St 8.13.2)
- Y advises the student of his/her right to access *Highlands Christian College's* complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days (St 8.13.3).

Under St 8.14, *Highlands Christian College* must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- Y *Highlands Christian College's* internal and external complaints processes have been completed and the decision or recommendation supports *Highlands Christian College* (St 8.14.1), or
- Y the student has chosen not to access *Highlands Christian College's* internal complaints and appeals process within the 20 working day period (St 8.14.2), or
- Y the student has chosen not to access the external complaints and appeals process (St 8.14.3), or
- Y the student withdraws from the internal or external appeals process after it has commenced by notifying in *Highlands Christian College* in writing (St 8.14.4).

Under St 8.15, *Highlands Christian College* may decide not to report the student for breaching the attendance requirements if the student is still attending at least 70 per cent of the scheduled course contact hours and the student provides genuine evidence demonstrating that compassionate or compelling circumstances apply (St 8.15.1).

If reporting a student in PRISMS under St 8, *Highlands Christian College* must inform the student of the need to seek advice from the Department of Home Affairs (Immigration) (contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>) on the potential impact on her/her visa (St 9.5.2), and meet any necessary refund requirements under *Highlands Christian College's* written agreement with the student.

Under St 5.6, if *Highlands Christian College* reports a student under 18 years old in PRISMS under St 8, and holds a CAAW for the student, *Highlands Christian College* must continue to approve welfare arrangements for the student until

- Y the student has alternative welfare arrangements approved by another registered provider (St 5.6.1), or
- Y care of the student by a parent or nominated relative is approved by Immigration (St 5.6.2), or
- Y the student leaves Australia (St 5.6.3), or
- Y *Highlands Christian College* has notified Immigration under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements or under Standard 5.5 that it has taken the required action after not being able to contact the student (St 5.6.4).

Under St 8.16, *Highlands Christian College* must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- Y there are compassionate or compelling circumstances, as assessed by *Highlands Christian College* on the basis of demonstrable evidence (St 8.16.1), or
- Y *Highlands Christian College* has implemented, or is in the process of implementing, an intervention strategy for the student because he/she is at risk of not meeting course progress requirements (St 8.16.2), or
- Y *Highlands Christian College* has approved deferral or suspension of the student's enrolment under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment) (St 8.16.3).

Under St 8.17, if *Highlands Christian College* extends the duration of the student's enrolment, *Highlands Christian College* must advise the student to contact the Department of Home Affairs (Immigration) (contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Student course progress

To achieve satisfactory course progress at *Highlands Christian College* a student must *[List requirements as per policy]*

- *Prep to Year 6: Maintain a sound achievement in all subjects studies*
- *Year 7 to Year 12: Achieve a Sound Achievement (SA) in English, Maths and 3 other subjects in any study period.*
- *Year 11 and Year 12: Demonstrate satisfactory course progress for the Senior Secondary Course, students must progressively accrue sufficient credit in Units in Years 11 and 12 to remain eligible for a Queensland Certificate of Education (QCE).*
- *Maintain a Bronze Level as per the College Honour Code and Behaviour Expectations*

Highlands Christian College assesses and records student course progress is documented in the end of Semester Reports for students from Prep to Year 12

When a student is identified at risk of not meeting course progress requirements, one or more of the following intervention strategies will be activated by the *by the ESL teacher / Subject Teacher / Director of Middle and Senior Years* depending on the year level and support needs of the student:

Strategy	Contact for Junior School Students	Contact for Middle School Students	Contact for Senior School Students
Subject tutorial support in class time	Class Teacher	Class Teacher / Student Support Staff	Class Teacher / Student Support Staff
After hours tutorial support	N/A	Learning Enrichment Department	Learning Enrichment Department
Mentoring	N / A	Pastoral Care	Pastoral Care
Additional ESL support	Learning Enrichment Department	Learning Enrichment Department	Learning Enrichment Department
Change of subject selection, or reducing course load (without affecting course duration)	N / A	Director of Middle Years	Director of Senior Years
Counselling -academic skills	Class Teacher	Subject Teacher	Subject Teacher
Counselling – time management	Class Teacher	Subject Teacher	Subject Teacher
Counselling - personal	College Counsellor	College Counsellor	College Counsellor
<i>Other</i>			

Student attendance

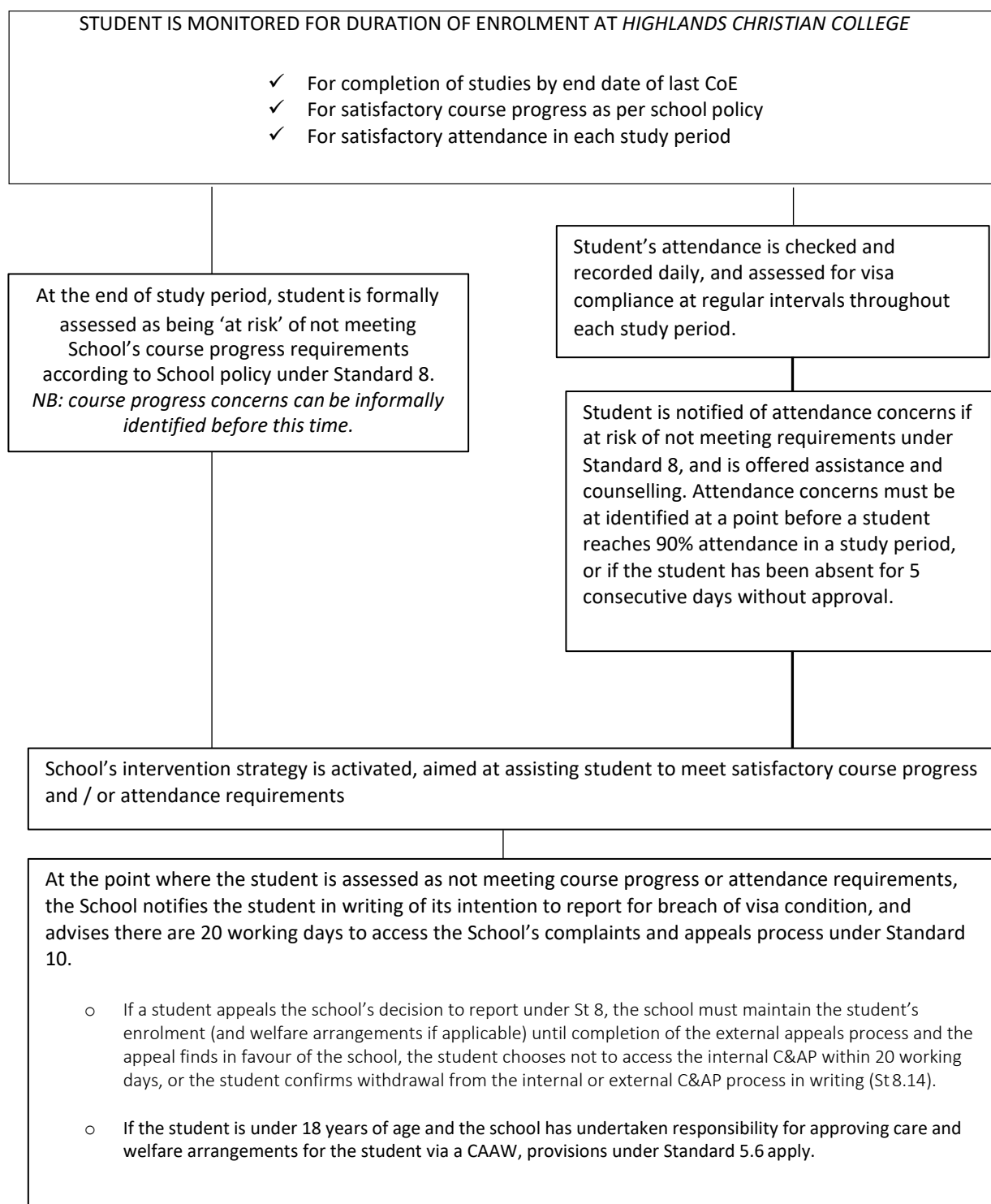
To achieve satisfactory attendance at *Highlands Christian College*, a student must

- *Attend a minimum of 90% of all teaching lessons*

When a student is identified at risk of not meeting attendance requirements, one or more of the following intervention strategies will be activated by the *Director of Middle Years and Director of Senior Years* depending on the year level and support needs of the student:

Strategy	Contact for Junior School Students	Contact for Middle School Students	Contact for Senior School Students
Counselling -academic skills	Class Teacher	Subject Teacher	Subject Teacher
Counselling – time management	Class Teacher	Subject Teacher	Subject Teacher
Counselling - personal	College Counsellor	College Counsellor	College Counsellor
Seeking medical opinion	Student Services	Student Services	Student Services
Interview with accommodation provider	Education Office Manager	Education Office Manager	Education Office Manager
Change of subject selection, or reducing course load (without affecting course duration)	N / A	Director of Middle Years	Director of Senior Years
<i>Other</i>			

It is the responsibility of the following staff member(s) to manage information about Highlands Christian College's visa monitoring obligations under St 8		
Staff Member	Action	Ref
<i>Directors of Middle Years and Senior Years / Education Office Manager</i>	<ul style="list-style-type: none"> Informing staff of <i>Highlands Christian College's</i> policy and processes for monitoring overseas students' course progress, attendance and course duration 	St 8.1-3
<i>Directors of Middle Years and Senior Years / Education Office Manager</i>	<ul style="list-style-type: none"> Informing staff of <i>Highlands Christian College's</i> policy and processes for identifying and supporting overseas students at risk of not meeting course progress, attendance and course duration requirements 	St 8.4
<i>Directors of Middle Years and Senior Years / Education Office Manager</i>	<ul style="list-style-type: none"> Informing overseas students of <i>Highlands Christian College's</i> requirements to achieve satisfactory course progress and attendance before they commence the course (and explaining the consequences of failing to meet these requirements). 	St 8.5
<p>Information about compliance with student visa conditions is provided to staff in these ways:</p> <ul style="list-style-type: none"> International Student Handbook Staff Professional Development Sessions <p>Information about compliance with student visa conditions is provided to students in these ways:</p> <ul style="list-style-type: none"> <i>International Student Handbook</i> 		
<p>Administrative documents relating to the School's policies and procedures related to course progress and attendance, including monitoring, intervention and reporting instances of non-compliance are</p> <ul style="list-style-type: none"> Overseas student Referral Form for Intervention [<i>Schools may use or adapt an existing form for referral to support services</i>] At risk letter for unsatisfactory course progress At risk letter for unsatisfactory attendance Letter of intention to report for unsatisfactory course progress Letter of intention to report for unsatisfactory attendance <p>See below for copies of these documents</p>		



It is the role of the following staff members to undertake these actions in administering the School's Course duration, course progress and attendance policies and procedures			
Staff Member	Action	Time frame	REF
FOR COURSE DURATION			
<i>Class Teacher (Primary) and Directors of Middle and Senior Years (Secondary)</i>	Monitor the student's course duration to ensure they will not need additional time in order to complete their course, and meet any other requirements under Standard 8	Throughout student's studies	St 8.3
FOR COURSE PROGRESS			
<i>Directors of Middle and Senior Years (Secondary)</i>	Determine staff roles and responsibilities for implementing School course progress policy, including requirements for achieving satisfactory course progress, activating intervention strategies and determining the point at which the student has failed to achieve satisfactory course progress	At time of policy creation, and when staff changes occur.	St 8.7
<i>Class Teacher / Subject Teacher</i>	Checking school reports in each subject/unit to determine if student is meeting requirements as per School policy and advising <i>[Insert name/role of staff member]</i> if student is at the point of needing intervention	Throughout student's studies, particularly at end of semester when report cards have been finalised	St 8.
<i>Directors of Middle and Senior Years</i>	Counselling student and arranging intervention strategies for student as needed to assist student meet course progress requirements. Advising parent (s) of action taken and enrolment implications of failing to meet course progress requirements.	When school reports have been checked and student identified as being at risk – follow up meeting with student within <i>[Insert timeframe]</i> Communicating with parent - <i>[Insert timeframe]</i>	St 8.7
<i>Class Teacher / Subject Teacher / Directors of Middle and Senior Years</i>	Monitoring student response to intervention strategies	When the School policy requirements trigger intervention at <i>[insert details of trigger point for school intervention strategy]</i>	St 8.7
<i>Directors of Middle and Senior Years (Secondary) /</i>	Assessing whether student is meeting visa condition for satisfactory course progress,	When the student is assessed as not being able to meet course progress	St 8.13

<i>Education Office Manager</i>	<p>and if not, notifying the student in writing of</p> <p>a) School's intention to report student to Department of Immigration</p> <p>b) Right to access to school's appeals processes must be within 20 working days</p>	<p>requirements as per Standard 8, and only after the intervention strategies have been activated and progress re-assessed.</p> <p>NB: If the student accesses the external appeals process, the school must await the outcome of this process before reporting the student in PRISMS. If the school has issued a CAAW for a student, welfare provisions under NC St 5.6 are applicable until a prescribed alternative is in place.</p>	
FOR COURSE ATTENDANCE			
<i>Principal</i>	Determine staff roles and responsibilities for implementing School attendance policy, including monitoring and recording attendance, method and frequency of attendance calculations, and point of intervention	At time of policy creation, and when staff changes occur.	St 8.6
<i>Student Services / Classroom Teacher</i>	Recording attendance and advising Assistant Principal Primary / Directors of Middle and Senior Years if student is absent more than 3 consecutive days without approval.	Daily, in accordance with school procedures	St 8.6.3 St 8.6.4
<i>Student Services / Education Office Manager</i>	Calculating percentage attendance for each overseas student and advising Assistant Principal Primary / Directors of Middle and Senior Years if student is approaching point of intervention	Every 4 weeks	St 8.6.2
<i>Directors of Middle and Senior Years</i>	<p>Contacting and counselling student where he/she has not attended for 3 consecutive days, and / or if he/she is at risk of not meeting attendance requirements, and arrange any necessary support and/or follow up.</p> <p>Advising parent(s) of absence and reason provided for absence and of any</p>	<p>Within <i>the week</i> of when the prescribed intervention points of 3 <i>days consecutive absences</i> have been reached</p> <p>Within <i>the day</i> of contacting/counselling student</p>	St 8.6.5

	implications for enrolment. (if applicable)		
<i>Directors of Middle and Senior Years / education Office Manager</i>	<p>Assessing whether student is meeting visa condition for satisfactory attendance, and if not, whether under school policy the provisions for allowing no less than 90% attendance applies (i.e. genuine compassionate and compelling circumstances exist under St 8.5.</p> <p>If St 8.5 provisions do not apply, notifying the student in writing of</p> <ul style="list-style-type: none"> a) School's intention to report b) Right to access to school's appeals processes within 20 working days 	<p>Throughout the semester, and as the reasons for student absence are confirmed.</p> <p>When the student is assessed as not being able to meet attendance requirements as per Standard 8 and only after intervention strategies have been activated.</p> <p>NB: If the student accesses the external appeals process, the school must await the outcome of this process before reporting the student in PRISMS. If the school has issued a CAAW for a student, welfare provisions under NC St 5.6 are applicable until a prescribed alternative is in place.</p>	St 8.13
FOR COURSE PROGRESS and COURSE ATTENDANCE			
<i>Education Office Manager</i>	Notifying the ESOS agency via PRISMS that the student is not achieving satisfactory attendance / course progress	<p>Only when</p> <ul style="list-style-type: none"> i. the internal and external complaints processes have been completed and the decision supports <i>Highlands Christian College</i> or ii. the student has chosen not to access the internal complaints and appeals process within the 20 working day period), or iii. the student has chosen not to access the external complaints and appeals process within the 20 <i>working days</i> timeframe in the policy, or iv. the student withdraws from the internal or external appeals processes by notifying in <i>Highlands Christian College</i> writing. 	St 8.14

Principal / education Office Manager	Notifying student/parent in writing, with reasons, of outcome of the school's complaints and appeals handling process; Keeping records as required under St 10.2.7	As soon as practicable after the internal process is completed.	St 10.2.6
Business Office	Giving refunds (if applicable) and meeting reporting obligations in the event of a student being reported for breaching visa requirements under Standard 8.	See <u>Timelines for Reporting Provider Obligations in Case Of Provider Default or Student Default and Checklist of Record Keeping and Reporting Obligations.</u>	ESOS Act 2000 s19 ESOS Act 2000 s47A-H ESOS Regs 2019 s11 & 12
The following staff member / department is responsible for reviewing and updating the above policy and procedures:			
Name of Department / Officer(s) Mr Michael Bray		Role(s) Principal	
This policy and these procedures should be checked and updated whenever there is a change in regulations about NC Standard 8 or in Department of Home Affairs (Immigration) regulations, or when existing policies need to be adapted or strengthened.			
THIS SECTION LAST UPDATED BY Mrs Melinda Paulo ON 21 August 2020			
Sample Student progress, attendance and course duration policy			
This policy is available to staff and to students.			
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.			
1. Course Progress			
a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.			
b) The course progress of all students will be assessed at the end of each study period of enrolment according to <i>Highlands Christian College's</i> course assessment requirements.			
c) Students who have begun part way through a study period / semester will be assessed according to <i>Highlands Christian College's</i> course assessment requirements after completing <i>one full Semester</i> . Students will need to demonstrate satisfactory course progress in any study period / semester. Prep to Year 6: <i>Achieve academic progress that allows the child to move to the next year level</i> Year 7 to Year 10: <i>Achieve a Sound Achievement (SA) in English, Maths and 3 other subjects in any study period. This will include completion of homework, assignments and class participation.</i> Year 11 and Year 12: <i>Demonstrate satisfactory course progress for the Senior Secondary Course, students must progressively accrue sufficient credit in Units in Years 11 and 12 to remain eligible for a Queensland Certificate of Education (QCE).</i>			

- d) If at the end of a study period a student does not achieve satisfactory course progress as described above, the *Principal* 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 Directors of Middle and Senior Years and the student to develop an intervention strategy for academic improvement. This may include;
 - i. *After hours tutorial support*
 - ii. *Subject tutorial support in class time*
 - iii. *Mentoring*
 - iv. *Additional ESL support*
 - v. *Change of subject selection, or reducing course load (without affecting course duration)*
 - vi. *Counselling – time management*
 - vii. *Counselling -academic skills*
 - viii. *Counselling - personal*
 - ix. *other intervention strategies as deemed necessary*
- di) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- dii) The student's individual strategy for academic improvement will be monitored over the following study period by Directors of Middle and Senior Years 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.
- diii) If the student does not achieve satisfactory course progress by the end of the next study period, *Highlands Christian College* will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 10 working days in which to access the school's internal complaints and appeals process. 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 *Highlands Christian College*, he/she may contact the Overseas Student Ombudsman at no cost. Please see *Highlands Christian College's Complaints and Appeals Policy* for further details.
- div) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 10 days, or the student withdraws from the complaints and appeals process by notifying the *Principal of Highlands Christian College* in writing, or
 - ii. the complaints and appeals process results in a decision in favour of the school.

2. Completion within expected duration of study

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each 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.

- c) The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
- d)
 - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with *Highlands Christian College's* Deferment, Suspension and Cancellation Policy.
- e) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 90% of scheduled course contact hours. *[NB the National Code St 8 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in St 8.15. School policy can require a higher minimum attendance rate.]*
- b) Student attendance is:
 - i. checked and recorded daily
 - ii. assessed regularly
 - iii. recorded and calculated over each study period.
- c) **Late arrival at school will be recorded and will be included in attendance calculations.**
- d) 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 Principal/Head of School.
- e) Any absences longer than 3 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by Student Services every week over a study period to assess student attendance using the following method:
 - i. Calculating the number of days the student would have to be absent to fall below the attendance threshold for a study period. A school may choose to calculate attendance using a formula based on the number of days absent. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.
 - ii. Attendance for any period of exclusion from class will be assessed under *Highlands Christian College's* Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching *Highlands Christian College's* attendance requirements will be contacted by email / 'phone and students will be counselled and offered any necessary support when they have absences totalling 10% in any study period.

- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Highlands Christian College will assess the student against the provisions of Item 3.j. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.j. 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 the school's internal complaints and appeals process
- i) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. the student withdraws from the complaints and appeals process by notifying the *Principal of Highlands Christian College* in writing,
 - iii. the complaints and appeals process results in a decision in favour of the school.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below, and
 - ii. the student's attendance has not fallen below 70% for the study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%, or number of study days x number of days per week x 30%.
- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, [insert position] will assess whether a suspension of studies is in the interests of the student as per Name of School's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the Name of School's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

4. 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) *Study period*
 - for the purpose of monitoring attendance, a *study period* is a *semester*
 - for the purpose of monitoring course progress in a Primary School or Junior Secondary School course, a *study period* is a *semester*
 - for the purpose of monitoring course progress in a Senior Secondary School course, a *study period* is a *Unit* of a subject or course of study (i.e., *Unit 1* or *Unit 2* in *Year 11* or *Units 3 and 4* in *Year 12*)
- e) *Learning Options* – the range of subjects and programs as outlined in *Learning Options 1.2.2* of the Queensland Curriculum and Assessment Authority (QCAA) QCE and QCIA Handbook 2019.

THE POLICY AND PROCEDURES FOR MONITORING COURSE DURATION, PROGRESS AND ATTENDANCE WAS LAST UPDATED BY Mrs Melinda Paulo ON 21 August 2020

Sample Overseas student referral form for intervention

[Schools may use or adapt an existing form for referral to support services]

Date:

Student name:

Year Level:

Referred by:

Reason for Referral:

Interview / Discussion Notes:

Agreed Actions:	Person responsible	Timeline
1.		
2.		
3.		
4.		
5.		

Agreed by:

Date for review / next meeting:

Follow up:

- ☐ Copy of meeting notes and actions to
- ☐ Appointment made with:

[Insert as appropriate – Parent, Form Teacher, Student Counsellor, ESL / Learning Support Teacher, Homestay host, etc.]

Follow up completed: Date:

Signed:

**THE OVERSEAS STUDENT REFERRAL FORM FOR INTERVENTION WAS LAST UPDATED BY Mrs Melinda Paulo
ON 24 February 2020**

Sample Letter for advising parent that student is at risk of not meeting course progress / attendance requirements

Date:

Student details:

Name:

Year Level:

[Study period: Insert as relevant e.g., Semester]

Parent details:

Dear.....

This letter is to inform you that *Name of Student* has been identified as being at risk of not meeting satisfactory [Insert as relevant course progress / attendance] requirements as outlined in Highlands Christian College's Student progress, attendance and course duration policy, attached.

To assist *Name of Student* meet these requirements, *Highlands Christian College* has [Insert details of meetings with student/ counselling sessions / intervention strategy arranged, and any relevant details that might impact on success of the intervention strategy].

Highlands Christian College will monitor *Name of Student's* progress in meeting requirements over the *next study period* and will keep you informed of any improvement, or alternatively, lack of improvement.

If these measures are not successful by *next term* or if *Name of Student* is not able to *achieve satisfactory course progress*, *Highlands Christian College* will be required to *report Name of Student* to the Department of Home Affairs (Immigration) for unsatisfactory attendance as required by the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Please contact [Insert name and contact details of staff member] for more details, or to discuss this situation.

Date:

**LETTER ADVISING PARENTS STUDENT IS AT RISK OF NOT MEETING COURSE ATTENDANCE / PROGRESS REQUIREMENTS
WAS LAST UPDATED BY Mrs Melinda Paulo ON 21 August 2020**

Sample Letter of intention to report for unsatisfactory course progress

Date:

Student name:

Year Level:

[Study period: Insert as relevant e.g., Semester]

Current Address:

Phone no:

Email address:

This letter is to inform you that *Highlands Christian College* intends to report you to the Department of Home Affairs (Immigration) for unsatisfactory course progress as required by the Education Services for Overseas Students Act 2000.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a 'registered course'
- maintain satisfactory course progress for each study period as required by your education provider
Students will need to demonstrate satisfactory course progress in any study period / semester.
Prep to Year 6: Achieve academic progress that allows the child to progress to the next year level.
Year 7 to Year 10: Achieve a Sound Achievement (SA) in English, Maths and 3 other subjects in any study period.
This will include completion of homework, assignments and class participation.
Year 11 and Year 12: Demonstrate satisfactory course progress for the Senior Secondary Course, students must progressively accrue sufficient credit in Units in Years 11 and 12 to remain eligible for a Queensland Certificate of Education (QCE).

According to our records, you have not achieved satisfactory course progress as defined in the National Code of the ESOS Act and the school's course progress policies and procedures attached/available in The Student Handbook. This is despite having been provided with the following support: *[List intervention measures to date]*

- ☐
- ☐

□

You have 20 working days in which to appeal the school's decision in accordance with sections 4 and 5 of the school's Complaints and Appeals Policy. Please see attached.

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course, for your visa to remain valid.

Depending on the outcome of the appeals process, you may be reported to the Department of Home Affairs (Immigration) for breach of the course progress requirement and notified of termination of your enrolment at *Highlands Christian College*.

Highlands Christian College

Date:

THE LETTER OF INTENTION TO REPORT FOR UNSATISFACTORY COURSE PROGRESS WAS LAST UPDATED BY Mrs Melinda Paulo ON 21 August 2020

Sample Letter of intention to report for unsatisfactory attendance

Date:

Student name:

Year Level:

Study period: [*Insert relevant Semester*]

Current Address:

Phone no:

Email address:

This letter is to inform you that *Highlands Christian College* intends to report you to the Department of Home Affairs (Immigration) for unsatisfactory attendance as required by the Education Services for Overseas Students Act 2000.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- ☐ maintain enrolment in a 'registered course'
- ☐ maintain satisfactory attendance in your course for each study period as required by your education provider

According to our records, you have not achieved satisfactory course attendance as defined in the National Code of the ESOS Act and the school's Course Progress and Attendance Policy attached/available in International Student Handbook. This is despite having been provided with the following support: [*List intervention measures to date*]

- ☐
- ☐
- ☐

You have 20 working days in which to appeal the school's decision in accordance with sections 4 and 5 of the school's Complaints and Appeals Policy. Please see attached.

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course, for your visa to remain valid.

Depending on the outcome of the appeals process, you may be reported to the Department of Home Affairs (Immigration) for breach of the attendance requirement and notified of termination of your enrolment at *Highlands Christian College*.

Highlands Christian College

THE LETTER OF INTENTION TO REPORT FOR UNSATISFACTORY ATTENDANCE WAS LAST UPDATE BY Mrs Melinda Paulo ON 24 February 2020

Sample Letter of notification that enrolment will not be cancelled

Date:

Student name:

Year Level:

Current Address:

Phone no:

Email address:

This letter is to inform you that your appeal against reporting you to Department of Home Affairs (Immigration) for failing to meet satisfactory [insert as applicable course progress / attendance] has been successful.

Your enrolment will not be cancelled because of the following reasons:

[Insert reasons / OSO findings, etc]

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course, and maintaining satisfactory attendance and course progress for your visa to remain valid.

Highlands Christian College

THE LETTER OF NOTIFICATION THAT ENROLMENT WILL NOT BE CANCELLED WAS LAST UPDATE BY Mrs Melinda Paulo ON 24 February 2020

Sample Letter of notification that enrolment will be cancelled

Date:

Student name:

Year Level:

Current Address:

Phone no:

Email address:

This letter is to inform you that your appeal against reporting you to Department of Home Affairs (Immigration) for failing to meet satisfactory *[insert as applicable course progress / attendance]* has not been successful.

Your enrolment will be cancelled as of --/--/-- because of the following reason:

[Insert reason(s) as applicable:]

- You have chosen not to access *Highlands Christian College's* complaints and appeals process within 20 working days
- The outcome of *Highlands Christian College's* complaints and appeals process has found in favour of the *Highlands Christian College* *[provide an explanation of why the appeal was unsuccessful]*
- You have advised the Principal in writing you are withdrawing from *Highlands Christian College's* complaints and appeals process

Highlands Christian College will now notify Department of Home Affairs (Immigration) that your enrolment has been cancelled for failure to meet *[insert as applicable course progress / attendance]* requirements. You will need to contact the Department of Home Affairs (Immigration) (contact details available at: <https://immi.homeaffairs.gov.au/help-support/contact-us>) to seek advice on any potential impacts on your visa, including the need to obtain a new visa.

[Insert any further instructions/advice to student prior to leaving the school, e.g., returning textbooks, etc.]

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course. If you wish to seek re-enrolment with another education provider, you should do this within 28 days of your termination of enrolment at *Highlands Christian College* to avoid possible visa cancellation.

[If applicable: Even though you are no longer be enrolled with *Highlands Christian College* as of --/--/-- , you will need to maintain approved arrangements for welfare and accommodation until another education provider enrolls you and takes over responsibility for approving arrangements, or until a relative approved by the Department of Home Affairs (Immigration) takes responsibility for your care and accommodation, or you depart Australia.]

Highlands Christian College

THE LETTER OF NOTIFICATION THAT ENROLMENT WILL BE CANCELLED WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

Overseas students support services	
References: NC B St 6	
<i>[Schools should use this section to briefly outline school pastoral care or other internal processes which will allow the school to demonstrate that it provides a safe and supportive environment for overseas students, NC B St 6.]</i>	
Highlands Christian College provides students with support services to assist them adjust to study and life in Australia and to enable them to achieve expected learning outcomes. See Section 2 for staff roles and responsibilities for supporting overseas students.	NC B St 6 St 6.1.1 St 6.3 St 6.9
<p>In addition to the intervention processes identified in Section XX, <i>Highlands Christian College</i> provides a safe environment for students and identifies and supports students at risk in these ways:</p> <ul style="list-style-type: none"> Y On campus security measures <ul style="list-style-type: none"> o visitor sign in system o staff on playground duty at all times during school hours o after hours security service / lighting Y Pastoral Care System Y Buddy system Y Academic / Careers Counselling Program for Years 9 and 12 Y Counselling staff Y Personal Development Program that includes strategies for maintaining wellbeing Y Learning Enrichment Department 	
All staff members involved in these processes are responsible for reporting to the appropriate staff member or the designated overseas student contact officer any overseas students identified as being at risk in the school <i>pastoral care/ academic counselling</i> program.	
THIS SECTION LAST UPDATED BY Mrs Melinda Paulo ON 29 July 2020	

Overseas student orientation program		
References: NC B St 6, NC B St 8, NC B St 10		
<p>It is a requirement under the National Code 2018 that <i>Highlands Christian College</i> must assist full fee paying overseas students to adjust to study and life in Australia through an age and culturally appropriate orientation program that includes information about:</p> <ul style="list-style-type: none"> • Student support services available to assist on the transition to life and study in a new environment • Enhancing personal security and safety, both at school and while living in Australia • English language and study assistance programs • Legal services • Emergency and health services • How to seek assistance for and report an incident that significantly impacts student well-being, including critical incidents • School facilities and resources • Complaints and appeals processes • School Course progress and Attendance policies (to meet relevant visa conditions) • Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman or Department of Immigration: <ul style="list-style-type: none"> ○ https://www.fairwork.gov.au/ ○ https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#When 		NC B St 6 St 6.1.1-9 St 6.9.1-3 St 8.5 NC B St 6 St 6.3 NC B St 8 NC B St 8.5
The following staff member(s) / department is responsible for ensuring overseas students:		
<i>Mrs Melinda Paulo Education Office Manager</i>	Delivering and ensuring all new overseas students undertake the School Orientation Program as per Standards 6.1.1-8 and St 6.9.1-3	NC B St 6 St 6.1.1-8 St 6.2 St 6.3 St 6.9.1-3
<i>Mrs Melinda Paulo Education Office Manager</i>	Providing any overseas students who request assistance from the school in relation to the services/programs communicated through the orientation program with relevant information or referrals.	NC B St 6 St 6.2 St 6.3
Additionally, the following staff member(s) / department(s) are responsible for assisting students to access support services to assist with issues that may arise during their studies, as required under Standard 6.3 of the National Code 2018, including		NC B St 6 St 6.3 St 6.4 NC B St 8 St 8.5
<i>Class Teacher / Directors of Middle and Senior Years</i>	services designed to assist students to meet course progress and attendance requirements	
<i>Directors of Middle and Senior Years</i>	co-ordinate intervention strategies for course progress as necessary	
<i>Directors of Middle and Senior Years</i>	co-ordinate intervention strategies for attendance as necessary	
<i>Mrs Melinda Paulo Education Office Manager</i>	welfare related support services to assist students with accommodation issues arising during their study	
<i>Mrs Melinda Paulo Education Office Manager</i>	welfare related support services to assist students with other issues arising during their study	
Documents / materials / activities used for the School's Student Orientation Program are:		
<ul style="list-style-type: none"> • Student Orientation Checklist 		

- Student Handbook / arrival package
- Tour of school facilities
- Meeting key staff members
- Follow up meetings in first few weeks

Student Orientation Program materials are located

Y Education Office

See [Appendix](#) for examples of Student Orientation Program materials and checklist.

The following staff member / department is responsible for reviewing and updating the School Overseas Student Orientation Program:

<i>Name of Department / Officer(s)</i>	<i>Role(s)</i>
<i>Mrs Melinda Paulo</i>	<i>Education Office Manager</i>

This policy should be checked and updated whenever there is a change in regulations about NC Standard 6, or when existing policies need to be adapted or strengthened.

THIS SECTION LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020

Sample School Overseas student orientation checklist

Student Name:

Grade:

Arrival Date:

Week 1 checklist

Orientation and School Tour Week 1, Day 1

Student has been introduced to:

- ☐ Principal
- ☐ Pastoral Care Teacher
- ☐ Directors of Middle and Senior Years - Academic Studies
- ☐ Education Office Manager
- ☐ College Counsellor
- ☐ ESL Teacher / Learning Enrichment
- ☐ Student Buddy for Week 1

Staff member:

Date:

Student has / understands:

- ☐ Mobile phone or how to use pay phone
- ☐ Emergency contact number of staff member
- ☐ Accommodation contact number
- ☐ Emergency number for fire, police etc is 000 in Australia or 112 from a mobile 'phone
- ☐ How to travel to and from school
- ☐ All school uniform requirements
- ☐ How to seek assistance on and off campus
- ☐ Bank account (if appropriate)

Staff member:

Date:

Student has received information about:

- ☐ Personal security and safety, both at school and while living in Australia
- ☐ How to seek assistance and report significant incidents that affect well-being, including critical incidents
- ☐ OSHC
- ☐ Complaints and Appeals Processes
- ☐ Available student support services
- ☐ English language and study assistance programs
- ☐ Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman or Department of Home Affairs (Immigration)
- ☐ Legal services available to students
- ☐ Student visa conditions relating to course progress and attendance

- ☐ Grounds for suspension or cancellation of enrolment
- ☐ Student Transfer Assessment Policy
- ☐ School Calendar
- ☐ School Rules and Code of Conduct
- ☐ Subject selection, textbooks, etc
- ☐ Assessment policies and requirements
- ☐ Extra-curricular activities, clubs, etc

Staff member:

Date:

Other Information/Activities:

- ☐ Information about Cultural Awareness/Culture Shock/Adjusting to life in a new environment
- ☐ Orientation to local area – shops, recreational areas, etc

Staff member:

Date:

Student interviews to check adjustment:

- ☐ End of Week 2

Staff member:

Date:

- ☐ End of Week 4

Staff member:

Date:

- ☐ End of Week 6

Staff member:

Date:

☐ End of Week 8

Staff member:

Date:

☐ End of Week 12

Staff member:

Date:

**THE OVERSEAS STUDENTS ORIENTATION PROGRAM AND CHECKLIST WAS LAST UPDATED BY Mrs Melinda Paulo
ON 24 February 2020**

Staff orientation/induction to ESOS framework			
Ref: NC B St 6			
It is a requirement under the National Code 2018 that <i>Highlands Christian College</i> ensures that staff members who interact directly with full fee paying overseas students are aware of the School's obligations under the ESOS framework and the potential implications for students arising from the exercise of the obligations.			NC B St 6 St 6.7
Relevant information about the School's obligations under the ESOS framework is provided to appropriate staff members in the following ways:			
TO	BY	HOW	WHEN
Senior Management Staff	Education Office Manager	In Service	Scheduled Meeting
Administrative Staff	Education Office Manager	In Service	Scheduled Meeting
Mainstream Teaching Staff	Directors of Middle and Senior Years	In Service	Scheduled Meeting
ESL Support Staff	Directors of Middle and Senior Years	In Service	Scheduled Meeting
Counselling and Student Support Staff	Directors of Middle and Senior Years	In Service	Scheduled Meeting
Marketing Staff	Education Office Manager	In Service	Scheduled Meeting
Accommodation Support Staff	Education Office Manager	In Service	Scheduled Meeting
Staff responsible for monitoring compliance with visa conditions under NC B St 8.	Education Office Manager	In Service	Scheduled Meeting
<i>Other</i>			
The following staff member / department is responsible for informing new staff members who take up duties outside of staff information sessions of relevant obligations under the ESOS framework			
<i>Name of Department / Officer(s)</i> <i>Mrs Melinda Paulo</i>		<i>Role(s)</i> <i>Education Office Manager</i>	
Materials / Resources for Staff Induction / Orientation to ESOS include: <div><div>Y</div>Websites listed in Appendices 8 and 9 (for Compliance and Resources)</div> <div><div>Y</div>This Staff Handbook</div> <div><div>Y</div>International Student Handbook</div>			
The following staff member / department is responsible for reviewing and updating the School Staff Orientation/Induction to ESOS:			
<i>Name of Department / Officer(s)</i> <i>Mrs Melinda Paulo</i>		<i>Role(s)</i> <i>Education Office Manager</i>	
This policy should be checked and updated whenever there is a change in regulations about NC Standard 6, or when existing policies need to be adapted or strengthened.			
THE STAFF INDUCTION/ ORIENTATION PROCESS WAS LAST UPDATED BY Mrs Melinda Paulo ON 24 February 2020			

Appendices

Marketing

List items/locations of marketing materials

- Y College Website: <http://highlandschristiancollege.com/>
- Y College Facebook Page: <https://www.facebook.com/highlands.christiancollege>
- Y College Instagram Page: <https://www.instagram.com/highlands.christiancollege>
- Y College Catch-Up: Weekly e-newsletter to parents
- Y **International Student Handbook**

International Webpage documents

Provide link for international school webpage(s) and links for / list of documents provided to overseas students via website, e.g,

- Y Enrolment application form
- Y Policies
 - o *Entry Requirements Policy*
 - o *Accommodation and Welfare Policy*
 - o *Complaints and Appeals Policy*
 - o *Course Progress and Attendance Policy*
 - o *Student Transfer Request Assessment Policy*
 - o *Deferment, Suspension and Cancellation Policy*
 - o *Behaviour Policy/Code of Conduct*
 - o *Fees Policy / Schedule*
 - o *Refund Policy*
- Y Course Outlines:
 - Years 11 – 12
 - Years 9 - 10
 - Years 7 - 8

International Student handbook

THE STUDENT HANDBOOK WAS LAST UPDATED BY Mrs Melinda Paulo ON 03 March 2020

Checklist of Administrative documents –letters and proformas

(excluding documents for management of education agents*)

[Sample copies are provided or suggested]

- ☐ *Student application for deferment of commencement or suspension of studies*
- ☐ *School letter for informing student of intention to suspend or cancel enrolment*
- ☐ *School letter for informing student of intention to suspend or cancel enrolment in the case of extenuating circumstances*
- ☐ *Student application for Letter of Release*
- ☐ *School's Letter of Grant*
- ☐ *School Letter of refusal to release*
- ☐ *School Letter 1 advising student to access school's internal complaints and appeals process*
- ☐ *School Letter 2 advising student of outcomes of complaints and appeals process, reasons for decisions made and advice about external appeals*
- ☐ *School Letter 3: stand-alone letter giving student information about accessing the school's external complaints and appeals process*
- ☐ *School Letter of offer*
- ☐ *Letter of intention to report for unsatisfactory course progress*
- ☐ *Letter for advising parent student is at risk of not meeting course progress / attendance requirements*
- ☐ *Letter of intention to report for unsatisfactory attendance*
- ☐ *Letter of notification that enrolment will not be cancelled*
- ☐ *Letter of notification that enrolment will be cancelled*
- ☐ *Proforma for monitoring agent interactions*
- ☐ *Pro forma for Critical Incident Report*
- ☐ *Student Orientation Program Checklist*
- ☐ *Pro forma for recording responses and actions in relation to student complaints*
- ☐ *Letter advising student to access School's internal Complaints and appeals process*
- ☐ *Letter advising student of outcomes of Complaints and appeals process and reasons for decisions made*
- ☐ *Letter giving student information about accessing the School's external Complaints and appeals process*
- ☐ *Sample of Student Orientation Information*
- ☐ *Overseas Student Referral Form for Intervention*

**THE CHECKLIST OF SCHOOL ADMINISTRATIVE DOCUMENTS WAS LAST UPDATED BY
ON 03 March 2020**

Mrs Melinda Paulo

Checklist: Records of other documents		
DOCUMENT	REFERENCE	LOCATION / ATTACHED
Y Evidence of Australian Residency and business registration	NC B St 11	
Y Copy of accreditation certificate or letter which shows the full legal entity and the trading name, and period of accreditation of the institution	NC B St 11	
Y Course Registration Submission <ul style="list-style-type: none"> o sample of marketing material for each course (should include course description and statement about learning and assessment strategies) o sample student timetable for each course o copy of annual school calendar o details of any work-based training o advice in writing to the International Quality (Schools) Unit of all providers involved in providing a registered course, and copy of written agreements with any RTO's if school is not an RTO (and overseas students are undertaking VET components delivered by an RTO) o request in writing to the International Quality (Schools) Unit to approve any other providers involved in providing a registered course, or any off campus premises used to deliver components of a registered course o 	NC B St 11 NC B St 2.1	College Website
Y Evidence of <ul style="list-style-type: none"> a) having the principal purpose of providing education; and b) clearly demonstrating capacity to provide education of a satisfactory standard. 	ESOS Act 2000 s9 & s9A	College Website
Y		
THE CHECKLIST FOR OTHER RECORDS/DOCUMENTS WAS LAST UPDATED BY Mrs Melinda Paulo ON 03 March 2020		

Websites (Compliance)	
Y	International Quality Unit (CRICOS) https://www.qld.gov.au/education/international/pages/cricos.html
Y	Education Services for Overseas Students (ESOS) Framework (Commonwealth legislation)
Y	https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
Y	PRISMS https://prisms.education.gov.au/Logon/Logon.aspx and
Y	PRISMS User Guide_ https://prisms.education.gov.au/Information/ShowInformation.aspx?Doc=Provider_User_Guide&key=information-provider-user-guide&Heading=
Y	Department of Home Affairs_ https://www.homeaffairs.gov.au/

	https://immi.homeaffairs.gov.au/home
Y	Bluecard Services_ www.bluecard.qld.gov.au
Y	Overseas Students Ombudsman http://www.ombudsman.gov.au/How-we-can-help/overseas-students
Y	Tuition Protection Service www.tps.gov.au
THE LIST OF WEBSITES (COMPLIANCE) WAS LAST UPDATED BY Mrs Melinda Paulo ON 03 March 2020	

Websites (Other)	
Y	Austrade_ http://www.austrade.gov.au
Y	Austrade Education Market Profiles_ https://www.austrade.gov.au/Australian/Education/Countries
Y	Austrade Future Unlimited Online Living in Australia Guide_ http://www.studyinaustralia.gov.au/global/live-in-australia
Y	Australian Curriculum Assessment and Reporting Authority_ https://www.acara.edu.au/curriculum
Y	Australian Government Department of Education and Training - eligibility for temporary visa holders helpline (for determining Australian Government financial assistance for school programmes) Phone: 1 800 677 027 (Option 1 then Option 3) or e: grantsanddatahelp@education.gov.au
Y	Australian Qualifications Framework_ http://www.aqf.edu.au/
Y	The Australasian Curriculum, Assessment and Certification Authorities (ACACA)_ http://acaca.bos.nsw.edu.au
Y	Department of Foreign Affairs and Trade http://www.dfat.gov.au
Y	Fair Work Ombudsman_ https://www.fairwork.gov.au/
Y	Independent Schools Council of Australia_ www.isca.edu.au
Y	International Education Association of Australia (IEAA)_ www.ieaa.org.au
Y	Interstate Student Data Transfer Note and Protocol for Non-government Schools_ http://www.educationcouncil.edu.au/EC-Reports-and-Publications/EC-ISDTN/EC-ISDTN---Non-Gov-Schools.aspx
Y	ISANA www.isana.org.au Student Handbook Template http://www.isana.org.au/the-rainbow-guide
Y	Office of the Australian Information Commissioner - Privacy https://www.oaic.gov.au/privacy-law/ and https://www.oaic.gov.au/agencies-and-organisations/guides/
Y	Education Agents Training Course_ http://www.eatc.com/
Y	Migration Agents Registration Authority https://www.mara.gov.au/

- Y NEAS Australia_
<http://www.neas.org.au/home/>
- Y Overseas Student Health Cover (OSHC)_
<https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>
- Y Privacy Manual for Non-Government Schools
Website: <http://www.isca.edu.au>
- Y Queensland Curriculum and Assessment Authority (QCAA)_
<http://www.qcaa.qld.edu.au/> (Search site for “visastudents”)
- Y Queensland’s International Education and Training Strategy.
<https://www.tiq.qld.gov.au/iet-strategy/>
- Y Study Queensland Website_
www.studyqueensland.qld.edu.au
- Y Study in Australia_
<http://studyinaustralia.gov.au>
- Y Tourism Australia_
<http://www.australia.com>
- Y Translating and Interpreting Service (TIS)
Phone: 131 450 (within Australia)_
<http://www.tisnational.gov.au/>

THE LIST OF WEBSITES (OTHER) WAS LAST UPDATED BY Mrs Melinda Paulo

ON 03 March 2020

Acronyms	
ACL	Australian Consumer Law
APPs	Australian Privacy Principles
ARC	Annual Registration Charge (CRICOS registration)
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students http://cricos.education.gov.au/
CRICOS Registration	See https://internationaleducation.gov.au/Regulatory-Information/Provider-Registration/Getting-Started/Pages/default.aspx and https://www.qld.gov.au/education/international/pages/cricos.html
DoE	Australian Government Department of Education http://www.education.gov.au ; www.internationaleducation.gov.au
DSA	Designated State authority
EATC	Education Agents Training Course http://www.eatc.com/
CAAW	Confirmation of Approval of Accommodation and Welfare (letter created in PRISMS)
CoE	Confirmation of Enrolment (created in PRISMS)
ELICOS	English Language Intensive Course for Overseas Students
ELT	English Language Training
EQI	Education Queensland International www.eqi.com.au
ESL	English as a Second Language
ESOS (Act)	Education Services for Overseas Students (Act) see ESOS Framework
ESOS Framework	Commonwealth legislation including the National Code of Practice 2018 which is related to the ESOS Act 2000 https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
FWO	Fair Work Ombudsman https://www.fairwork.gov.au/
HA	Department of Home Affairs (Immigration) https://www.homeaffairs.gov.au/ ; https://immi.homeaffairs.gov.au/home
IEAA	International Education Association of Australia Inc. – organisation for international education professionals http://www.ieaa.org.au/
IELTS	International English Language Testing System http://www.ielts.org/
IETU	International Education and Training Unit in TIQ. Now known as Study Queensland. See Queensland's International Education and Training Strategy https://www.tiq.qld.gov.au/iet-strategy/
ISANA	International Education Association http://www.isana.org.au/
ISCA	Independent Schools Council of Australia www.isca.edu.au
ISDTN	Interstate Student Data Transfer Note and Protocol for Non-government Schools http://www.educationcouncil.edu.au/EC-Reports-and-Publications/EC-ISDTN/EC-ISDTN---Non-Gov-Schools.aspx
ISLPR	International Second Language Proficiency Rating http://www.islpr.org/
ISQ	Independent Schools Queensland www.isq.qld.edu.au and https://www.isq.qld.edu.au/about-independent-schools/international-students
LOTE	Language Other Than English
NEAS	National ELT Accreditation Scheme http://www.neas.org.au/
NC (The National Code of Practice)	National Code of Practice for Providers of Education and Training to Overseas Students 2018 – part of the ESOS framework https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx
NCEC	National Catholic Education Commission http://www.ncec.catholic.edu.au/

NLLIA ESL Bandscales	National Languages and Literacy Institute of Australia ESL Bandscales (for rating English language proficiency) To order a copy: Contact Reception at ISQ T: 07 3228 1515. (ISQ member schools can enrol in Bandscales Course in Connect & Learn.)
OSHC	Overseas Student Health Cover see https://www.studyinaustralia.gov.au/english/live-in-australia/insurance
OSO	Overseas Students Ombudsman http://www.ombudsman.gov.au/How-we-can-help/overseas-students
PRISMS	Provider Registration and Overseas Student Management System https://prisms.education.gov.au/Logon/Logon.aspx
PTE	Pearson Test of English http://pearsonpte.com/Pages/Home.aspx
QCEC	Queensland Catholic Education Commission http://www.qcec.catholic.edu.au/
SCV	Student Course Variation. The record a user with CoE Administrator access creates when reporting non-compliance of a student or a change to course details for the student's original CoE. (See SCV Quick Reference Guide for details.)
SSVF	Simplified Student Visa Framework
Study Queensland	Public website for overseas students: https://www.studyqueensland.qld.gov.au/ . Also name of business unit in Trade and Investment Queensland (formerly IETU). See https://www.tiq.qld.gov.au/iet-strategy/ .
TIQ	Trade and Investment Queensland (see offices and contacts) http://www.tiq.qld.gov.au/
TESOL	Teaching of English to Speakers of Other Languages
TOEFL	Test of English as a Foreign Language www.toefl.org
TPS	Tuition Protection Service https://tps.gov.au/Home/NotLoggedIn
VEVO	Visa Electronic Verification Online https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online
THE LIST OF ACRONYMS WAS LAST UPDATE BY Mrs Melinda Paulo ON 03 March 2020	