

# Overseas Students Handbook

Pacific Hills

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Christian School

# Welcome

Pacific Hills Christian School values the contribution international students make to the School Community. We welcome all our Overseas Students and as a School, we will do all we can to ensure you are able to do your best academically and feel well supported in all areas of your life.

The Pacific Hills Christian School Overseas Student Program is aimed at providing education for students who wish to have the benefits of a Christian education, while gaining entry to Australian universities through the award of the New South Wales Higher School Certificate.

Christian education is committed to academic and moral excellence, and involves learning and practising Christian values and a spiritual relationship with the Lord Jesus Christ. This relationship is expressed in part, in such things as prayer, Bible reading, attending Church and a sense of confidence and purpose in one's life.

The School has various personnel who have been appointed to assist you:

- The **Overseas Students Liaison Officer (OSLO)** – Mrs Sakoulas: checks you are settling in well and that the information we require is kept up-to-date.
- The **School Counsellors** – Mrs Bingham, Mrs Liney and Mrs Graham are available for any counselling needs.
- Your **Pastoral Care Teacher** will care for your welfare on a daily basis.
- Your **Year Advisor** will deal with matters that are of a more serious nature.
- Your **Class Teachers** will support you in your academic studies.
- Where your level of English is of concern, the **EAL/D Teacher**, Mrs Sakoulas, will offer English support.
- The **Director of Enrolments**, Mrs Marie-Louise FitzGerald, checks the details of your enrolment in school and maintains records of visa, medical and family/guardianship/homestay details.

## General Information

### Location

Pacific Hills Christian School is located in Dural on the North-Western outskirts of Sydney in the state of New South Wales. The School is approximately 35 kilometres from the city centre.

### What We Offer

Pacific Hills Christian School offers many advantages to overseas students. The greatest benefit is Christian Education of a high academic standard. Please consider the following reasons for choosing Pacific Hills:

- Christian education acceptable to all denominations
- High academic standards
- Low student/teacher ratios
- All lessons in English
- Specialist English teachers available to help students
- Fully qualified and dedicated staff
- Pastoral assistance and support for all students

### Homestay

Overseas students who are not living with a parent or close family member are placed with Christian families and are expected to participate in host family activities and at all times to behave in a respectful manner. Homestay includes meals and access to all facilities and some participation in duties in the home. The School will monitor homestay arrangements.

Overseas students with school approved Welfare and Accommodation arrangements, such as Homestay students who are not living with a parent or parent nominated relative or custodian, are not permitted to make any change to their living arrangements without the prior written approval of the school.

## Language Instruction

All instruction is conducted in English. A specialist teacher is on hand to help students with the English language including any language difficulties students may have with other subjects. In Years 7 to 12 all students will study English and most will have additional special English as an Additional Language/Dialect (EAL/D) support.

All students are assessed prior to being accepted into the School. Students with low English competency will be required to complete an intensive English (ELICOS) program prior to enrolling in the School.

## Entrance into Pacific Hills Christian School

Students who apply to enter Pacific Hills Christian School are usually required to take a written English test. Academic results and reports from previous years at school are carefully considered with the results of the English test, along with other information pertaining to eligibility of entry. Each application is considered as an individual case and students are advised of the Year level which is recommended for their entry to the School.

Enrolment may only proceed conditional on all English language proficiency requirements being met.

## The School Year

The school year commences at the end of January and continues until December. Year 12 students finish in November upon completion of their Higher School Certificate exams. There are four terms in each School year. Term dates are available on the School website and in the School diary issued to students. It is an expectation that students adhere strictly to the term dates and make their travel plans accordingly. Pacific Hills Christian School allows some students to commence studies during the year.

## Uniform

The uniform of Pacific Hills Christian School is compulsory and may be purchased at the School uniform shop, Hannahs. The current uniform price list is available on the school website.

## Textbooks and Stationery

You will be provided with a textbook and stationery list each year. Some books are now available in ebook format.

## Technology Requirements

K-6 students are provided a school supplied iPad for use at school. Year 7-12 students are required to bring their own laptop. While no brands or models are mandated by the school, this [link to requirements and recommendations](#) will assist when deciding on a device and the software required.

Please note: All students are provided a Microsoft O365 subscription which gives access to apps such as Word, Excel and PowerPoint - available from the start of the school year.

## Excursions and Camps

Excursions and camps are an integral part of the curriculum and provide opportunities for research and learning experiences which are vital to the overall academic program. Attendance of students at excursions and camps is compulsory.

## Parent Communication

Parents/guardians will be notified of student progress and mid-year and final examination results by the School. If any serious situation arises parents will be notified immediately and the student will be counselled by teachers and other advisers. Every assistance will be given to students should difficulties arise. Parents/guardians will be provided with access to the school database via Parent Lounge and can view relevant student information.

## Course Attendance (See Appendices for Monitoring Course Attendance Policy)

Pacific Hills Christian School monitors overseas students' course attendance by regularly checking our attendance register to assess whether our students meet the minimum attendance requirement of 80 per cent of the scheduled contact hours.

Pacific Hills Christian School considers a student at risk of not meeting minimum course attendance if, after the first 6 months:

- The student has not achieved 80% attendance of course hours within the six months.
- Despite intervention and appropriate counselling the student has continued to have absences that are not due to 'compassionate or extenuating circumstances'.
- The student has missed significant amounts of class hours (20%) for one or more subjects during this period, despite being in School at a higher than 80% level on a daily basis. This is calculated from our attendance records.

### **Measuring Attendance:**

- The Overseas Students Liaison Officer will liaise with Staff regarding the attendance of Overseas Students. Any student of concern will be spoken to by the class teacher and/or Pastoral Care teacher and reminded of attendance obligations. The OSLO will also be alerted so that the student's attendance is checked weekly to ensure there is improvement and the student is not at risk of not meeting attendance requirements.
- If a student is deemed to be at risk of falling short of attendance requirements, the OSLO is to arrange a meeting with the Year Advisor. Parents/guardians will be notified.
- If deemed necessary (due to continual lateness or absences), a further meeting with the HOS and Counsellor will be arranged. Parents may be required to attend. A formal warning will be issued.
- The students' attendance will be checked on a two-weekly cycle to ensure there is improvement. Continual absence without due reason will result in further Warning Letter/s. If there is no improvement despite appropriate intervention, a third Warning Letter will mean that the student can be reported for breach of visa conditions.
- The OSLO is responsible for checking student attendance from TASS records every six months.

## Course Progress (See Appendices for Monitoring Course Progress Policy)

Pacific Hills Christian School considers a student at risk of not meeting minimum course progress requirements if, after the first 6 months:

### Years K-6

In determining Course Progress, we will consider the following:

- Achievement of Satisfactory and above in a majority of Course Learning Outcomes
- Achievement of a level of Satisfactory and above on majority of Learning Behaviours
- Achievement of a Course Grade deemed satisfactory, considering the nature of the course, student effort and skills. Course Grade will include Course Assessment Mark, Examination Results and results on other marked tasks.
- Evidence of due diligence and effort in completing course requirements, evidenced through areas such as School Reports and Effort Tracking.

This process will occur in consultation with the Class Teacher/Home Room Teacher and Stage Coordinator/Faculty Head Teacher, Counsellor as well as the EAL/D teacher as appropriate.

Students will be deemed at risk if they are failing to meet these requirements despite appropriate intervention, adjustment to tasks and/or support from the EAL/D teacher.

### Years 7-10

In determining Course Progress, we will consider the following:

- Achievement of Satisfactory and above in a majority of Course Learning Outcomes.
- Achievement of a level of Satisfactory and above on majority of Learning Behaviours.
- Achievement of a Course Grade deemed satisfactory, considering the nature of the course, student effort and skills. Course Grade will include Course Assessment Mark, Exam Results and results on other marked tasks.
- Evidence of due diligence and effort in completing course requirements evidenced through areas such as School Reports and Effort Tracking.

This process will occur in consultation with the Class Teacher/Home Room Teacher/Pastoral Care Teacher and Stage Coordinator/Faculty Head Teacher, Counsellor as well as the EAL/D teacher as appropriate.

Students will be deemed at risk if they are failing to meet these requirements despite appropriate intervention, adjustment to tasks and/or support from the EAL/D teacher.

### Years 11-12

In determining Course Progress, we will consider the following:

- Achievement of Satisfactory and above in a majority of Course Learning Outcomes.
- Achievement of a level of Satisfactory and above on majority of Learning Behaviours.
- Achievement of a Course Grade deemed satisfactory, considering the nature of the course, student effort and skills. Course Grade will include Course Assessment Mark, Exam Results and results on other marked tasks.
- Timely submission of Assessment Tasks. There will be specific follow up if a student has not submitted an assessment task, or has submitted a task after the due date without a Doctor's Certificate or equivalent.
- Evidence of due diligence and effort in completing course requirements evidenced through areas such as School Reports and Effort Tracking.

This process will occur in consultation with the Class Teacher/Pastoral Care Teacher and Year Advisor/Faculty Head Teacher, Counsellor as well as the EAL/D teacher as appropriate. Students will be deemed at risk if they are failing to meet these requirements despite appropriate intervention, adjustment to tasks and/or support from the EAL/D teacher.

## Standard of Conduct

Student attitudes, conversation, appearance and behaviour reflect the character of the institutions from which they derive their training. Such institutions include the home, the Church and the School. It is important to appreciate that Pacific Hills Christian School is primarily equipped and commissioned to be an extension of the Christian home reinforcing the values and beliefs of parents.

It is expected that each student will honestly endeavour to:

- Keep all the School regulations
- Dress neatly and in a modest manner
- Be well groomed
- Use no drugs (tobacco, alcohol)
- Respect authority and be obedient to it
- Live a Christian lifestyle

Students of the School are expected to carry this high standard of behaviour into all parts of their daily lives, whether at home, school or elsewhere. Students who fail to respond to counsel and discipline may be asked to withdraw from the School whenever the administration determines this is necessary.

## Responsibilities of the Overseas Student



As per the visa conditions of each student:

- Provide all information to the School regarding your contact details, including student mobile phone, the address where you live and living arrangements within 7 days of arriving in Australia. Where there are changes to the address where you live, your mobile, your email these must be notified to the school within 7 days of the change occurring.
- Students who are living with a homestay host: Inform the school directly if there are issues of concern regarding family, guardianship, homestay host, safety, medical problems or accommodation.
- Speak with the School prior to moving or changing homestay arrangements. Keep the School updated on any changes to accommodation, medical and visa information. Overseas students with welfare and accommodation arrangements approved by the School are only permitted to change those arrangements with the written approval of the School.
- Maintain a current passport, visa and Overseas Student Health Cover (OSHC).
- Keep a copy of the written agreement supplied by Pacific Hills and receipts of any payments of tuition fees or non-tuition fees.
- Maintain attendance as required by your Visa conditions (90% attendance is normal).
- Maintain satisfactory progress throughout your courses. This means work must be completed as required and to a satisfactory standard. The Overseas Students Liaison Officer will monitor your progress.

## Responsibilities of the Overseas Student Continued . . .

Students must abide by all School Policies. Additionally, some School Policies relate specifically to overseas students and these are located on the school website in the International Students section under the Enrolment tab.

- Complaints and Appeals Policy
- Complaints Handling Policy
- Default Policy
- Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy
- English Language Proficiency and Educational Qualifications Policy
- Monitoring Course Attendance Policy
- Monitoring Course Progress Policy
- Recognition of Prior Learning Policy
- Recruitment of Overseas Student Policy
- Refund Policy
- Transfer Policy
- Overseas Student Enrolment Policy
- Overseas Student Marketing Policy
- Younger Overseas Student Enrolment Policy

# Outline of Orientation Program

Welcome to Pacific Hills. At our first meeting for Overseas Students you will be given information about the following:

## 1. Ethos of the School

## 2. Potential Issues for Overseas Students

- Accommodation
- Governments and Visas
- Attendance
- Course Progress
- Social Life
- Customs and Culture
- Health and Medical issues
- Fairwork Ombudsman
- Overseas student Ombudsman
- Your rights under Australian Consumer Law
- Responsibilities of the School
- Responsibilities of the Student

## 3. Key Staff to Offer Support:

- Pastoral Care Teacher
- Year Advisor
- Overseas Student Liaison Officer
- Head of School
- Assistant Principal: Admin and Welfare
- EAL/D Teacher (if appropriate)
- School Counsellor/s
- School Nurse

#### 4. Distribution of Handbook

#### 5. Additional Information:

- Mobile phone
- Emergency contact number of staff member
- Emergency number for police, fire etc is **000** in Australia
- 24 hour school emergency number will be given to you by OSLO
- Buddy for first week
- How to travel to and from school – Bus Bay and buses
- Uniform requirements
- How to seek assistance on and off campus
- Bank account (if appropriate)
- OSHC
- Complaints and Appeals Processes
- Available student support services
- Legal services available to students
- Student visa conditions relating to course progress and attendance
- Grounds for suspension or cancellation of enrolment
- School Calendar
- School rules and Code of Conduct
- Subject selection, textbooks, etc
- Assessment policies and requirements
- School Camps
- Expectations of a Christian School
- Extra-curricular activities, clubs, etc

#### 6. Other Information/Activities:

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

## ■ Overseas Students Support Services

Application for Overseas Student Liaison Officer Contact and / or Follow-up	
Student Name:	
Grade:	
Pastoral Care Class:	
Pastoral Care Teacher:	
<input type="checkbox"/> I would like to meet with the Overseas Student Liaison Officer	
<i>If possible please outline the nature of the things you want help with or to discuss with the Overseas Student Liaison Officer:</i>	
Student Signature: _____	Date: ____/____/____

## Overseas Students Support Services

Application for Change in Living Arrangements			
Please read the Overseas Students Welfare Policy before completing this form			
Student Name:			
Grade:			
Current Address in Australia:			
Address in home Country:			
Phone No.:		Mobile:	
Email Address:			
<p>I am applying for:</p> <p><input type="checkbox"/> A change in living arrangements</p> <p><input type="checkbox"/> Approval of changes / conditions at my existing address</p>			
<p><i>Please outline the nature of the changes and state why you wish to make them. Include details such as your proposed new address; the relationship between you and the proposed hosts etc:</i></p>			
<p>Attachments:</p> <p>Attach any relevant supporting documentation.</p>			
Student Signature: _____		Date: ____/____/____	
<p>Notes:</p> <p>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.</p> <p>Changes in living arrangements and of the Schools approval of them can have an effect on a student's visa. Please contact the Department of Immigration on 131 881 or contact the local DIAC office for more information.</p>			

## Overseas Students Support Services

Application for School Counsellor Contact and/or Follow-up – for the Counsellor only	
Student Name:	
Grade:	
Pastoral Care Class:	
Pastoral Care Teacher:	
<input type="checkbox"/> I would like to meet with the School Counsellor	
<i>If possible please outline the nature of the things you want help with or to discuss with the School Counsellor (confidential):</i>	
Student Signature: _____	Date: ____/____/____

## Web Links

As an International Student you may find these web links useful:

## **Living and Studying in Australia**

[www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

Study in Australia is the official Australian Government site for studying in Australia. This website will prove invaluable to students wishing to study in Australia. It contains a wide range of information covering aspects such as: Culture, History, Money Matters, Safety and Courses.

## **Department of Home Affairs**

<https://www.homeaffairs.gov.au/trav/stud>

This website will guide you through the process of applying for the correct visa and also contains information that would be useful to you regarding living in Australia.

## **Australian International Education Online**

[National Code of Practice 2018](#)

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

## **Education Services for Overseas Students (ESOS) framework**

<https://www.legislation.gov.au/Series/C2004A00757>

The ESOS Act sets out the legal framework governing delivery of education to international students in Australia on a student visa.

## **Overseas Student Ombudsman (OSO)**

<http://www.oso.gov.au/>

The OSO investigates complaints about problems overseas students or intending overseas students may have with private education and training in Australia. Call: 1300 362 072 Monday to Friday – 9am to 5pm Australian Eastern Standard or Daylight Saving Time.

## **Fairwork Ombudsman**

<https://www.fairwork.gov.au/>

International students have the same workplace rights as all other workers in Australia. Fairwork Ombudsman provide free advice and assistance to all workers to help them understand these rights.

## **Medibank Private**

<https://www.medibank.com.au/overseas-health-insurance/oshc/>

Medibank Private is the preferred provider of overseas student health cover. Families may choose to obtain cover from any other medical insurer in Australia.



[Pacific Hills Christian School > School Governance > Complaints Handling Program Home Page > Complaints Handling Program > Overseas Students Complaints CompliSpace Staff Sign In](#)

## Overseas Students Complaints

### Timeframes for Overseas Student Complaints

In accordance with Standard 10 of the ESOS Code, the Complaints Officer will advise an overseas student within 10 working days of receiving the complaint of their right to access an external appeals process.

The Complaints Officer will begin assessing a complaint within 10 working days of the overseas student lodging it, and finalise the outcome as soon as possible.

### Appeals Panel

If a formal complaint received by, or related to, an overseas student cannot be resolved by the Complaints Manager, it may, at the request of the complainant, be escalated to an Appeals Panel.

An Appeals Panel will be assembled as needed, and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in an equitable, impartial, objective and unbiased manner. Staff who hold the following positions are eligible to sit on the Appeals Panel:

- the Principal
- Assistant Principal
- Heads of School
- Year Advisors
- Bursar/Business Manager

The make-up of the Appeals Panel will be determined by the Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered.

Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.

Where the overseas student is not successful in the School complaints and appeals processes, the School must advise the overseas student of their right to access an external complaints handling and appeals process at minimal or no cost. The advice must be given to the overseas student within 10 working days of the completion of the internal review.

### External Dispute Resolution

National Code Standard 10 requires the School to have arrangements in place for an external dispute resolution provider to hear complaints or appeals from overseas students arising from our internal complaints and appeals process. It does not prescribe the process of the external appeal, but highlights that a school may use different processes for different types of complaints.

Examples of an external or independent body or person that could be used include:

- private conciliators or dispute resolution counsellors
- a complaints and appeal body established by a peak industry body
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

It is our policy that when we need to implement an external resolution process for an overseas student, we do so having regard to the nature of the complaint.

Where an agreement or resolution cannot be reached, the School nominates:

#### Overseas Student Ombudsman (OSO)

The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The contact details for the OSO are as follows:

**Call:** 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.

**Enquiries:** 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)

**Postal:** Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.

**Website:** <http://www.oso.gov.au/>

## Overseas Students Complaints Handling Policy

<b>Source of Obligation</b>	<p>Standard 10 of the National Code requires the School to have and implement a documented internal complaints handling process and policy, and provide overseas students with comprehensive, free and easily accessible information about that process and policy.</p> <p>Standard 6.1 requires the School to include information about our complaints handling process in our orientation program for overseas students.</p>
<b>Pacific Hills Christian School's Policy</b>	<p>It is the School's policy to provide access to the School's <b>Complaints Handling Policy</b> to our overseas students for both formal and informal complaints.</p> <p>The School will respond to any complaint that an overseas student makes regarding their dealings with the School, the School's Education Agents or any related third party that the School has an arrangement with to deliver the overseas student's course or related services.</p>
<b>Complainant</b>	<p>A "complainant" as the term is used in this Policy, can mean an overseas student or their parent/guardian.</p> <p>A "complainant" can also be a friend or advocate of an overseas student, subject to the overseas student confirming the appointment of the friend or advocate to act on their behalf.</p>
<b>No Cost</b>	<p>Our internal complaints handling processes are available at no cost.</p>
<b>What is a Complaint?</b>	<p>A complaint is an expression of dissatisfaction made to the School, related to our services or operations or the complaints handling process itself where a response or resolution is explicitly or implicitly expected.</p>
<b>How Do We Encourage Complaints?</b>	<p>We are committed to handling and assessing complaints and appeals in a prompt, professional, fair and transparent manner, and to this end, we have adopted the following steps to make it easy for an overseas student to lodge a complaint or appeal:</p> <ul style="list-style-type: none"><li>• this overseas students Complaints Handling Policy is available on our public website</li><li>• all staff are made aware of the importance of capturing and recording critical feedback. Many complaints are received by email, and the ability of our staff to recognise a complaint, and to capture it effectively, is a central feature of our complaints handling process</li><li>• complaints or disputes do not need to be in writing</li><li>• overseas students are encouraged to discuss any issues verbally with staff in the first instance to try and resolve problems as quickly as possible</li><li>• where we identify that a complainant has limited literacy skills, we give them help in expressing their complaint</li><li>• where complainants have special needs, the availability of interpreters and staff who are cross-culturally trained, are provided</li><li>• complainants can make an anonymous complaint or use a pseudonym.</li></ul>
<b>Prompt Acknowledgement of a Complaint</b>	<p>The School commits to acknowledging a complaint within 24 hours (or one business day) of receiving it.</p> <p>The staff member who received the complaint will strive to make the acknowledgement in the same method in which it was received by the School (e.g. by phone, email, letter). If a complaint was received by phone, a written acknowledgement will be made in addition to an acknowledgement by phone.</p> <p>If, for some reason, there is a delay in acknowledging a complaint, we will provide reasons for that delay.</p> <p>The overseas student will receive a contact number and the name of a contact person as part of the acknowledgement of their complaint.</p>
<b>Assessment of Complaint</b>	<p>Once the complaint has been received and an acknowledgement has been delivered to the complainant, the Complaints Manager, or staff member will assess the complaint as being either:</p> <ul style="list-style-type: none"><li>• an informal complaint</li><li>• a formal complaint.</li></ul>
<b>Informal Complaints Resolution</b>	<p>The vast majority of issues causing concern can be handled quickly and in an informal manner by the 'first point of contact' staff member. In most cases these issues can be resolved through informal, verbal discussions with appropriate staff members.</p> <p>If the issue can be resolved informally, all staff are still required to log the complaint through CompliSpace Assurance so that we are able to identify any systemic issues arising and take appropriate rectification action.</p>
<b>Lodging a Formal Complaint</b>	<p>It is the School's policy that formal complaints require further investigation. All formal complaints will be acknowledged in writing.</p> <p>If an overseas student has been unable to resolve a matter informally, or simply wishes to make a formal complaint, they or their parent/guardian can do so by:</p> <ul style="list-style-type: none"><li>• informing a trusted teacher</li><li>• informing the School counsellor/psychologist</li><li>• informing a student's Year Coordinator</li><li>• informing the Deputy Principal or Principal.*</li></ul> <p>All formal complaints will be logged through CompliSpace Assurance.</p> <p>Once the Complaints Manager has received the complaint, they will review the complaint and, where appropriate assign a relevant Complaints Officer to manage the complaint.</p> <p>The Complaints Officer will inform the overseas student or their parents/guardians that the complaint has been received and the School will</p>

commence the assessment of the complaint within 10 working days from the date the complaint was lodged.

#### **Our Internal Formal Complaints Handling Process**

Step 1 - All formal complaints are logged through CompliSpace Assurance where they are screened by one of our Complaints Officers or, in the case of complaints against the Principal or by the Chair of the School.

Step 2 - All formal complaints will be acknowledged in writing within 24 hours and allocated a status, priority and target resolution date.

It is our policy that the School will commence the assessment of the complaint within 10 working days from the date that the complaint was lodged. It is our policy, where possible, to resolve all complaints as soon as practicable and, in any event, within 14 working days.

Step 3 - The Complaints Officer shall conduct an investigation into the issues raised, in a transparent manner and following principles of procedural fairness, before making a determination.

Step 4 - Following the determination, if appropriate, the Complaints Officer shall formulate a resolution and provide a written response to the complainant, including detailed reasons for the outcome. The matter will be closed if this response is accepted.

Step 5 - If an overseas student or their parents/guardians are not satisfied with the initial result of the School's complaints handling process, they can decide to internally appeal the School's decision. The matter will be reviewed internally by the Principal or the Principal's delegate, who may seek additional information or submissions from the relevant parties. The Principal or their delegate will seek to resolve all disputes within 14 days from the date that the review process is initiated.

The overseas student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome. The matter will be closed if the response of the Principal, or their delegate, is accepted.

Step 6 - All complaints received will be logged through CompliSpace Assurance and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.

Step 7 - If the matter remains unresolved, the complainant will be advised that they may pursue external resolution alternatives.

#### **Informing Student of Delay**

In the event of a delay in the assessment or resolution of the overseas student's formal complaint, the Complaints Officer will keep overseas student and their parent/guardian informed about how their complaint is progressing.

#### **Conflict of Interest**

All staff involved in the complaints handling process are trained to recognise and report any real, potential or perceived conflict of interest including one that has not been previously reported. For example, a relationship with an overseas student. Staff must notify the Complaints Manager immediately of any conflict of interest in accordance with our **Conflicts of Interest Policy**.

If the overseas student's complaint involves a staff member, we ensure that a different staff member is responsible for handling the complaint.

#### **Cost and Student Support**

The overseas student will be given the opportunity to present their case, including providing evidence, before a decision is made and at no cost.

The overseas student can be accompanied and assisted by a support person at any relevant meetings that occur as part of the informal and formal complaints handling processes.

#### **Responsiveness**

Where complainants have special needs, the availability of interpreters and staff who are cross-culturally trained, are provided.

#### **Maintaining Enrolment**

During the complaints and appeals process, the School will maintain the enrolment of the overseas student. Enrolment will also be maintained while any external appeal is ongoing.

#### **Right to Access External Appeals**

If an overseas student or their parents/guardians are not successful in the School's internal complaints and appeals process, the School will advise the overseas student within 10 working days of concluding the internal complaints handling and appeals process of their right to access an external complaints handling and appeals process at minimal or no cost.

The School directs students to the Overseas Student Ombudsman (OSO).

The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The contact details for the OSO are as follows.

**Call:** 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.

**Enquiries:** 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect).

**Postal:** Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.

**Website:** <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

#### **Purpose of External Appeals Process**

The School will inform an overseas student who wishes to access the services of the OSO that, in most cases, the purpose of the OSO is to investigate whether the School has followed our own internal policies and procedures and treated the overseas student fairly. Generally, the OSO does not make a decision in place of the School.

#### **Result of Appeal Process**

If the internal or external appeal process results in a decision or recommendation in favour of the overseas student, the School will immediately implement the decision or recommendation and/or take preventative or corrective action required by the decision and advise the overseas student of that action.

#### **Confidentiality**

Confidentiality applies with respect to both information relating to the person making the complaint and, if relevant, to a person against whom a complaint is made. The School is committed to maintaining the confidentiality of information throughout the complaints process. Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

Where the overseas student appoints a friend or advocate to make a complaint on their behalf, the School must ensure that the complainant's authority to act for the overseas student is confirmed so that personal information about the overseas student is not improperly disclosed to a third party. Accordingly, staff may ask questions or ask for evidence from the complainant and the overseas student to satisfy any confidentiality concerns they may have.

Access to our CompliSpace Assurance is restricted to authorised staff.

#### **Implementation**

Procedures are outlined in the **OS Group Compliance Procedures**

#### **Record Keeping**

The School ensures that we keep all records relating to the receipt, acknowledgement, management, assessment, resolution and appeal of any complaint.

Records include:

- file notes of verbal complaints and conversations held regarding a complaint
- acknowledgements, whether made in writing or verbally

- written resolutions of a complaint
- any evidence submitted by a complainant in relation to a complaint.

The School maintains a **Complaints Register** and all information relating to a complaint included in **\*insert the name of your School's system for managing complaints (e.g. CompliSpace Assurance)\*** is kept by the School and maintained in accordance with our overseas students **Records Management and Retention Policy**.

#### **Related Documents**

**Complaints Procedure Overseas Student**

## Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy

### Source of Obligation

Standard 2.1 of the National Code requires the School to make available to the overseas student or intending overseas student, comprehensive, current and plain English information on the grounds on which an overseas student's enrolment may be deferred, suspended or cancelled.

Standard 9.1 of the National Code requires the School to have and implement a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions.

Standard 9.2 states that the School may defer or suspend the enrolment of the student if it believes there are compassionate or compelling circumstances.

Standard 9.3 states that the School may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student
- the student's failure to pay an amount they were required to pay the School to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

### Pacific Hills Christian School's Policy

An overseas student's enrolment can be deferred, suspended or cancelled for different reasons. The student may initiate a deferment or suspension on the grounds of compassionate or compelling circumstances. The School may suspend or cancel an enrolment due to student misbehaviour, a failure to pay fees or a breach of course progress or attendance requirements.

Any decision to defer, suspend or cancel an overseas student's enrolment must be made in accordance with the requirements of the National Code.

### Deferral or Suspension Initiated by Student

An overseas student can apply to defer or suspend their enrolment at the School on the grounds of compassionate or compelling circumstances.

### Student Application to Defer/Suspend Enrolment

An overseas student must submit an application in writing via [enrolments@pacifichills.nsw.edu.au](mailto:enrolments@pacifichills.nsw.edu.au) to the School detailing their reasons for their request for a deferral or suspension. The application must include suitable documentary evidence to substantiate the overseas student's compassionate or compelling circumstances.

The overseas student's application for deferment/suspension must be submitted to the Director of Enrolments for review.

### Deferment or Suspension by the School: Compassionate or Compelling Circumstances

The School may agree to defer or suspend an overseas student's enrolment if it believes there are compassionate or compelling circumstances.

The School will consider the following as compassionate and compelling circumstances:

- medical illness or injury of the overseas student or overseas student's close relative which requires hospitalisation or impedes activities of daily living. For example, being affected by COVID-19
- a mental health condition of the student or a student's close relative that results in hospitalisation or functional impairment
- death of a close family member
- adverse experience that has impacted on the overseas student which could include:
  - being a witness to or victim of a serious accident
  - being a witness to or victim of a crime, natural disaster, or terrorism event
- major political upheaval or natural disaster in the overseas student's home country which requires immediate emergency travel
- inability to begin study in a program on the agreed starting date due to a delay in receiving an overseas student visa
- where the School is unable to offer a prerequisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
- other compassionate or compelling circumstances at the discretion of the School.

There is no maximum period for a deferral for compassionate or compelling reasons, but the deferral must be assessed in accordance with the processes in this policy.

### Suitable Evidence of Compassionate or Compelling Circumstances

In order for the School to grant the overseas student a deferment or suspension of their enrolment on the grounds of compassionate and compelling circumstances, the overseas student must provide the School with suitable documentary evidence to prove the compassionate and compelling circumstances. This may include:

- a medical certificate
- a report from a counsellor
- death certificate (when possible).

If the School becomes aware that the student has provided us with fraudulent evidence or documents given to support a claim of compassionate or compelling circumstances, we may decide to suspend or cancel their enrolment.

If the deferral or suspension is approved by the Principal they will:

- advise the overseas student in writing of the approved deferral period and their new commencement date, as well as the impact this may have on their visa status; and

- report the change to the overseas student's enrolment under section 19 of the ESOS Act. For more information, refer to PRISMS Maintenance Obligations.

If the deferral or suspension is refused by the Principal they will advise the overseas student in writing of the refusal and advise the overseas student of their right to appeal through the School's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) and our overseas students Complaints Handling Policy. The overseas student has 20 working days to lodge an appeal of the decision with the School.

#### Student-Initiated Cancellation

Overseas Students may have their enrolment cancelled if the overseas student applies to cancel their enrolment (e.g. transfer to another institution due to serious illness).

Where an overseas student cancels their enrolment, the Refund Policy applies to any refund.

#### Suspension or Cancellation by the School: Misbehaviour, Failure to Pay Fees, Breach of Course Progress or Attendance Requirements

The School may decide to suspend or cancel an overseas student's enrolment on the basis of, but not limited to:

- misbehaviour by the student
- the student's or the student's parents/guardians' failure to pay an amount they were required to pay the School to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements). Refer to our **Unsatisfactory Course Progress or Attendance Policy**.

For breaches of course progress or attendance requirements, a decision to suspend or cancel an overseas student's enrolment for any of the reasons above cannot take effect until both an internal appeals process and any external appeals process are completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Refer to the Initiating Suspension or Cancellation section below.

#### Initiating Suspension or Cancellation

Standard 9.4 requires that if the School initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation, the School must:

- inform the overseas student and their parents/guardians of that intention and the reasons for doing so, in writing and
- advise the overseas student of their right to appeal through the School's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) and our **Overseas Students Complaints Handling Policy**, within 20 working days.

#### Accessing Internal and External Appeal Processes

##### Student Misbehaviour or Fee Non-Payment

If the suspension or cancellation action is due to the overseas student's misbehaviour or non-payment of fees, and the overseas student decides to lodge an internal appeal, the School will wait until the assessment of the appeal is concluded before acting to suspend or cancel the enrolment.

If the overseas student is not successful in its appeal to the School and is dissatisfied with the outcome, the School will offer the overseas student access to an external complaints handling and appeals process via the Commonwealth Overseas Students Ombudsman (OSO). For more information about our internal appeals process and accessing the OSO, refer to our Complaints Handling Policy.

The School can take action to cancel or suspend the overseas student's enrolment without waiting for the OSO's investigative process to be completed.

##### Failure to Meet Course Progress or Course Attendance Requirements

If the overseas student is failing to meet course progress or course attendance requirements and the School has notified them of our intention to report them to PRISMS in writing, the overseas student can participate in our internal complaints and appeals process. For more information about our internal appeals process, refer to our Complaints Handling Policy.

If the overseas student is not successful in their appeal to the School and is dissatisfied with the outcome, the School will offer the overseas student access to an external complaints handling and appeals process via the OSO. If, as part of the external appeals process, the overseas student has contacted the OSO in accordance with the Complaints Handling Policy, the School must wait for the OSO to conclude its complaint investigation process before taking any action. The School must then only report the overseas student if the OSO concluded at the completion of its investigation that it supports the School in our decision to report.

#### Deferral, Suspension or Cancellation Action

Standard 9.5 requires that when there is any deferral, suspension or cancellation action taken by the School under this Standard, the School will:

- inform the overseas student of the need to seek advice from the Department of Home Affairs on the potential impact on their student visa (see Effect on CoE below)
- report the change to the overseas student's enrolment under section 19 of the ESOS Act. Refer to **PRISMS Maintenance Obligations**.

#### Effect on Confirmation of Enrolment (CoE)

The School must inform overseas students that deferring, suspending or cancelling an enrolment on any grounds may affect their student visa.

#### Procedural Fairness

The School is committed to ensuring procedural fairness when suspending or cancelling an overseas student's enrolment with Pacific Hills Christian School.

Where a decision has been considered to suspend or cancel the enrolment of the student, the Principal will:

- write to the student, and the student's parents/guardians stating:
  - the reasons that the student's enrolment is under consideration for suspension or cancellation
  - the relevant rules, policies, standards of behaviour alleged to be breached
  - the relevant allegations said to warrant suspension or expulsion
- allow the student and/or the student's parents/guardians to give a response, either in writing or verbally
- allow the student to have a support person of the student's choosing
- arrange a meeting with the student, the student's support person where applicable, and the student's parents/guardians where possible
- arrange for an interpreter, if one is required
- ensure that any meetings are documented.

<b>Impact of Deferral and Suspension on Student Attendance</b>	If an overseas student's enrolment is deferred or suspended, the period of suspension or deferral of enrolment (as recorded in PRISMS) should not be included in attendance monitoring calculations. Refer to our <b>Monitoring Course Attendance Policy</b> .
<b>Record Keeping</b>	Each decision relating to overseas students' enrolment, including evidence of any assessments made by the School and notifications to the Department of Education through PRISMS, is recorded and maintained on the file, in accordance with our <b>Overseas Students Records Management and Retention Policy</b> .
<b>Implementation</b>	<p>Decisions to suspend or cancel enrolment will be made by the Principal.</p> <p>The Principal will work in liaison with the Assistant Principal (Administration and Welfare), the relevant Head of School, the Overseas Students Liaison Officer, the Business Manager and the Director of Enrolments depending on whether the decision is related to:</p> <ul style="list-style-type: none"> <li>• Compelling circumstances</li> <li>• Misbehaviour</li> <li>• Course Progress or attendance</li> <li>• Failure to pay fees</li> </ul> <p>The Principal will manage the process of procedural fairness and inform the student and parents of the right to appeal</p> <p>Notifications to PRISMS will be made by the Director of Enrolments.</p> <p>Procedures are outlined in the <b>OS Group Compliance Procedures</b></p>



## Monitoring Course Attendance Policy

### Source of Obligation

Standard 8.1 of the National Code requires the School to monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.

Standard 8.2 requires the expected duration of study to be specified in the overseas student's CoE and must not exceed the CRICOS registered duration.

Standard 8.3 requires the School to monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

Standard 8.4 requires the School to have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of course progress that the overseas student is at risk of not meeting those requirements.

Standard 8.5 requires the School to clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Standard 8.6 requires the School to have and implement a documented policy and process for monitoring and recording attendance of an overseas student, specifying:

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

Standard 8.13 of the National Code requires that, where the School has assessed the overseas student as not meeting course attendance requirements, the School must give the overseas student a written notice as soon as practicable which:

- notifies the overseas student that the School intends to report the overseas student for unsatisfactory course attendance
- informs the overseas student of the reasons for the intention to report
- advises the overseas student of their right to access the School's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Standard 8.14 requires the School to only report unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- the overseas student has chosen not to access the external complaints and appeals process; or
- the overseas student withdraws from the internal or external appeals processes by notifying the School in writing.

Standard 8.15 states that the School may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

Standard 8.16.1 and 8.16.3 require that the School 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:

- there are compassionate or compelling circumstances, as assessed by the School on the basis of demonstrable evidence; or
- an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

Standard 8.17 requires that, if the School extends the duration of the student's enrolment, the School must advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### School's Policy

It is the School's policy:

- to regularly monitor the course attendance of our overseas students
- to monitor attendance to ensure that the overseas student meets the course attendance requirements of a minimum of 80 per cent attendance for each study period
- to implement intervention strategies and provide other support to the overseas student where the School has determined that the overseas student is at risk of not meeting course attendance requirements, including providing written warning to the overseas student that they are at risk of not meeting the course attendance requirements
- to outline and inform overseas students before they commence at the School of the requirements to achieve satisfactory course attendance in each study period.

This Policy is available on the School website and provided to the overseas student (or parent/legal guardian if the overseas student is under 18) prior to enrolment. This policy is recorded in both the Enrolment Information Booklet and the OS Student Handbook. A copy of both these documents is emailed to the student and their parents/guardians when an enrolment application is received.



<b>Key Definition: Study Periods</b>	<p>Study periods are defined as:</p> <ul style="list-style-type: none"> <li>• semesters</li> </ul>
<b>Collecting and Recording Overseas Students' Attendance</b>	<p>In order to ensure that overseas students meet the minimum attendance requirements, the School collects and records attendance information for all students including overseas students by:</p> <ul style="list-style-type: none"> <li>• daily roll marking and records collected on the School's School Management System.</li> </ul>
<b>Calculating and Checking Overseas Students' Course Attendance for Each Study Period</b>	<p>The School monitors each overseas student's course attendance and, at the end of each study period, the Overseas Students Liaison Officer analyses the attendance records for each overseas student to assess whether each overseas student meets the minimum attendance requirement of 80 per cent of the scheduled contact hours in any study period.</p> <p>The Overseas Students Liaison Officer undertakes the process of checking, calculation and analysis by the School of each overseas student's attendance for each study period.</p> <p>These records are maintained:</p> <ul style="list-style-type: none"> <li>• in the overseas student's file</li> <li>• in the central database record for each overseas student.</li> </ul> <p>We apply the following method to calculate if an overseas student has satisfied their minimum attendance requirements in each study period:</p> <ul style="list-style-type: none"> <li>• analysis of the School Management System attendance data</li> </ul>
<b>Overseas Student Is At Risk of Failing to Meet Course Attendance Requirements</b>	<p>The School considers an overseas student to be 'at risk' of not meeting their course attendance requirements as outlined in the <b>OS Students Staff Handbook</b></p>
<b>Intervention and Support Strategy for Overseas Students at Risk of Failing to Meet Attendance Requirements</b>	<p>Where the School determines that the overseas student is at risk of failing to meet course attendance requirements, the following intervention and support strategies will be implemented as required, based on the circumstances:</p> <ul style="list-style-type: none"> <li>• the overseas student will be provided with a written letter advising them that their attendance is at risk of failing to meet the course attendance requirements and of the possible consequences of not meeting attendance requirements.</li> <li>• the School's strategies for intervention when overseas students are assessed as being at risk of not meeting their course attendance requirements are outlined in the <b>OS Students Staff Handbook</b></li> </ul> <p>Non-attendance can be an indication that a student needs additional support and/or referral to other services. For more information, refer to our overseas students Support Services Policy.</p>
<b>Records of Course Attendance, Monitoring and Intervention</b>	<p>The School keeps records in relation to overseas students' satisfactory course attendance. These include:</p> <ul style="list-style-type: none"> <li>• records of our attendance monitoring</li> <li>• any evidence from an overseas student in relation to an absence</li> <li>• records of meetings with students</li> <li>• records of intervention strategies</li> <li>• records of communication with the overseas student's parents in relation to course attendance.</li> </ul>
<b>Unsatisfactory Progress: Student Has Not Met Requirements</b>	<p>Where the School has assessed the overseas student as not meeting the course attendance requirements, the School will give the overseas student a written notice as soon as practicable which:</p> <ul style="list-style-type: none"> <li>• notifies the overseas student and their parent/guardian in writing of its intention to report the overseas student for unsatisfactory course attendance</li> <li>• advises the student that they have 20 working days in which to access the School's internal complaints and appeals process. For more information, refer to our overseas students Complaints Handling Policy.</li> </ul> <p>The notification of intention to report will be issued to the overseas student as soon as practicable.</p>
<b>Updating PRISMS</b>	<p>The School will report via PRISMS any overseas student who has not met course attendance requirements.</p> <p>Before making such a report the School will have:</p> <ul style="list-style-type: none"> <li>• implemented an intervention strategy</li> <li>• notified the overseas student and their parents/guardians in writing of the School's intention to report them in writing</li> <li>• allowed the overseas student 20 working days to avail themselves of the School's complaints and appeals process. For more information, refer to our overseas students Complaints Handling Policy.</li> </ul> <p>Where:</p> <ul style="list-style-type: none"> <li>• the School's internal complaints and appeals process and the external appeals process is completed, and results in a decision or recommendation that supports the School; or</li> <li>• the overseas student has chosen not to access the School's complaints and appeals processes within the 20 working days; or</li> <li>• the overseas student withdraws from the internal or external appeals process by notifying the School in writing</li> </ul> <p>the School must report the student via PRISMS for not achieving satisfactory course progress.</p> <p>For more information, refer to PRISMS Maintenance Obligations.</p>
<b>Exception to Reporting</b>	<p>The School may decide not to report the overseas student for breaching the course attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and if the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.</p>
<b>Compassionate and Compelling Circumstances</b>	<p>The School considers the following circumstances as compassionate and compelling circumstances:</p> <ul style="list-style-type: none"> <li>• medical illness or injury of the overseas student or overseas student's close relative which requires hospitalisation or impedes activities of daily living</li> <li>• a mental health condition of the student or a student's close relative that results in hospitalisation or functional impairment</li> <li>• death of a close relative</li> </ul>

- an adverse experience that has impacted on the overseas student which could include:
  - being a witness to or victim of a serious accident
  - being a witness to or victim of a crime, natural disaster, or terrorism event
- a major political upheaval or natural disaster in the overseas student's home country which requires immediate emergency travel
- inability to begin study in a program on the agreed starting date due to a delay in receiving the student's visa
- other compassionate or compelling circumstances at the discretion of the School.

**Suitable Evidence of Compassionate and Compelling Circumstances**

In order for the School to not report the overseas student for unsatisfactory course attendance (if they are still attending at least 70 per cent of the scheduled course contact hours) on the grounds of compassionate and compelling circumstances, the overseas student must provide the School with suitable evidence to prove those circumstances. This may include:

- Health Professional reports
- Other evidence, for example, death certificate

**Extension of Course Duration**

The School may decide to extend the overseas student's course duration where it is clear that the overseas student will not be able to complete the course by the expected date for the following reasons:

- there are compassionate or compelling circumstances, as assessed by the Principal at the School on the basis of demonstrable evidence; or
- an approved deferral or suspension has occurred as detailed in the School Deferring, Suspending or Cancelling an overseas student's Enrolment Policy.

**Impact of Deferral and Suspension on Attendance Monitoring**

Our Deferring, Suspending or Cancelling an overseas student's Enrolment Policy explains the School's procedures in relation to the deferral or suspension of an overseas student's enrolment.

If an overseas student's enrolment is deferred or suspended, the period of suspension or deferral of enrolment (as recorded in PRISMS) should not be included in attendance monitoring calculations.

**Contacting the Department of Home Affairs**

If the School extends the duration of the overseas student's enrolment, the School will advise the overseas student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

**Record Keeping**

The School maintains records in relation to activities and action taken under this policy including:

- student contact and counselling records (for example, warning letters)
- notices of intention to report
- complaints and appeals outcomes, and
- other relevant records.

Records are maintained in accordance with our overseas students Records Management and Retention Policy.

**Implementation**

Procedures are outlined in the **OS Group Compliance Procedures** and **OS Students Staff Handbook**

## Monitoring Course Progress Policy

### Source of Obligation

Standard 8.1 of the National Code requires the School to monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.

Standard 8.2 requires the expected duration of study to be specified in the overseas student's confirmation of enrolment (CoE) and must not exceed the CRICOS registered duration.

Standard 8.3 requires the School to monitor the progress of each overseas student to ensure that the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

Standard 8.4 requires the School to have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of course progress that the overseas student is at risk of not meeting those requirements.

Standard 8.5 requires the School to clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Standard 8.7 requires the School to have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:

- requirements for achieving satisfactory course progress for the course
- processes for recording and assessing course progress
- details of the School'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
- processes for determining the point at which the student has failed to meet satisfactory course progress.

Standard 8.13 requires that, where the School has assessed the overseas student as not meeting course progress requirements, the School must give the overseas student a written notice as soon as practicable which:

- notifies the overseas student that the School intends to report the overseas student for unsatisfactory course progress
- informs the overseas student of the reasons for the intention to report
- advises the overseas student of their right to access the School's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Standard 8.14 requires the School to only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- the overseas student has chosen not to access the external complaints and appeals process; or
- the overseas student withdraws from the internal or external appeals processes by notifying the School in writing.

Standard 8.16 requires that the School 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:

- there are compassionate or compelling circumstances, as assessed by the School on the basis of demonstrable evidence; or
- the School has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

Standard 8.17 requires that, if the School extends the duration of the student's enrolment, the School must advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### School's Policy

It is the School's policy:

- to regularly monitor the course progress of our overseas students
- that, before an overseas student commences studying at the School we clearly outline and inform the overseas student of the requirements to achieve satisfactory course progress in each study period
- to support our overseas students so that they meet satisfactory course progress requirements
- to record and assess the course progress of our overseas students
- to warn any overseas students at risk of not meeting satisfactory course progress requirements
- to, in order for overseas students to meet satisfactory course requirements, assist overseas students at risk of not meeting satisfactory course progress
- to outline and inform overseas students before they commence at the School of the requirements to achieve satisfactory course progress in each study period.

This Policy is available on the School website and provided to the overseas student (or parent/legal guardian if the overseas student is under 18) prior to enrolment. This policy is recorded in both the Enrolment Information Booklet and the OS Student Handbook. A copy of both these documents is emailed to the student and their parents/guardians when an enrolment application is received.

### Key Definition: Study Periods

Study periods are defined as:

- semesters

<b>Course Duration</b>	<p>An overseas student's CoE specifies the duration of their expected course of study. To ensure that the duration of an overseas student's course of study does not exceed the period specified on the CoE, the School monitors the overseas student's course progress in accordance with the processes set out in this Policy to ensure that they are able to complete the course within the expected duration.</p> <p>A change to the duration of an overseas student's course may require an update to their CoE and may impact their visa.</p>
<b>Course Progress Requirements</b>	<p>The overseas student must demonstrate satisfactory course progress in any study period.</p> <p>The requirements for an overseas student to achieve satisfactory course progress for their course is set out in the <b>OS Student Handbook</b></p>
<b>Monitoring Course Progress</b>	<p>The School monitors, records and assesses an overseas student's course progress using the requirements specified above.</p> <p>The Overseas Students Liaison Officer at the School is responsible for monitoring course progress for each overseas student for each study period and for assessing the course progress of an overseas student at the end of each study period.</p> <p>The Overseas Students Liaison Officer will make a record on the overseas student's file indicating that the course progress for each overseas student has been checked and the outcome of that checking. overseas students who have begun part way through a study period will be assessed according to the School's course assessment requirements after completing one full study period.</p> <p>We assess course progress as outlined in the <b>OS Student Staff Handbook</b></p> <p>A record of the monitoring of course progress for each overseas student for each study period is noted and retained on the overseas student's file.</p> <p>The records the School keeps in relation to overseas students' satisfactory course progress are outlined in the <b>OS Student Staff Handbook</b></p> <p>Records are located on the secure School database.</p> <p>The School considers an overseas student to be at risk of not meeting their course progress requirements as outlined in the <b>OS Students Staff Handbook</b></p>
<b>Intervention Strategies to Be Implemented</b>	<p>An overseas student will be identified as needing an intervention strategy when the School's course progress requirements are at risk of not being met.</p> <p>The School checks course progress at the end of each study period. If, at the end of a study period, an overseas student has been assessed as being at risk of not meeting their course progress requirements the Overseas Students Liaison Officer will take steps as outlined in the <b>OS Students Staff Handbook</b></p> <p>The School will monitor the overseas student to ensure that the overseas student completes all the elements of the intervention strategy.</p> <p>The overseas student's intervention strategy for course progress will be monitored over the following study period by the Overseas Students Liaison Officer, and all records of the overseas student's response to the strategy will be kept on file in accordance with our overseas student Records Management and Retention Policy.</p> <p>The Overseas Students Liaison Officer will regularly communicate with parents/guardians via email and telephone to keep them informed of the overseas student's course progress while the overseas student is receiving formal intervention.</p>
<b>Unsatisfactory Course Progress: Student Has Not Met Requirements</b>	<p>The School will report an overseas student where they have failed to make satisfactory course progress.</p> <p>The School will notify the student and their parent/guardian in writing of its intention to report the overseas student for breach of their visa, and that they have 20 working days in which to access the School's internal complaints and appeals process.</p> <p>For more information, refer to our overseas students Complaints Handling Policy.</p> <p>The School will, prior to the commencement of the next study period and after determining that the overseas student has failed to meet satisfactory course progress requirements, issue a notification of intention to report to the overseas student prior to the commencement of the next study period.</p>
<b>Updating PRISMS</b>	<p>The School will report via PRISMS any overseas student who has not met course progress requirements.</p> <p>Before making such a report the School will have:</p> <ul style="list-style-type: none"> <li>• implemented an intervention strategy</li> <li>• notified the overseas student and their parents/guardians in writing of the School's intention to report them</li> <li>• allowed the overseas student 20 working days to avail themselves of the School's complaints and appeals process. For more information, refer to our <b>Overseas Students Complaints Handling Policy</b></li> </ul> <p>Where:</p> <ul style="list-style-type: none"> <li>• the School's internal complaints and appeals process and the external appeals process is completed, and results in a decision or recommendation that supports the School; or</li> <li>• the overseas student has chosen not to access the School's complaints and appeals processes within the 20 working days; or</li> <li>• the overseas student withdraws from the internal or external appeals process by notifying the School in writing</li> </ul> <p>the School must report the student via PRISMS for not achieving satisfactory course progress.</p> <p>For more information, refer to PRISMS Maintenance Obligations.</p>
<b>Extension of Course Duration</b>	<p>The School will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected course duration unless:</p> <ul style="list-style-type: none"> <li>• there are compassionate or compelling circumstances, as assessed by the Principal at the School on the basis of demonstrable evidence; or</li> <li>• the School has implemented, or is in the process of implementing, an intervention strategy due to the overseas student being at risk of not meeting course progress requirements; or</li> <li>• an approved deferral or suspension has occurred as detailed in the School Deferring, Suspending or Cancelling an overseas student's Enrolment Policy.</li> </ul>
<b>Compassionate and Compelling Circumstances</b>	<p>The School considers the following circumstances as compassionate and compelling circumstances:</p> <ul style="list-style-type: none"> <li>• medical illness or injury of the overseas student or overseas student's close relative which requires hospitalisation or impedes activities of daily living</li> <li>• a mental health condition of the student or a student's close relative that results in hospitalisation or functional impairment</li> <li>• death of a close relative</li> <li>• an adverse experience that has impacted on the overseas student which could include:</li> </ul>

- being a witness to or victim of a serious accident
- being a witness to or victim of a crime, natural disaster, or terrorism event
- a major political upheaval or natural disaster in the overseas student's home country which requires immediate emergency travel
- inability to begin study in a program on the agreed starting date due to a delay in receiving the student's visa
- other compassionate or compelling circumstances at the discretion of the School.

**Suitable Evidence of Compassionate and Compelling Circumstances** In order for the School to grant the overseas student an extension of the School's course on the grounds of compassionate and compelling circumstances, the overseas student must provide the School with suitable evidence to prove those circumstances. This may include:

- Health professional reports
- Other evidence, for example, death certificate

**Permitted Extension of Course Duration** If the School extends the duration of the overseas student's enrolment, the School will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their overseas student visa, including the need to obtain a new visa.

**Record Keeping** The School maintains records in relation to activities and action taken under this Policy including:

- student contact and counselling records (for example, warning letters)
- notices of intention to report
- complaints and appeals outcomes; and
- other relevant records.

Records are maintained in accordance with our overseas students Records Management and Retention Policy.

**Implementation** Procedures are outlined in the **OS Group Compliance Procedures** and **OS Students Staff Handbook**

## Overseas Students Refund Policy

Source of Obligation	<p>Division 2 of Part 5 of the ESOS Act describes the School’s obligations to provide refunds to students.</p> <p>Standard 2.1.7 of the National Code requires the School to make comprehensive, current and plain English information available to overseas students on our cancellation and refund policies.</p> <p>Standard 3.4 of the National Code requires the School to include, in our written agreement between the School and the overseas student or intending overseas student (or their parents/guardians if the student or intending student is under 18 years of age), the information included in 3.4.1 to 3.4.5 of the National Code, consistent with the requirements of the ESOS Act, in relation to refunds of tuition and non-tuition fees in the case of either overseas student default or the School’s default.</p> <p>The information that is required to be included in the written agreement includes the process for making a claim for a refund. See our <b>Formalisation of Overseas Students Enrolment</b> policy for more information about our written agreement.</p> <p>This Policy sets out when a refund may be payable, consistent with the requirements of the ESOS Act.</p> <p>The calculation of the refund is governed by the ESOS Act and the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Refund Specification), where there is a School default (see Meaning of Default, below) or where there is a default by the School that is related to the refusal of a visa. In other circumstances, the amount of the refund is governed by our written agreement.</p>
Refund Policy Accessibility	<p>This Policy is:</p> <ul style="list-style-type: none"><li>provided to overseas students prior to them entering into their written agreement with the School</li><li>included in the written agreement</li><li>available on the School’s website</li><li>in the <b>OS Student Handbook</b> and <b>OS Student Enrolment Information Booklet</b></li></ul>
Meaning of Default	<p>Sections 46A and 47A of the ESOS Act describe provider default and student default. The following table summarises the different kinds of default and the associated provisions that govern the payment of refunds.</p>

School Default	Overseas Student Default
<p>(i) The School fails to start to provide the course on the agreed starting day (the “default day” is the agreed starting day): section 46A(1)(a)(i) of the ESOS Act</p> <p>OR</p> <p>(ii) The School ceases to provide the course after it starts but before it is completed (the “default day” is the day the course ceases to be provided): section 46A(1)(a)(ii) of the ESOS Act</p> <p>AND</p> <p>the student has not withdrawn before the default day: see overseas student Default (b).</p> <p>The School’s obligations are to arrange the offer of an alternative course or provide a refund: section 46D of the ESOS Act. Calculation of the refund of tuition fees (see Fee Information) is governed by section 7 of the Refund Specification.</p>	<p>(a) The course starts on the agreed starting day, but the overseas student does not start the course on that day (and has not previously withdrawn: see (b) below): section 47A(1)(a) of the ESOS Act</p> <p>Calculation of any refund of tuition fees or non-tuition fees (see Fee Information) is governed by our written agreement: section 47D of the ESOS Act</p> <p>UNLESS</p> <p>the reason for the overseas student default is a refusal of visa. If so, calculation of the refund of course fees (see Fee Information) is governed by section 9 of the Refund Specification.</p>
	<p>b) The overseas student withdraws from the course, either before or after the agreed starting day (the “default day” is the day on which the overseas student withdraws from the course): section 47A(1)(b) of the ESOS Act</p> <p>Calculation of any refund of tuition fees or non-tuition fees (see Fee Information) is governed by our written agreement</p> <p>UNLESS</p> <p>the reason for the overseas student default is a refusal of visa. If so, calculation of the refund of fees is governed by:</p> <ul style="list-style-type: none"><li>section 9 of the Refund Specification, if the overseas student withdrew from the course on or before the agreed starting day</li><li>section 10 of the Refund Specification, if the overseas student withdrew from the course after the agreed starting day.</li></ul>
	<p>(c) The School refuses to provide, or continue to provide, the course to the overseas student (the “default day” is the day on which the School refuses to provide, or continue to provide, the course): because of one or more of the following events:</p> <p>(i) failure by the overseas student to pay an amount that they were liable to pay to the School, directly or indirectly, in order to undertake the course: section 47A(1)(c)(i) of the ESOS Act</p> <p>(ii) breach by the overseas student of a condition of their visa: section 47A(1)(c)(ii) of the ESOS Act</p> <p>(iii) misbehaviour by the overseas student (as long as the overseas student has been provided with procedural fairness before the School</p>



	<p>refuses to provide, or continue to provide, the course): section 47A(1)(c) (iii) and 47A(3) of the ESOS Act.</p> <p>Calculation of any refund of tuition fees or non-tuition fees (see Fee Information) is governed by our written agreement.</p> <p>UNLESS</p> <p>the overseas student default is failure to pay ((i) above) and the reason for the default is a refusal of visa. If so, calculation of the refund of fees is governed by section 10 of the Refund Specification.</p>
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#### Pacific Hills Christian School's Policy

The School's tuition fees and non-tuition fees are payable in accordance with the **Fee Schedule**. This Fee Schedule is available on the School's website.

The School will provide a refund to an overseas student or intending overseas student in the following circumstances:

- if there is a School Default (as defined in this Policy) and the overseas student for some reason, cannot be placed or refuses placement in an alternative course arranged by the School
- if there is a overseas student Default (as defined in this Policy)
- where the overseas student defaults due to visa refusal before commencing at the School
- where the overseas student defaults due to visa refusal after commencing at the School
- where the overseas student defaults because they failed to pay an amount that they were liable to pay the School.

The methods of calculating the amount of the refund of any tuition fees and non-tuition fees is determined either by the terms of the overseas student's written agreement with the School or, the Refund Specification. The ESOS Act determines which circumstances of default will trigger the calculation of a refund in accordance with the Refund Specification.

#### Fee Information

An itemised list of fees (tuition and non-tuition) is included in the written agreement. A list of fees is available on the School's website and can also be made available upon request by contacting the Director of Enrolments.

Section 7 of the ESOS Act defines "Tuition fees" and section 5 of the ESOS Regulations defines "Non-tuition fees". In summary:

**Tuition fees** are fees directly related to the provision of the overseas student's course, received directly or indirectly from the overseas student or intending overseas student (or a person who pays the fees on behalf of the overseas student).

**Non-tuition fees** are fees not directly related to the provision of the overseas student's course.

#### Obligations when the School Defaults

If there is a School Default (see Meaning of Default, above) and the overseas student cannot be placed or refuses placement in an alternative course arranged by the School, the School will pay a full refund of any unspent tuition fees received\* by the School, with respect to the overseas student, within 14 days of the default day.

If the School is unable to fulfil its obligation of either making the overseas student an offer of a suitable alternative course that the overseas student accepts, or providing a refund, the overseas student will receive assistance from the Australian Government's Tuition Protection Service (TPS).

For more information on the TPS, refer to <https://www.education.gov.au/tps>. \*Section 7 of the Refund Specification sets out the calculation of a refund in the case of the School's default as: refund amount = weekly tuition fee X weeks in default period.

**Weeks in Default Period** is defined in section 6 of the Refund Specification.

#### Overseas Student Default: No Refund

If the School refuses to continue to provide the course) to the overseas student, this may lead to a cancellation of the overseas student's enrolment under Standard 9.3: see our **Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy**.

The School will not refund tuition fees to an overseas student where the School cancels the overseas student's enrolment for any of the following reasons:

- visa cancellation
- the overseas student does not withdraw or defer from their course at the School in accordance with the Withdrawal procedure in this Policy or the deferment procedure in the **Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy**
- any misbehaviour by the overseas student in breach of the School **Student Discipline Policy** and which results in enrolment cancellation.

The School may also cancel the enrolment of an overseas student due to their failure to follow the School's agreed conditions of enrolment as outlined in the written agreement. Any cancellation decision will be at the discretion of the School.

#### Overseas Student Default Due to Visa Refusal: Before Commencing at the School: Refund

If an overseas student's visa is refused, and this causes them to fail to start their course at the School on the agreed date or to withdraw from the course before the agreed start date, the School will make a refund payment of the total amount of the course fees received by the School, minus the lesser of the following amounts:

- 5 per cent of the amount of the course fees (which is the sum of the tuition fees and the non-tuition fees) received by the School before the overseas student's default day
- \$500.

This refund calculation is governed by section 9 of the Refund Specification.

#### Overseas Student Default Due to Visa Refusal: After Commencing at the School: Refund

If an overseas student's visa is refused and this causes the overseas student to withdraw from the course after the course has commenced, the School's will make a refund payment of the calculated as follows:

*Refund amount = weekly tuition fee X weeks in default period.*

This refund calculation is governed by section 10 of the Refund Specification.

**Weeks in Default Period** is defined by section 6 of the Refund Specification.

#### Student Default due to Visa Refusal and Failure to Pay an

If an overseas student's visa is refused because of the overseas student's failure to pay an amount that they were liable to pay the School, directly or indirectly, in order to undertake the course, the School will make a refund payment of the calculated as follows:

**Amount: Refund**

*Refund amount = weekly tuition fee X weeks in default period.*

This refund calculation is governed by section 10 of the Refund Specification.

**Weeks in Default Period** is defined by section 6 of the Refund Specification.

**Overseas Student Withdrawal**

Overseas Students may wish to withdraw from their enrolment in a course at the School. Overseas Student withdrawal is classified as a overseas student Default and the School will provide a refund of tuition fees in accordance with the procedure in this Policy.

The overseas student must notify the School in writing of their request to withdraw from the course prior to the commencement of the study period for that course.

**Non-commencement of Course and Notification of Withdrawal**

If the School receives written notification of withdrawal by the overseas student (or parent(s)/legal guardian if the overseas student is under 18) prior to commencement at the School, the School will refund:

the amount of tuition fees received less

5% of the tuition fee and

an administration application fee of \$500

**Non-commencement of Course and No Notification of Withdrawal**

If the overseas student does not provide any written notice to the overseas student of their withdrawal and does not start their course on the agreed start date, the School will retain one term's tuition fees.

**Visa Implications**

The Director of Enrolments will give information to overseas students who notify the School in advance of their request to withdraw from a course about the impact that withdrawing from a course may have on their visa.

**Refund Due to Student Transfer to Another School**

An overseas student who has commenced their course at the School and who wishes to withdraw from that course and enrol in a course with another school must follow the Outbound Student Transfer Request process in our overseas student Transfers Policy.

If an overseas student's Outbound Student Transfer Request is approved, the refund process is as set out in the written agreement and in this Policy at **Overseas Student Withdrawal**.

**Procedure for Providing a Refund**

The School will only grant a refund when the following process is followed:

1. An overseas student or intending overseas student (or parent(s)/legal guardian if the overseas student is under 18) applies for a refund, in writing, from the Business Manager at the School.
2. The School sends a refund calculation statement to the overseas student.
3. An overseas student or intending overseas student pays any outstanding debts to the School or authorises any outstanding debts to be deducted from the refund.
4. The School approves the refund under this Policy.
5. After approval, the refund is paid to the overseas student or intending overseas student, or the same person that initially made the payment of the course fees. The School will pay the refund within the period of:
  - **in the case of the School defaulting and the overseas student has requested a full refund of fees rather than placement in an alternate course:** 14 days after the default day\*
  - **in the case of the overseas student defaulting and the amount of the refund is calculated under the terms of the written agreement:** four weeks after receiving a written claim from the overseas student under Step 1
  - **in the case of the overseas student defaulting and the amount of the refund is calculated under the terms of the Refund Specification:** four weeks after the default day. Step 1 must still be complied with.
6. Refunds will be reimbursed in the same currency as fees were received.

\*In the case of the School defaulting and the overseas student has requested a full refund of fees rather than placement in an alternate course, the School must pay the refund within the period of 14 days of the default day regardless of whether or not the overseas student has complied with Steps 1-4 above.

**Refund of Non-Tuition Fees**

A list of non-tuition fees is set out in the Fee Schedule. The School will refund non-tuition fees on a pro-rata basis proportional to the amount of time the overseas student was studying in the course, except where:

- a non-refundable payment on behalf of the overseas student has been made

**Consumer Law Statement**

The School's written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, do not affect the rights of the overseas student to take action under the Australian Consumer Law, if the Australian Consumer Law applies.

**Notification of Discharge of Obligations**

Under section 47H of the ESOS Act the School must provide notice to the Department of Education and the Director of the TPS within seven days after the end of the Provider Obligation Period.

The notice must include the following:

- whether the School provided a refund under section 47E
- details of the student the School provided a refund to
- details of the amount of the refund provided.

**Record Keeping**

The School maintains evidence of compliance with this policy by maintaining records of applications for refunds, refund decisions and notifications made under this policy. Records will be maintained in accordance with our **Overseas Students Records Management and Retention Policy**.

**Implementation**

Procedures are outlined in the **OS Group Compliance Procedures**



## Younger Overseas Students Policy

<b>Source of Obligation</b>	Standard 5.1 of the National Code requires that where the School enrolls an overseas student who is under 18 years of age, it must meet 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.
<b>CAAW Letter Definition</b>	The term 'CAAW Letter' means the document, in the form of a letter, issued by the School, to a overseas student under the age of 18, evidencing that the School approves of an overseas student's arrangements for accommodation, support and general welfare and the dates for which the School's approval is given.
<b>Pacific Hills Christian School's Policy</b>	<p>It is the School's policy to ensure continuous compliance with Commonwealth and state or territory legislation and regulatory requirements, and common law requirements relating to child welfare, child protection and student duty of care requirements as they apply to our overseas students.</p> <p>The School meets our legal and regulatory student welfare and child protection obligations through the policies and procedures in our <b>Student Duty of Care Program</b> and <b>Child Protection Program</b>.</p>
<b>Age-and-Culturally Appropriate Information</b>	<p>Under Standard 5.2 of the National Code, the School must ensure that overseas students under 18 years of age are given age-and-culturally appropriate information on:</p> <ul style="list-style-type: none"><li>• who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the School</li><li>• seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.</li></ul> <p>In the event of an emergency, the School ensures that all overseas students under 18 years of age enrolled at the School are provided with an emergency contact number for:</p> <ul style="list-style-type: none"><li>• an emergency 24 hours contact number will be given to all overseas students</li></ul> <p>This emergency contact information, as well as information on how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse, is provided to our overseas students in an age and culturally appropriate way in our induction processes.</p>
<b>Accommodation, Support and General Welfare Arrangements</b>	<p>Under Standard 5.3, where the School takes on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who is under 18 years of age, the School:</p> <ul style="list-style-type: none"><li>• nominates the dates for which the School accepts responsibility for approving the student's accommodation, support and general welfare arrangements and advises the Department of Home Affairs of the dates in the form required</li><li>• ensures any adults who are involved in, or who provide, accommodation and welfare arrangements to the student, other than the parent/legal guardian or close relative of the student have appropriate Working with Children Check clearances in accordance with the School's <b>Child Protection Program</b></li><li>• implements documented processes for verifying that the student's accommodation is appropriate to the student's age and needs, in accordance with our <b>Younger Overseas Students Accommodation Arrangements Policy</b></li><li>• includes, as part of the School's <b>Overseas Students Critical Incidents Response Policy</b> under Standard 6 (Overseas student support services), a process for managing emergency situations and when welfare arrangements are disrupted for students under 18 years of age</li><li>• maintains up-to-date records of the student's contact details outlined in Standard 3.5, including the contact details of the parent(s), guardian(s) or any adult responsible for the student's welfare in accordance with our <b>Overseas Students Records Management and Retention Policy</b></li><li>• advises the Department of Home Affairs, in the form required by the Department:<ul style="list-style-type: none"><li>• as soon as practicable if the student will be cared for by a parent or nominated relative approved by the Department of Home Affairs and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required</li><li>• within 24 hours if the School is no longer able to approve the student's welfare arrangements</li></ul></li><li>• issues a CAAW Letter to Home Affairs where homestay accommodation will be provided to an overseas student.</li></ul>
<b>Working with Children Checks</b>	<p>All adults who provide accommodation (including homestays) and welfare arrangements for an overseas student must hold a current Working with Children Check clearance, unless they are a parent or close relative of the overseas student.</p> <p>This requirement applies even if the person would otherwise be exempt from the need to have a Working with Children Check under Working with Children Check legislation (for example because they are a parent of another student at the School and provide a homestay as a volunteer).</p>
<b>The School No Longer Provides Welfare Arrangements</b>	<p>Under Standard 5.4, if the School is no longer able to approve the welfare arrangements of an overseas student, the School must make all reasonable efforts to ensure that the student's parents/guardians are notified immediately.</p> <p>The School will notify the parents/guardians of the overseas student via email and phone if the School can no longer approve the welfare arrangements of an overseas student.</p>
<b>Missing Younger Overseas Students</b>	<p>Standard 5.5 requires that, if the School is unable to contact a student and has concerns for the student's welfare, the School must 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.</p> <p>Refer to our <b>Missing Overseas Students Policy</b>.</p>
<b>Welfare Arrangements After Suspension or Cancellation</b>	Standard 5.6 requires that, where the School suspends or cancels the enrolment of the overseas student, the School must continue to approve the welfare arrangements for that student until:

- the student has alternative welfare arrangements in place approved by another school
- care of the student by a parent or nominated relative is approved by the Department of Home Affairs
- the student leaves Australia

- the School has notified the Department of Home Affairs 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.

Refer to our **Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy** for more information about the suspension and cancellation of enrolment processes.

Before terminating the CAAW for the student, the School must ensure that the student has new welfare arrangements formally in place. The student must provide a letter from another registered provider, or their parents/ guardians/eligible relatives confirming that they will take responsibility for the overseas student's welfare arrangements and the date from which the new arrangements will commence.

Where an overseas student's parent/guardian or eligible relative is planning to look after the overseas student for a short period of time, such as a holiday, the School may decide to continue their CAAW arrangements, rather than terminate the CAAW.

The School may decide to terminate a CAAW where it can no longer take responsibility for the overseas student due to events, such as:

- the overseas student refuses their accommodation or leaves their accommodation without notice
- after the School has exhausted all possible avenues of assisting the overseas student to maintain appropriate arrangements
- the accommodation provider becomes unable to maintain arrangements
- the overseas student's enrolment is suspended or cancelled
- the overseas student goes missing from their accommodation and cannot be found or contacted, even after the School has implemented our **Overseas Students Critical Incident Response Policy**.

In the situations listed above, the School must report the overseas student within 24 hours using the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' letter in PRISMS. This may lead to cancellation of the overseas student's visa by the Department of Home Affairs for breaching visa condition 8532.

Making a report is a last resort option for the School and accordingly, we will make all reasonable efforts to ensure the overseas student's parents/guardian are notified immediately if we can no longer take responsibility for the overseas student's welfare.

#### **Younger Overseas Student's Outbound Transfer**

If a younger overseas student has requested a transfer from the School to another registered provider, in addition to complying with the requirements of Standard 7 of the Code and our overseas student Transfers Policy, the School must receive written confirmation from the overseas student's parent or legal guardian that supports the transfer.

#### **Younger Overseas Student's Inbound Transfer and Welfare Arrangements**

Where the School has enrolled a younger overseas student who is transferring to the School from another registered provider, we must negotiate the transfer date with the releasing provider to ensure that there is no gap in welfare arrangements.

We may be required to issue a CAAW letter covering the transition from one accommodation arrangement to another.

The Director of Enrolments will negotiate the transfer date with the releasing provider.

Where the younger overseas student is not being cared for in Australia by a parent or suitable nominated relative, we must confirm that the School accepts responsibility for approving the younger overseas student's accommodation, support and general welfare arrangements in accordance with Standard 5. The Director of Enrolments will record the confirmation through creating and issuing a new CAAW letter covering the transition of the accommodation arrangements, using PRISMS.

The Director of Enrolments will inform the younger overseas student and their parents/guardians of their Visa obligation to maintain their current welfare arrangements until the transfer date or have alternate welfare arrangements approved by the DHA or return to their home country until the new approved welfare arrangements take place.

The Director of Enrolments will contact the parents/guardians via email, phone and letter.

#### **If the Younger Overseas Student Turns 18**

If the overseas student turns 18 while enrolled at the School, the School's CAAW responsibility will cease.

Additionally, the requirements under Standard 5 of the National Code and this policy will no longer apply to the student.

The School requires students to remain in an approved home-stay for the full period of enrolment including after the student turns 18.

If an overseas student turns 18 while enrolled in the final period of their course, the School may decide to apply a condition on enrolment in the course, requiring the Overseas Student to continue to reside in the approved accommodation until the completion of the course.

#### **Approval of Welfare Arrangements**

Under Standard 5.7, if the School enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, the School must:

- negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap
- inform the student of their visa obligations to maintain their current welfare arrangements are approved or return to their home country until the new approved welfare arrangements take effect.

#### **Welfare Arrangements Approved by the Department of Home Affairs**

If an overseas student enrolled at the School is under the age of 18, a parent/guardian or eligible relative can be nominated to take responsibility for the overseas student's accommodation and welfare arrangements.

The parent/guardian, or eligible relative must have an appropriate visa or have applied for a Student Guardian visa (subclass 590).

An eligible relative can be:

- a parent, spouse, de facto partner, brother, sister, step-parent, stepbrother, stepsister, grandparent, aunt, uncle, niece or nephew, or step-grandparent, step-aunt, step-uncle, step-niece or step-nephew; and
- nominated by the parent of the applicant or a person who has custody of the applicant, and must be:
  - aged at least 21; and
  - of good character, and shows this by providing Police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16; and
  - an Australian citizen, permanent resident or is eligible to remain in Australia until the overseas student's visa expires or the overseas student turns 18 years of age (whichever happens first).

The School is not obliged to follow up where a nominated guardian has been approved by the Department of Home Affairs. However, the School will contact the Department of Home Affairs and NESA if they become aware that the overseas student is not being appropriately cared

for.

#### **Arrangements Accepted by the School**

The School accepts responsibility for the welfare arrangements of all overseas students who are under the age of 18. These students must only stay in accommodation approved by the School.

The School does not approve an overseas student's parent, guardian or eligible relative as an appropriate welfare arrangement in a CAAW – they must be approved by the Department of Home Affairs.

If the parent, guardian or eligible relative wants to care for an overseas student on a CAAW, they should apply to be the overseas student's nominated guardian through the Department of Home Affairs. They must be granted a Student Guardian visa through the Department of Home Affairs.

The School can approve a person who is not an Australian citizen or permanent resident (including a family friend or family member that does not meet the definition of eligible relative) to care for the overseas student on a CAAW. The School must ensure that the person:

- is at least 21-years-old; and
- is of good character; and
- has an appropriate visa to remain in Australia until the visa expires or the overseas student turns 18; and
- has a current Working with Children Check clearance in accordance with Working with Children Check legislation.

#### **Monitoring Welfare Arrangements**

The School will monitor the welfare arrangements of overseas students, including the welfare arrangements where the student is living with an eligible relative under a Student Guardian visa, by conducting regular student interviews with the Overseas Student Liaison Officer as outlined in the Overseas Students Staff Handbook.

The monitoring of welfare arrangements is conducted by the Director of Enrolments in liaison with the Overseas Student Liaison Officer.

Refer to our **Younger Overseas Students Accommodation Arrangements Policy**.

#### **Disruption of Welfare Arrangements**

The School must activate our critical incident policy in emergency situations which may disrupt welfare arrangements without warning. Refer to our **Overseas Students Critical Incidents Response Policy**.

Records of any critical incident notifications must be maintained in accordance with the School's **Overseas Students Records Management and Retention Policy**.

#### **Record Keeping**

The School maintains evidence of compliance with this policy by maintaining records of CAAWs and any actions or activities undertaken by the School in relation to this policy. Records will be maintained in accordance with our **Overseas Students Records Management and Retention Policy**.

#### **Implementation**

The Director of Enrolments will:

- Ensure host families are provided with a list of requirements to which the hosts must agree by signing and dating.
- Complete checklists and forms to monitor this process including:
  - Host family application form,
  - Student homestay application form,
  - Homestay site visit checklist form.
- Ensure each adult in the household has a current WWCC
- Make reports to PRISMS as required
- Ensure copies of all records are stored on the family file &/or the Director of Enrolment folders for Homestay and Current Overseas students.

The Overseas Student Liaison Officer will:

- Conduct regular monitoring meetings with students as outlined in the Overseas Students Staff Handbook to check welfare, accommodation and academic progress
- Provide Student Orientation processes as outlined in the Overseas Students Staff Handbook
- Provide students with the emergency contact number at orientation

The Assistant Principal will manage issues related to

- Critical Incidents
- Missing Students
- Welfare arrangements after suspension or cancellation
- The emergency contact number

Procedures are outlined in the **OS Group Compliance Procedures** and **OS Students Staff Handbook**

#### **Emergency Contact Telephone Number**

The emergency contact telephone number is provided by a 24 hour message divert service. This provider is given the mobile phone contact details for the following school staff:

- Assistant Principal Administration and Welfare
- Overseas Students Liaison Officer
- Head of Senior School
- Assistant Head of Senior School

When calling this number, students will be diverted to a school staff member in the order of the above list.