CRICOS Registration
Policy & Procedures

Christian Outreach Centre t/a Suncoast Christian College
CRICOS Provider No: 00539J

Approved by: Principal 18/02/2014
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Review Date: 18/02/2015

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www.suncoastcc.qld.edu.au
Mission Statement

Suncoast Christian College exists to provide Christ-centred education that promotes life-long learning, develops excellence and Christian character, and fosters social responsibility.
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## CRICOS Registration Legislation and Regulatory Requirements

<table>
<thead>
<tr>
<th>Legislation</th>
<th>Description</th>
<th>URL</th>
</tr>
</thead>
</table>

*Please note, these are new references following amendments to the ESOS framework of legislation following the Baird Review of ESOS.*
CRICOS responsibilities and written policy about code of ethics

Refs: E(OS) Reg 98 s11; ESOS Act 2000 s9 & s9A, s.23 & s24; ESOS (Reg Charges) Act 1997 s.5; ESOS (TPS Levies) Act 2012 Part 2 s5-10. NC St 6, St 14, St 15

Suncoast Christian College (‘the College’) is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

In order to be registered on CRICOS the College is required to:

a) have the principal purpose of providing education; and

b) clearly demonstrate capacity to provide education of a satisfactory standard.

Evidence of the College’s ability to meet these requirements is provided in:

a) the College’s Annual Report to Commonwealth and State governments, available on the website (www.suncoastcc.qld.edu.au); and

b) Non State-Colleges Accreditation Board documentation – the College’s Cyclical Review Report and NSSAB confirmation letter.

The College’s CRICOS Registration details:

Christian Outreach Centre t/a Suncoast Christian College
CRICOS Provider No: 00539J
Course Code 004975A Secondary Senior Years 11-12 Boys & Girls
Course Code 004974B Secondary Junior Years 8-10 Boys & Girls
Course Code 009173F Primary Years 1-7 Boys & Girls
Period of CRICOS Registration: 01/01/1991 to 30/06/2015

The College is registered to enrol a maximum of 10 full fee paying 571 visa subclass students.

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

The Principal Executive Officer (PEO) appearing on the CRICOS website (http://cricos.deewr.gov.au) in the College Contact Details is the Principal.

PRISMS

There are three different levels of access to the Provider Registration and Overseas Student Management System (PRISMS). New PRISMS users must complete an online training course before being allowed access.

News alerts for changes to PRISMS can be found on the PRISMS home page: https://prisms.deewr.gov.au/Logon/Logon.aspx or in the PRISMS Provider User Guide.

PRISMS should be checked regularly for alerts relating actions required for CoEs, as these will not be seen until logged in.

The following Staff members have access to PRISMS:

Name of Officer(s) / Level of Access:

- Mr Mark Ash (Principal) / PEO
- Dr Steven Austen (Business Manager) / E-Business Contact
- Mrs Janelle Appo (Enrolment Officer) / Registration Signatory Delegate
- Mrs Kerry Paulsen (Assistant Business Manager) / Registration Signatory Delegate

It is the responsibility of the PEO to notify the International Quality Unit (CRICOS) and all overseas students enrolled of any intention to relocate premises at least 20 days before the relocation. (NC D St 14.3).
Change of ownership

It is the responsibility of the PEO to advise the International Quality Unit (CRICOS) in writing of:

a) any prospective changes to the ownership of the College as soon as practicable prior to the change taking effect;

b) any prospective or actual change to a “high managerial agent” of the College soon as practicable prior to the change taking effect, or within 10 working days where the change cannot be determined until it takes effect; and

c) any information on the new owner or high managerial agent as per section 9(6) of the ESOS Act (NC D St 15.1 a, St 15.1b, St 15.2).

Annual fees and charges

There are two sets of fees payable annually that are related to CRICOS registration:

a) Annual Registration Charge (ARC) (ESOS Act 2000 s.23):

This fee has four components, which are subject to indexation annually (ESOS (Reg Charges) Act 1997 s.5):

• a base fee, originally set at $1300*;
• a fee per student enrolment for the previous calendar year, originally set at $10 per student;
• a fee for each course registered on CRICOS at the start of each year per location, originally set at $100 per course; and
• a penalty fee for any action taken against the College in the previous year under s.83 of the ESOS Act 2000, originally set at $1000.

The ARC is payable by close of business the last business day of February each year.

*Non-government Colleges that did not have any enrolments in the previous calendar year but maintained a registration pay a lesser base fee (e.g., $373 in 2013).

Information about payment of the ARC is provided by PRISMS alerts at different times of the year and at Registration fees and charges.

b) Tuition Protection Service (TPS) levy:

This fee has four components, which are subject to indexation annually (ESOS Act 2000 s.24):

• an administrative fee, originally set at $100, plus a fee per student enrolment for the previous calendar year, originally set at $2 per student;
• a base fee that is the sum of a prescribed amount, originally set at $200, plus a fee per student enrolment for the previous calendar year, originally set at $5 per student*;
• a risk rated premium component that is determined by the TPS Director each year; and
• a special tuition protection component, originally set at $0.

ESOS (TPS Levies) Act 2012 Part 2 s.5-10

The first TPS levy is scheduled for introduction in the first quarter of 2013.


*Registered Colleges with no international students are exempt from this component.

N.B. Colleges considering allowing CRICOS registration to lapse should be aware the ENTRY TO MARKET CHARGE will apply for an application to re-register after registration has been allowed to expire. This fee is payable annually in each of the first three years of CRICOS registration:

• $7,650 at the time the provider first becomes registered;
• $5,100 on the first anniversary of the day on which the provider was registered; and
• $2,550 on the second anniversary of the day on which the provider was registered.

See Registration fees and charges for further information.

It is the responsibility of the Enrolment Officer to ensure annual registration fees and charges are paid by the due dates:

Information in this section should be checked and updated whenever there is a change made to fee components or payment dates.
The Enrolment Officer is the designated official point of contact for overseas students (NC D St 6.5). Additionally, staff undertake the following roles and responsibilities in relation to overseas students (NC D St 6):

<table>
<thead>
<tr>
<th>Staff Member in this Role</th>
<th>Area of Responsibility for Overseas Students</th>
<th>Method to Contact / make Appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment Officer</td>
<td>Orientation on arrival</td>
<td>Appointment</td>
</tr>
<tr>
<td>Learning Support Coordinator</td>
<td>ESL Support</td>
<td>Assessment</td>
</tr>
<tr>
<td>Learning Support Coordinator</td>
<td>Other tutorial support</td>
<td>Assessment</td>
</tr>
<tr>
<td>Student Development Officer</td>
<td>Academic and Careers Counselling</td>
<td>Appointment</td>
</tr>
<tr>
<td>Life Coach</td>
<td>Personal Counselling</td>
<td>Appointment</td>
</tr>
<tr>
<td>Enrolment Officer</td>
<td>Monitoring of homestay / accommodation /care arrangements</td>
<td>Regular Review</td>
</tr>
<tr>
<td>Principal</td>
<td>Complaints and appeals</td>
<td>Appointment</td>
</tr>
<tr>
<td>Enrolment Officer</td>
<td>Visa / Passport issues</td>
<td>Regular Review</td>
</tr>
<tr>
<td>Homestay</td>
<td>OSHC</td>
<td>As required</td>
</tr>
</tbody>
</table>

Information about the roles of support services and staff at the College, including how to access services, is given to students:

- in the Student Handbook
- at Orientation

The Enrolment Officer is responsible for keeping details in Section 1 and on the CRICOS website up to date. Information in this section should be checked and updated whenever there is a change of staff member in the roles above.
Marketing information and practices

Ref: NC D St 1; St 7

The College markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry (NC D St 1.1).

The College’s marketing materials do not make false claims or provide misleading information about itself, its courses or course outcomes, (NC D St 1.2.b) including:

- claims of associations between providers
- employment outcomes associated with a course
- automatic acceptance into another course
- possible migration outcomes

The College will not actively seek to recruit a student who is already enrolled with another registered provider (NC D St 1.3 St 7).

The College will assess any enrolment enquiry from a student already enrolled with another registered provider according to the requirements of Part D, Standard 7 of the National Code of Practice (NC D St 1.2.a).

The College’s Legal Entity Name Christian Outreach Centres t/a Suncoast Christian College and CRICOS Number appear on all written marketing and other required materials, as below, including in electronic form, as required by the 2007 National Code in the following format:

Christian Outreach Centres t/a
Suncoast Christian College
CRICOS Number: 00539J

Offers of enrolment can only be made for registered courses that are listed on the CRICOS.

Marketing information is provided to students prior to enrolment and is provided:

- in the enrolment information pack
- on the College Website
- via email (when requested)

See Appendices for copies of the College’s pre-enrolment and marketing materials.

The Enrolment Officer, with the support of the Marketing & Development Officer is responsible for reviewing and updating marketing materials.

Information in this section should be checked and updated whenever there is a change of information in the Checklist, e.g., a change in course registration, in regulations relating to information in the checklist, or when new marketing materials are produced.
The following information is provided to a student prior to enrolment

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>WHERE THE INFORMATION IS PROVIDED</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Requirements for acceptance into a Course</td>
<td>Minimum level of English language proficiency</td>
<td>NC D St 2.1.a E(OS)Reg 98 s6</td>
</tr>
<tr>
<td></td>
<td>Educational qualifications</td>
<td>NC D St 2.1a E(OS)Reg 98 s6</td>
</tr>
<tr>
<td></td>
<td>Advice as to whether course credit is applicable</td>
<td>NC D St 12</td>
</tr>
<tr>
<td>2. Course information</td>
<td>Course content and duration</td>
<td>NC D St 2.1.b</td>
</tr>
<tr>
<td></td>
<td>Qualification / exit statement offered</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Modes of study</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Assessment methods</td>
<td></td>
</tr>
<tr>
<td>3. Campus information</td>
<td>Campus location(s)</td>
<td>NC D St 2.1.c</td>
</tr>
<tr>
<td></td>
<td>General description of facilities, equipment, learning and library resources available to students</td>
<td>NC D St 2.1.dc</td>
</tr>
<tr>
<td>4. Arrangements with other providers</td>
<td>Details of any arrangements with another provider to provide the course or part of the course</td>
<td>NC D St 2.1.d</td>
</tr>
<tr>
<td>5. Fees information</td>
<td>Indicative course-related fees</td>
<td>NC D St 2.1.e ESOS Act 2000 s5 s7 s22 s27</td>
</tr>
<tr>
<td></td>
<td>Advice for the potential for fees to change during the student’s course</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Applicable refund policies (see also NC D St 3) including refund provisions in the case of a written agreement, visa refusal and student or provider default</td>
<td></td>
</tr>
<tr>
<td>6. Grounds on which a student’s enrolment may be deferred, suspended or cancelled</td>
<td>Deferment, suspension and cancellation policy</td>
<td>NC D St 2.1.f St 13</td>
</tr>
<tr>
<td></td>
<td>Behavioural policy/Code of Conduct</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Information regarding ‘exclusion from class’ if applicable (see ISCA Transition handbook <a href="http://www.isca.edu.au">www.isca.edu.au</a> FAQs for Standard 13)</td>
<td></td>
</tr>
<tr>
<td>7. Description of the ESOS framework</td>
<td>Description of the ESOS framework (See Tuition Protection Brochure for Students. (See versions in English, Mandarin Chinese Simplified, Hindi, Hangul, Bahasa Indonesia and Vietnamese)</td>
<td>NC D St 2.1.g</td>
</tr>
<tr>
<td>8. Relevant information on living in Australia</td>
<td>□ Indicative costs of living</td>
<td>NC D St 2.1.h</td>
</tr>
<tr>
<td></td>
<td>□ Accommodation options</td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ Where relevant, schooling obligations and options for dependants, including possibility of College fees</td>
<td></td>
</tr>
<tr>
<td>9. Concerns and complaints policy</td>
<td>□ Provided to students prior to enrolment</td>
<td>NC D t 8 E(OS)Reg 98 s8</td>
</tr>
<tr>
<td></td>
<td>□ Provided to students again within 7 days of arrival</td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ Internal concerns and complaints policy</td>
<td></td>
</tr>
<tr>
<td>10. Welfare and accommodation arrangements</td>
<td>□ Condition for under 18 year old students to maintain adequate welfare and accommodation arrangements</td>
<td>NC D St 5 E(OS)Reg 98 s9</td>
</tr>
<tr>
<td></td>
<td>□ [If College is issuing the CAAW] Advice to under 18 year old students not to travel to Australia before start date of CAAW arrangements</td>
<td></td>
</tr>
<tr>
<td>11. Student transfer request assessment policy</td>
<td>□ Policy must be available to staff and students at orientation (NC D St 7.2)</td>
<td>NC D St 7 E(OS)Reg 98 s10</td>
</tr>
<tr>
<td>12. Course Progress and Attendance Policy</td>
<td>□ Documented course progress policy and intervention strategy must be available to staff and students at orientation (NC D St 10.2 &amp; 10.4)</td>
<td>NC D St 10 St 11</td>
</tr>
<tr>
<td></td>
<td>□ Documented attendance policy and procedures must be available to staff and students at orientation (NC D St 11.3)</td>
<td></td>
</tr>
</tbody>
</table>
Policy about written entry requirements for registered courses
Refs: NC D St 2.a; E(OS) Reg 98 s6

The College informs intending students of all requirements for acceptance into a course, and assesses applications for enrolment according to procedure, to determine appropriateness of educational qualifications, experience and English language proficiency for the course for which enrolment is sought (NC D St 2.a St 2.2 E(OS)Reg 98 s6).

This information is provided to students prior to enrolment and is provided in the following ways (NC D St 2.1):

- in the enrolment information pack
- on the College Website
- via email (when requested)

See also, Procedure for assessing student’s qualifications, and language proficiency

The PEO (Principal) is responsible for reviewing and updating written entry requirements and processes:

Information in this section should be checked and updated whenever there is a change in admissions procedures, English levels for entry to mainstream classes or in regulations about entry requirements or for entry requirements for AL 3 and 4 countries.

Policy for entry requirements

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

Applications for enrolment must be made on the Application for Enrolment form. This must be correctly completed and must be accompanied by the following documents to support the application:

- a) copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
- b) a completed reference from the student’s current or most recent College Principal is also required if student reports do not record student behaviour or commitment to studies;
- c) a completed Subject Selection Form (Year 8 – Year 12);
- d) appropriate proof of identity and age;
- e) written evidence of proficiency in English as a second language;
- f) photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
- g) completed Homestay form; and
- h) enrolment Application Fee

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

An application for enrolment can only be processed when all of the above are in the hands of the Admissions Officer. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.

Assessment procedures include an evaluation of reports from previous Colleges and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the College may require relevant testing of the applicant to assess the application. Minimum academic and English language requirements are as follows:
**Academic requirements**

Students must provide evidence of academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the College in a letter of offer.

**Primary College (Year 1 to Year 6)** - evidence of application to College work and age-appropriate achievement in literacy and numeracy areas of the curriculum.

**Year 7 – 12 students** – a pass level or “C” grade or better for the majority of core subjects.

**English proficiency requirements**

The College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the *National Code*.

The College must obtain evidence that assessment of an overseas student’s proficiency in English has been carried out (unless this is clearly not relevant). Assessment must be done by a suitably qualified person. Evidence of Assessment must meet the requirements of the Migration Regulations.

In the case of AL4 applicants 16 years of age or older, as of 1 April, 2004, Migration Regulations must be met. In other cases, the College accepts results from the following:

<table>
<thead>
<tr>
<th>Acceptable Test</th>
<th>Minimum Test Result</th>
<th>For entry to Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>NLLIA (ESL) Bandscales</td>
<td>Bandscales Levels 2 and 3: Elementary ESL Proficiency</td>
<td>10</td>
</tr>
<tr>
<td>NLLIA (ESL) Bandscales</td>
<td>Bandscales Levels 4 and 5: Intermediate ESL Proficiency</td>
<td>11</td>
</tr>
<tr>
<td>NLLIA (ESL) Bandscales</td>
<td>Bandscales Level 6: Advanced ESL Proficiency</td>
<td>12</td>
</tr>
</tbody>
</table>

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

Students wishing to enter the College below Year 10 level are assessed individually based on the contents of reports and personal references, and may also be required to undertake a language proficiency test set by the College.

**Statement regarding course credit**

Refs: NC D St 2.1.a ; St 12

The College does not offer course credit and entry into any course is subject to the assessment of the College. This also applies to on-shore College transfers, either within the state or from interstate.

This information is provided to students prior to enrolment via email, on the website and/or in printed hard copy.
Procedure for assessing student’s qualification and language proficiency
Refs: NC D St 2.2; E(OS)Reg 98 s6

Admissions Office
☐ Check if placement is available
☐ Check documentation is complete
☐ Request any documentation outstanding
☐ Advise family if no placement available

☐ Create application file
☐ Indicate placements which might be available

Application file circulated for assessment
REF: English language and academic entry requirements

ESL teacher for assessment of ESL support required if student is from a culturally and linguistically diverse background

Appropriate Head of College/Director of Teaching & Learning for assessment of academic history and conduct

Principal / Deputy Principal
☐ Application approved
☐ Application not approved
☐ Interview required

Admissions Office
☐ Confirm recommended placement is available
☐ Confirm documentation and consultation process is complete
☐ Follow up any academic or management requests
☐ Finalise documentation

Completed enrolment application documents are received.
These include:
☐ Completed enrolment application form
☐ Signed agreement all policies and conditions have been understood and accepted
☐ Completed medical information form
☐ Certified transcripts of academic records from last two years of Schooling
☐ Certified evidence of date of birth
☐ Letter of recommendation or statement of student behaviour from previous College principal (if not included with academic records)
☐ Copy of passport details
☐ Copy of English language test/evidence English language proficiency
☐ Completed form for request for Special Assistance/Programs
☐ Completed accommodation application
☐ Completed subject selection form (Year 8 – Year 12)

Advise outcome of application and complete enrolment process if application is accepted
Enrolment procedure overview
Refs: NC D St 2, St 3

**THE COLLEGE SHOULD CHECK THE FOLLOWING HAVE BEEN PROVIDED PRIOR TO ENROLMENT OR DURING THE ENROLMENT PROCESS TO MEET REQUIREMENTS OF THE 2007 NATIONAL CODE:**

- Any relevant information provided to students under Standard 2 (including services provided under Standard 6)
- Any relevant information provided to students under Standard 3
- Requirement for students to maintain adequate welfare and accommodation requirements, and if providing CAAW letter, dates for approval of welfare and accommodation arrangements (Standard 5 – Younger students)
- Transfer Policy (Standard 7 – Transfer between registered providers, but see also QLD legislation re Letter of Release)
- Concerns and complaints policy (Standard 8 – Complaints and Appeals)
- College’s Course Duration, Progress and Attendance Policies (Standards 9, 10 & 11)
- Advice that course credit is not available (Standard 12 – Course Credit)
- Grounds for deferment, suspension & cancellation including the College’s behavourial policy/code of conduct (Standard 13 – Deferring, suspending or cancelling the student’s enrolment)

**STUDENT ARRIVES. COLLEGE PROVIDES:**

- Orientation on arrival with information about
  - support services available to assist with transition to life & study in new environment
  - legal services
  - emergency & health services
  - facilities and resources
  - visa conditions relating to course progress and attendance
- access to student services
- OSHC information
- introduction to designated student officer who will be official point of contact for the student and who will have access to up to date details of all of the College’s support services
- a copy of concerns and complaints processes within 7 days of beginning the course

**ENROLMENT ENQUIRY MADE DIRECTLY TO THE COLLEGE OR VIA *AGENT**

**COMPLETED ENROLMENT APPLICATION AND DOCUMENTATION SUBMITTED TO THE COLLEGE**

- **THE COLLEGE ADVISES OUTCOME OF APPLICATION.**
- **IF ENROLMENT IS ACCEPTED, LETTER OF OFFER, WRITTEN AGREEMENT, INCLUDING CONDITIONS OF ENROLMENT, ITEMISED FEES AND PAYMENT DETAILS, DATES FOR APPROVAL OF CARE ARRANGEMENTS (IF APPLICABLE) ETC, ARE ISSUED. SIGNED WRITTEN AGREEMENT IS REQUESTED**
  - THE COLLEGE CHECKS IF SIGNED AGENCY AGREEMENT IS CURRENT (IF APPLICABLE)*.
  - (*From 3 June 2010, agents with written agreements must be listed on the College website)

**WHEN WRITTEN AGREEMENT IS RECEIVED AND FEES ARE PAID, AN eCOE IS ISSUED FOR VISA APPLICATION**

- The Written Agreement must be signed BEFORE or at SAME TIME as Payment of Fees
- The eCOE must NOT be issued with a course cost or duration that is higher than what is registered on PRISMS

**THE COLLEGE AND PARENTS COMMUNICATE ABOUT ARRIVAL, PICKUP, ACCOMMODATION, ETC.**
### Enrolment procedure checklist

Refs: NC D St 2.2; E(OS)Reg 98 s6

<table>
<thead>
<tr>
<th>Step</th>
<th>Requirements</th>
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</table>
| Respond to enquiry | - Request details  
Clarify any special requirements or conditions of enrolment (e.g. additional English language tuition) |
| Initial check of capacity | - Check capacity for placement specific year level (DOB / Year level known) |
| Provide enrolment information and application package to parent / agent | - Enrolment application form  
- Prospectus  
- Student handbook / information  
- Subject selection information  
- Enrolment process  
- Policies information  
- Fee information  
- Accommodation information  
- Outside College hours care (OSHC)  
- Uniform  
- Invoice for enrolment application fee |
| If using an agent | - Check agreement is current  
- Contact details for PRISMS records  
- Agent is on website |
| Record enquiry details | - Date and details in PCSchool  
- Follow up as necessary |
| On receipt of application | - Check documentation is complete and follow up if necessary  
- Create file / enter details in PCSchool |
| Check availability of placement | - DOB / Year level capacity  
- Student ratios (for Year 12, if applicable for visa classification)  
- Date of entry, length of time for visa application to be processed  
- Any special support / subjects / activities requested |
| Assess application | - Assess academic requirements entry requirements policy  
- Assess English language proficiency entry requirements policy  
- Assess welfare requirements (is CAAW needed)  
- Confirm if placement is available |
| Advise parents / agent if application is unsuccessful | - Student does not need entry requirement or no place available  
- Refund any fees owing |
| Letter of offer and individualised written agreement if application is successful | - Must include Department of Immigration requirements:  
  - Tuition costs  
  - Course duration  
  - Course description  
  - Education provider code  
  - Conditional offer of a place if applicable  
  - Also  
  - Written agreement to be signed (see checklist for contents)  
  - Information regarding payment of fees, include invoice  
  - Information on how to progress the enrolment from this point |
| Offer of place is accepted | - Written agreement and any attachments are complete and signed  
  - Fees have been paid (if applicable)  
  - Complete OSHC arrangements (if applicable)  
  - Confirm receipt of written agreement and fees  
  - Create eCoE (and CAAW if applicable)  
  - Course cost, duration on eCoE not greater than registered on PRISMS  
  - Enter fees received on PRISMS  
  - Forward eCoE to parents/agent for student visa application  
  - Confirm welfare dates with parents/agent (if applicable) |
Advise of visa grant is received
- Record details in PCSchool
- Provide pre-arrival information
- Confirm arrival time and pick up arrangements
- Activate accommodation placement procedures
- Ongoing liaison with family until arrival

On arrival
- Arrival arrangements
- Arrival with parents / student has contacted parents
- Confirm arrival with relevant staff
- Confirm course start date in PRISMS

Student orientation
- Student orientation plan confirmed with relevant staff
- Signed plan (Appendix C) returned for file

Ongoing
- Run PRISMS reports every 12 months
- Enter required information in PRISMS within required timelines
- Confirm student contact details every 6 months

Fee, refunds and TPS obligations
Refs: NC D St 2.1.e, 3.1.c & 3.2; ESOS Act 2000 s19, s21, s22, s27–s47B, 47D, s47E, s47H; LI-ESOS Act 2000 s47H; ESOS Reg 2001 2.01.2(b)&(c), 3.03 & 3.04; E(OS)Reg 98 s7; PRISMS Provider User Guide; Recent ESOS Changes FAQs.

The College collects fees in accordance with requirements under ESOS legislation (NC D St 2.1.e St 3.1 ESOS Act 2000 S22 S27).

This includes:
- a) having a written agreement with a student or intending student that sets out the length of each study period and tuition fees for each study period for a student’s course;
- b) not receiving more than 50% of the student’s total tuition fees for a course before the student has begun the course, and
- c) once the student begins a course, not requiring any of the remaining tuition fees for the course to be paid more than 2 weeks before the beginning of the student’s second study period for the course.

The College refunds course monies in accordance with requirements under ESOS and state legislation.

Information on tuition and non-tuition fees payable and the College’s fees and refund policy is provided to students prior to enrolment and is part of the written agreement between the student and the College.

Tuition fees for study periods for a course are calculated annually to include fee increases for each calendar year of each course.

Tuition Fees and the Refund Policy are included in documentation provided in:
- pre-enrolment information package;
- the College website; and
- the College’s Written Agreement.

Providing information about fees for a course
ESOS Reg 2001 2.01.2(b)&(c)

The PRISMS Administrator is responsible for notifying the National ESOS Authority via PRISMS of the required information about the estimated totals of tuition fees and non-tuition fees payable by the student for the course.

Record keeping requirements in relation to fees
ESOS Reg 2001 3.04

Refer to Overview and Checklist of Tuition Fees and Non-Tuition Fees, and Recent ESOS Changes FAQs for details about record keeping requirements in relation to fees.
Provider default

Notification of provider default
ESOS Act 2000 s46B LI-ESOS Act 2000 s46B

The Enrolment Officer is responsible for notifying the National ESOS Authority and the TPS Director via PRISMS within 3 business days of the provider default occurring as required under s46B(2) of the ESOS Act:

Requirements for a notice of provider default

For subsection 46B(2), the provider must enter, for each CoE, the information below into the specified fields in PRISMS the:

(a) date of the default;
(b) reason for the default; and
(c) following contact details if known:
   (i) physical address;
   (ii) email address;
   (iii) home phone number; and
   (iv) mobile phone number.

Payment of refund
ESOS Act 2000 s46D

The Business Manager is responsible for administering refunds owing within 14 days after the default day of provider default.

Notification of outcome of provider default
ESOS Act 2000 s46F LI-ESOS Act 2000 s46F

The Enrolment Officer is responsible for notifying the National ESOS Authority and the TPS Director via PRISMS within 7 days after the end of the Provider Obligation Period as required under s46F of the ESOS Act:

Requirements of a notice – Provider default – discharge of provider obligations

For section 46F, the provider must enter for each CoE, the information below into the specified fields in PRISMS if the:

(a) provider has not met obligations in accordance with section 46D, the reasons for this;
(b) provider has met obligations in accordance with section 46D, whether this was under subsections (4) and (5) Arranging alternative courses or under subsections (6) and (7) Providing a refund;
(c) obligations were met by arranging alternative courses:
   (i) the date the provider met the obligations;
   (ii) the CoE code of the alternative course accepted by the student (if known); and
   (iii) confirmation that the provider has evidence of the student’s acceptance of an offer of a place in an alternative course.
(d) obligations were met by providing a refund the:
   (i) amount of the refund; and
   (ii) date the refund was paid.
Student default

Notification of student default
ESOS Act 2000 s47C LI-ESOS Act 2000 s47C

The Enrolment Officer is responsible for notifying the National ESOS Authority and the TPS Director via PRISMS of student default within 5 business days of the student default occurring as required under s47C of the ESOS Act.

Requirements for a notice of student default

For subsection 47C(4) the provider must enter, for each CoE, the information below into the specified fields in PRISMS the:

(a) date of the default; and
(b) reason for the default (if known).

Giving information about accepted students
ESOS Act 2000 s19(1) (c)(d)

The Enrolment Officer is responsible for notifying National ESOS Authority via PRISMS within 14 days after the event specified below occurs:

(a) the student does not begin his or her course when expected; and
(b) any termination of an accepted student’s studies (whether as a result of action by the student or the provider or otherwise) before the student’s course is completed


Payment of refund

The Business Manager is responsible for administering refunds owing within the stated timeframes, within the provider obligation period of 4 weeks after:

(a) receiving a written claim from the student for circumstances that are covered by the written agreement; and
(b) the student default day if the student is refused a visa or if the written agreement is not valid.

Notification of outcome for student default
ESOS Act 2000 S47D S47E s47H LI-ESOS Act 2000 s47H

The Enrolment Officer is responsible for notifying the National ESOS Authority and the TPS Director via PRISMS within 7 days after the end of the Provider Obligation Period as required under s47H of the ESOS Act:

Requirements of a notice - student default - discharge of provider obligations

For section 47H, the provider must enter, for each CoE, the information below into the specified fields in PRISMS if the:

(a) provider has not met their obligation under the Act, the reasons for this;
(b) provider has met their obligations under the Act and if so whether this was under 47D or 47E; and
(c) obligations were met in accordance with a claim under 47D(4):

(Refund under a written agreement about student default)

(i) the date the student’s claim was received;
(ii) the amount claimed by the student;
(iii) the amount paid by the provider;
(iv) the date the refund was paid;
(v) whether or not the refund was paid in accordance with the written agreement between the provider and the student;
Overview of tuition fees and non-tuition fees

Because the TPS is designed to protect student tuition fees, there is an important distinction between tuition fees and non-tuition fees.

Tuition fees are fees received, directly or indirectly, that are directly related to the provision of a course. They include tuition fees, fees for compulsory course materials, and any compulsory enrolment or administration fees that apply during the entire period of enrolment.

Non-tuition fees include fees such as OSHC, application fees, accommodation fees (such as homestay fees), book fees, uniform costs and bus fares.

The total amount of tuition fees and non-tuition fees for the entire course is to be included in a ‘Letter of Offer’ and when generating CoEs.

The total amount of compulsory tuition fees in a ‘Letter of Offer’ and CoE will be compared with the registered course cost on PRISMS. The estimated total course cost of compulsory tuition and non-tuition fees, should therefore not exceed the registered course cost on PRISMS.

Written Agreements must:

(a) itemise both tuition fees and non-tuition fees, and

(b) set out the length of each study period for a course and the tuition fees for each study period for a course.

There are also limits on the amount of pre-paid fees that can be received before a student begins a course. Pre-paid fees means tuition fees received by the College, in relation to a study period for a course, before the student begins the study period.

By definition, a study period cannot be longer than 24 weeks.

The College must not receive more than 50% of a student's total tuition fees for a course before the student has commenced the course.

After a student has started a course, the College must not require any of the remaining tuition fees for the course to be paid more than 2 weeks before the beginning of the student's second study period for the course.

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

(a) estimated totals of tuition and non-tuition fees for entire course;

(b) amount of tuition and non-tuition fees received before creating a CoE in PRISMS;

(c) start and end dates for the period covered by pre-paid tuition fees;

(d) whether OSHC has been paid for the student before the course begins; and

(e) details of any tuition fees (amount, date of payment and period covered) within 14 days of the end of any calendar month in which tuition fees have been received.

The College must keep records of all amounts of fees received directly or indirectly for tuition fees and non-tuition fees, and details of any periods of time covered, as well as of any amounts not received for any period of time.

Checklist for tuition fees and non-tuition fees

☐ College documents (Letter of Offer, Written Agreement, Fees Policy, Refund Policy, etc.) distinguish between tuition fees and non-tuition fees.

☐ Definitions or references to tuition fees and other fees in College documents align with ESOS definitions and requirements.

☐ A Letter of Offer includes the total amount of tuition fees for the entire course.
CoEs include the total amount of tuition fees for the entire course.
The total amount of tuition fees for the entire course does not exceed the registered course cost on PRISMS.
Written agreements itemise both tuition fees and non-tuition fees.
Written agreements set out the length of each study period for a course and the tuition fees for each study period for a course.
Study periods are not longer than 24 weeks.
Fees are received prior to or at the same time as a signed Written Agreement.
Fee invoices do not request payment of more than 50% of a student’s total tuition fees for a course before the student has begun the course.
Fee invoices after a student has started a course do not require any of the remaining tuition fees for the course to be paid more than 2 weeks before the beginning of the student’s second study period for the course.
There is a method of recording all dates and amounts of payment (and non-payment) of tuition fees and non-tuition fees and the period of time covered by each payment for PRISMS reporting purposes. See PRISMS Provider User Guide (5.21 How to Manage Payment Details).

Reporting provider obligations

Provider default
From the day of the provider default notification is to be made to PRISMS and TPS Director within 3 business days. A provider has 14 days to satisfy tuition protection obligations to an affected student:

- offer the student an alternative place that is accepted by the student in writing; or
- arrange for the student to the offered a place in an alternate course at the provider’s expense; or
- refund the unused portion of prepaid tuition fees.

Report outcomes within 7 days after provider obligation period.

Student default
From the time the student default is confirmed notification is to be made to PRISMS and TPS Director within 5 business days. The provider must pay a refund under written agreement to student or person specified in the written agreement, within 4 weeks after receiving a written claim from the student.
Where no valid written agreement is in place or where the student has been refused a visa, the provider must pay required amount of unspent pre-paid fees within 4 weeks of the student default day.
Report outcomes within 7 days after provider obligation period.
Entry of any SCVs to be made in PRISMS within 14 days of student default for whatever reason.

Checklist of record keeping and report obligations

- Notify PRISMS and TPS Director of Provider Default within 3 business days of default occurring.
- Attend to obligations in case of Provider Default within Provider Obligation Period of 14 days from day of Provider Default.
- Report how Provider Default obligations have been met within 7 days after Provider Obligation Period.
- Notify PRISMS and TPS Director of Student Default within 5 business days of default occurring.
- Attend to obligations in case of Student Default within Provider Obligation Period of 28 days from day of Student Default.
- Report how Student Default obligations have been met within 7 days after Provider Obligation Period.
- All changes to PRISMS records must be made within 14 days of the change coming into effect, including student course variations (SCVs). (See SCV Quick Reference Guide for details.)
Details of any payments of tuition fees received in a calendar month must be entered into PRISMS within 14 days of the end of the calendar month.

Student contact details (and contact details for a parent/legal custodian if the student is under 18 years of age) must be confirmed in writing and updated as necessary at least every six months.

Student assessment records must be retained for at least two years after the student ceases to be enrolled.

Student details prescribed under s21(2) of the ESOS Act 2000 must be retained for at least two years after the student ceases to be enrolled.

College Administration should be aware there are serious penalties for failure to meet provider obligations.

Information in this section should be checked and updated whenever there is a change of fee structure, information about payment of fees or refunds, or in regulation relating to fees or refunds.

The Business Manager is responsible for reviewing and updating this section and the College procedures for fees, refunds and TPS obligations and the College refund policy for overseas students.

Refund policy

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) prior to a written agreement being signed.

This policy outlines refunds applicable to course fees paid to the College. Any service fees paid directly to a third party are not within the scope of this refund policy.

The enrolment application fee is non-refundable.

Course fees and refunds

All fees are payable according to the College’s Fee Policy and invoiced 14 days prior to fees being due for payment. An itemised list of fees is provided with the prospectus pack, on the College website and in the written agreement (NC 3.1.b).

All fees must be paid in Australian dollars and refunds will be reimbursed in Australian dollars.

Refunds will only be made to the person who enters into the written agreement unless the College receives written advice from the person who enters the written agreement to pay the refund to someone else.

All notification of withdrawal from a course, or application for refunds, must be made in writing and submitted to the Business Manager.

Student default visa refusal

If a student’s visa application is refused by the Department of Immigration and the student cannot undertake the course, the College will refund, within 4 weeks, any pre-paid tuition and non-tuition fees, where the student produces evidence that the application made by the student for a student visa has been refused by the Australian immigration authorities.

Student default

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

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

If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, a maximum of 75% of tuition fees will be refunded from prepaid tuition fees only.

If the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the College will refund the amount of pre-paid tuition fees less an administration fee of up to $500. No refund of the application fee or other non-refundable fees applies.

If the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the College will refund 75% of the tuition fee.

Refunds after the commencement of the study period will only be made on a pro-rata basis. If tuition fees for up to 1 study period have been received in advance and the student (or parent(s)/legal guardian if the student is under 18) notifies the College in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.
If tuition fees for more than 1 study period have been received in advance and the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the College will refund the amount of unspent prepaid tuition fees less one term’s fees, provided that at least 10 weeks written notice of withdrawal has been received.

Where less than 10 weeks’ notice of withdrawal is received, the College will refund the amount of unspent pre-paid fees less two term’s fees.

No refund of tuition fees will be made where a student’s enrolment is cancelled due to:

(a) failure to maintain satisfactory course progress (visa condition 8202);
(b) failure to maintain satisfactory attendance (visa condition 8202);
(c) failure to maintain approved welfare and accommodation arrangements (visa condition 8532);
(d) failure to pay course fees; and/or
(e) any behaviour identified as resulting in enrolment cancellation as per the College’s Behaviour Management Policy.

Provider Default

Any default by the College must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).

If for any reason the College is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unspent pre-paid tuition fees* paid to the College will be made within 14 days of the agreed course starting day.

If for any reason the College is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unspent pre-paid tuition fees* paid to the College will be made within 14 days of the course default date.

In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government’s Tuition Protection Service. For information on the TPS, please see https://tps.gov.au/StaticContent/Get/StudentInformation.

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

Definitions

Non-tuition fees – fees not directly related to provision of the student’s course, including uniform costs, bus and travel costs and accommodation.

Pre-paid fees - tuition fees received by the College for a study period of the student’s course before the student begins the study period.

Tuition fees – fees directly related to the provision of the student’s course, including tuition, provision of resources, levies and curriculum related excursions.

Unspent pre-paid fees – in the case of the College not being able to provide the course in which the student is enrolled, unspent prepaid tuition fees will be calculated according to a Legislative Instrument: http://www.comlaw.gov.au/Details/F2012L01351.

If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student’s fees for the duration of the College year.

General provider obligations

ESOS Act 2000 s19, ESOS Regs 2001 Div 3.1, ESOS Act 2000, S21 (2) and (3), ESOS Reg 3.04

Giving information about accepted students

ESOS Act 2000 s19 ESOS Regs 2001 Div 3.1

The Enrolment Officer is responsible for notifying the National ESOS Authority, via PRISMS, within 14 days after the event specified occurs:

19 Giving information about accepted students:
1. A registered provider must give the Secretary the following information within 14 days after the event specified below occurs:
   (a) the name and any other prescribed details of each person who becomes an accepted student of that provider;
   (b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;
   (c) the prescribed information about an accepted student who does not begin his or her course when expected;
   (d) any termination of an accepted student’s studies (whether as a result of action by the student or the provider or otherwise) before the student’s course is completed;
   (e) any change in the identity or duration of an accepted student’s course;
   (f) any other prescribed matter relating to accepted students.

For s19.1.f, see ESOS Regulations 2001 3.03

Other prescribed matters relating to accepted students:


Record Keeping
ESOS Act 2000 S21 (2) and (3)

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

The records must consist of the following details for each accepted student (ESOS Act s21(2)):
   (a) the student’s current residential address;
   (b) the student’s mobile phone number (if any);
   (c) the student’s email address (if any);
   (d) any other details prescribed by the regulations.

Details of which a registered provider must keep records (ESOS Reg 3.04):

For subsection 21 (2) of the Act, the records of each accepted student who is enrolled with a provider or who has paid any tuition fees for a course provided by the provider must include the following details:
   (a) the amount of money that the student has paid to the provider, including the separate identification of tuition fees and non-tuition fees;
   (b) for an amount of tuition fees that the student has paid to the provider for a course:
      (i) whether the amount was paid for the full course or part of the course; and
      (ii) if the amount was paid for the full course, the duration of the course; and
      (iii) if the amount was paid for part of the course, the duration of that part of the course.
   (c) copies of written agreements to which the provider and student are parties;
   (d) any amounts that:
      (i) have become payable, directly or indirectly, to the provider by the student for the student to undertake a course; and
      (ii) have not been paid.
   (e) the amount that a student will be charged to access the student’s records.

ESOS Regs 2001 3.04 - See also Checklist of Record Keeping and Reporting Obligations.
Policy and procedures for deferring, suspending or cancelling a student’s enrolment

Deferment, suspension and cancellation policy
Refs: NC D St 2.1.f, St 5, St 8, St 13; ESOS Act 2000 s.19, s47C, s 47D, 47H(2-4); LI-ESOS Act 2000 s47H ; ESOS Regs 2001 Div.3.1; E(OS) Reg 98 s7

The College provides information to intending students about the grounds on which an enrolment can be deferred, suspended or cancelled prior to enrolment (NC D St 2.1.f).

The Policy for deferring, suspending or cancelling a student’s enrolment is referred to in this document and provided with the:

- pre-enrolment information pack (See Appendix 1);
- written agreement (see Appendix 2);
- College website;
- Enrolment Office.

See below for a copy of the College’s policy on deferring, suspending or cancelling a student’s enrolment and the concerns and complaints process.

See the Parent Handbook for a copy of the College’s Behaviour Policy and other documents related to this.

Roles & responsibilities

The steps required in the event of a student-initiated request for a deferment or suspension of enrolment are:

Heads of School:
- access student application for deferment or suspension of study (NC D St 13.1)
- approve or reject student application for deferment or suspension of study (NC D St 13.1)

Enrolment Officer:
- record and advise the student of the outcome of the application for deferment or suspension of study. If granted advise the deferring or suspending enrolment may affect the students visa (NC D St 13.1, St 13.3)
- notify the National ESOS Authority via PRISMS as required under s19 of the ESOS Act where the student’s enrolment is deferred or temporarily suspended. The notification is made within 14 days of the suspension or deferment (NC D ST 13.3b, ESOS Act 2000 s19, ESOS Regs 2001 Div 3.1)
- ensure all records for all steps are kept on the student’s file (NC D St 13.1)

The steps required in the event of a College-initiated suspension or cancellation of enrolment are:

Heads of School:
- make the decision to or suspend or cancel a student’s enrolment based on the information about grounds for doing this provided in pre-enrolment information to the student. Assess if there are extenuating circumstances (NC D St 2.1f, St 13.4)
- If there are no extenuating circumstances, inform the student in writing (NC D St 13.4, St 13.3):
  - the College intends to suspend or cancel enrolment;
  - the student has 20 days to access the College’s internal complaints and appeals process;
  - deferment or suspension of enrolment may affect the student’s visa.
- supervise the student’s conditions of continuing enrolment and care arrangements and process student’s appeal (NC D St 5, ST 13.4, St 8)
- advise the student in writing of the outcome of the appeal process including reasons for the outcome (NC St 13.1, St 8.1d)
- if the outcome of the appeal favours the student, the College will also comply with NC D St 8.5 (NC D St 8.1d, St 8.5)
- if the outcome of the appeal upholds the College’s decision, the College then notifies Department of Immigration via PRISMS within 14 days of the outcome, that the student’s enrolment is suspended or cancelled and continues to check suitability of care arrangements until one of the criteria in NC D St 5.1a-d is met (N NC D St 13.3, St 5.3a-d)
if there are extenuating circumstances relating to the welfare of the student, the College contacts Department of Immigration to discuss the situation, or report suspension or cancellation of enrolment of the student via PRISMS with an explanation, or both, depending on the severity of the situation. The student may still access the College’s complaints and appeals process, but this can be done from offshore if necessary (NC D St 13.4, ST 13.3b)

continue to check the suitability of the student’s care arrangements (if necessary) as per the conditions in NC Standard 5.3, unless it is necessary to advise Department of Immigration via PRISMS that the College can no longer approve the care arrangements for the student (NC D St 5.3)

(In this case, call the Student Compliance Section of the Brisbane Office of Department of Immigration on (07) 3136 7532 before making this report via PRISMS, so Department of Immigration is aware of the situation and can monitor student movements if necessary)

If the student accesses the College’s complaints and appeals process, advise the student in writing of the outcome of the appeal process, including details of reasons for the outcome (NC D St 13.1, St 8.1d)

Enrolment Officer:

record all outcomes and ensure all records for all steps above are kept on the student’s file (NC D St 13.1, St 8)

In the case of a College-initiated suspension for longer than 28 days, inform the student that this may affect the visa and contact Department of Immigration (studentcompliance.qld@immi.gov.au) to discuss the situation. Department of Immigration will advise if there is a need for the student to make an appointment for visa advice

The steps in the event of any cancellation of student enrolment, whether this be student-initiated or College-initiated, as any cancellation of enrolment is considered as student default

Enrolment Officer:

notify the National ESOS Authority / TPS Director via PRISMS (NC D St 13.3b, ESOS Act 2000 s47C, s19):

- as required under s47C of the ESOS Act where the student’s enrolment is cancelled. The notification is to be made within 5 business days of cancellation;
- as required under s19 of the ESOS Act where the student’s enrolment is cancelled. The notification is to be made within 14 days of cancellation

arrange for any refund (through the College Business Manager) for any refund of course monies (prepaid tuition fees and non-tuition fees) to be paid as per the College’s written agreement and refund policy within 4 weeks of receiving a written claim (the provider obligation period (NC D st3.2, SIS Act 200 s47D, E(OS)Reg 98 s7) (see also the College refund policy)

notify the National ESOS Authority / TPS Director via PRISMS within 7 days after the end of the provider obligation period as required under s 47H(2) of the ESOS Act Refund under a written agreement about student default (ESOS Act 2001 s 47H(2-4), LI-ESOS Act 200 s47H):

- whether a refund had been provided;
- details of the student the refund has been provided to;
- details of the amount of the refund provided
- the date the student’s claim was received;
- the amount claimed by the student;
- the amount paid by the provider;
- the date the refund was paid; and
- whether or not the refund was paid in accordance with the written agreement between the provider and the student.

Administrative documents relating to the College’s policy on deferring, suspending or cancelling a student’s enrolment are:

- student application for deferment of commencement or suspension of studies
- College letter for informing student of intention to suspend or cancel enrolment
- College letter for informing student of intention to suspend or cancel enrolment in the case of extenuating circumstances.

Information in this section should be checked and updated whenever there is a change in regulations about Standards 8 and 13, or when existing policies need to be adapted or strengthened.
Student application for deferment of commencement or suspension of studies
Please read the attached Deferment, Suspension and Cancellation Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

Student name: 
Grade: 
Current Address in Australia: 
Address in home country: 
Phone no: 
Mobile Ph: 
Email address: 

I am applying for

- [ ] A deferment of commencement of studies
- [ ] A suspension of studies

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

Attachments:
Attach any relevant supporting documentation.

This form will be assessed once all documentation has been received. The College may ask for more documentation if required. Applications are usually processed in 14 working days.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. The Department of Immigration Website provides further detail regarding the conditions of the visa and obligations of students.

Students who have not yet commenced studies at the College will also need to contact Department of Immigration in case there is any effect on the student visa as a result of changes to enrolment or CoE status.

Student signature __________________ Date __________________
Deferring, suspending or cancelling enrolments

The Policy for deferring, suspending or cancelling a student’s enrolments is based on the ISCA 2007 National Code Transition handbook at www.isca.edu.au

Deferment of commencement of study requested by student:

a) the College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
   i. illness, where a medical certificate states that the student was unable to attend classes;
   ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
   iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; and/or
   iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports).

b) the final decision for assessing and granting a deferment of commencement of studies lies with the Principal; and

c) deferment will be recorded on PRISMS within 14 days of being granted.

Suspension of study requested by student

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

(a) illness, where a medical certificate states that the student was unable to attend classes;

(b) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);

(c) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; and/or

(d) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports).

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

The period of suspension will not be included in attendance calculation.

The final decision for assessing and granting a suspension of studies lies with the Principal.

Student initiated cancellation of enrolment

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Business Manager. Please see the Colleges Refund Policy for information regarding refunds.

Assessing requests for deferment or suspension of studies:

- applications will be assessed on merit by the Principal; and

- all applications for deferment or suspension will be considered within 10 working days.

College initiated exclusion from class (1 – 28 days)

The College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in the Behaviour Management Policy.

Excluded students must abide by the conditions of the exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

Exclusions from class will not be recorded on PRISMS.

Periods of ‘exclusion from class’ for up to 5 days will/will not be included in attendance calculations as per the College’s Course Progress and Attendance Policy.
**College initiated suspension of studies (28 days +)**

The College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the Behaviour Management Policy.

Suspended students must abide by the conditions of the suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: [http://www.immi.gov.au/contacts/australia/index.htm](http://www.immi.gov.au/contacts/australia/index.htm)).

If special circumstances exist, the student must abide by the conditions of the suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

Suspensions will be recorded on PRISMS.

The period of suspension will not be included in attendance calculations.

**College initiated cancellation of enrolment**

The College will cancel the enrolment of a student under the following conditions:

- (a) failure to maintain satisfactory course progress (visa condition 8202);
- (b) failure to maintain satisfactory attendance (visa condition 8202);
- (c) failure to maintain approved welfare and accommodation arrangements (visa condition 8532);
- (d) failure to pay course fees; and/or
- (e) any behaviour identified as resulting in enrolment cancellation as per the College's Behaviour Management Policy.

The College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student's visa.

The College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

College initiated cancellation of enrolment is subject to the concerns and complaints policy.

**Complaints and appeals**

Student requests for deferment, and suspension and cancellation of enrolment are not subject to the Concerns & Complaints Policy.

Exclusion from class, College initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to the Concerns & Complaints Policy.

For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If students access the complaints and appeals process regarding a College initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances include:

- (a) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age);
- (b) the student is missing;
- (c) the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student’s wellbeing;
- (d) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others;
- (e) is at risk of committing a criminal offence; or
- (f) the student is the subject of investigation relating to criminal matters.
The use of extenuating circumstances by the College to suspend or cancel a student’s enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the Principal.

Students are advised to seek information from Department of Immigration. Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website www.immi.gov.au/students/ for further information about the visa conditions and obligations.

**Definitions**

Day – any day including weekends and public holidays in or out of term time.
Letter informing student of intention to suspend or cancel enrolment
This letter is to be put onto College letterhead and signed by the Principal

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that Suncoast Christian College intends to:

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

This is due to:

__________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. The Department of Immigration Website provides further detail regarding the conditions of the visa and obligations of students.

You have 20 working days in which to appeal the College’s decision in accordance with the College’s Concerns and complaints policy attached [attach copy of Concerns & Complaints Policy].

Yours faithfully

(to be signed by the Principal)

Principal
Letter informing student of intention to suspend or cancel enrolment in the case of extenuating circumstances

This letter is to be put onto College letterhead and signed by the Principal

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that Suncoast Christian College intends to:

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

This is due to:

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Suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local Department of Immigration office to see if this will affect you.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. The Department of Immigration Website provides further detail regarding the conditions of the visa and obligations of students.

You have 20 working days in which to appeal the College’s decision in accordance with the College’s Concerns and complaints policy attached/attached [attach copy of Concerns & Complaints Policy].

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

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

Yours faithfully

[to be signed by the Principal]

Principal
Transfer policy
(NC D St 5, St 7, St 8; E(OS)Reg 98 s10)

The College provides information to overseas students about the transfer policy, which complies with commonwealth and state requirements. State legislation imposes additional requirements for letters of release.

Letters of Release are issued if students comply with required conditions in the first six months of a principal course. Under NC D St 7.3 (b), if a student is under 18 years of age, there must be written confirmation that the parent or legal guardian supports the transfer and the receiving provider's Letter of Offer must confirm acceptance of welfare responsibilities under Standard 5 (if applicable).

Information about the College's transfer policy is provided to students at enquiry and enrolment included in the prospectus or pre-enrolment pack and on the College website.

Checklist for student transfer policy in Queensland
(NC D St 7 St 5 E(OS)Reg 98 s10)

For student transferring FROM Suncoast Christian College TO another provider and the student has NOT completed the course (NC D St7; E(OS) Reg 98 s10.4).

Advise circumstances in which a transfer will be granted (NC D 7.2. a).

Advise circumstances considered as reasonable grounds for refusing student's request, including when a transfer can be considered detrimental to student (NC D 7.2. c).

Advise that a student under 18yo cannot be given a letter of release for transferring from the principal course of study or preliminary packaged courses for a period of six months and conditions unless the criteria in NC D St 7.3 (a) and (b) are met (NC D St 7.3):

- sight a letter of offer from other provider;
- if the student is under 18, check the student has written permission from a parent / legal guardian;
- if the student is under 18, and if applicable, check the other provider has confirmed;
- responsibility for approving welfare arrangements and there is no gap in welfare dates.

Timeframe for assessing and responding to request for transfer, keeping in mind the 6 months restriction in St. 7 (NC D St 7.2.c).

Letter of release must be issued at no cost to the student (NC D St 7.4).

Letter of Release given to student must provide information about whether or not the student (E(OS)Reg 98 s10.4).

- demonstrated a commitment to studies during the course;
- had a good attendance record for the course; and
- paid all fees for the course.

Advise the student they must contact Department of Immigration to ask whether a new visa is required (NC D St 7.4) and provide Department of Immigration contact details [http://www.immi.gov.au/contacts/australia/index.htm](http://www.immi.gov.au/contacts/australia/index.htm).

All records for requests for transfers and letters of release and outcomes to be kept on students file (NC D St 7.6).

For student transferring TO Suncoast Christian College FROM another provider, and the student has NOT completed the course (E(OS)Reg 98 s10.1.b; NC D St.7).

A student who is currently enrolled in another registered provider’s course may be enrolled at the College prior to completion of enrolment in the first six months of enrolment in a principal course of study if:

- the original provider has provided a Letter of Release;
- the original registered provider / course has ceased to be registered;
- the original registered provider has had a sanction imposed by a relevant registration authority that prevents the student from continuing enrolment in the principal course; or
- any government sponsor of the student provides written support for a change of course to be in the student’s best interests.

Check in PRISMS if a student is currently enrolled with another provider. The College will need to give a Letter of Offer for the student to take to current provider to obtain a Letter of Release. (If student is under 18yo, an undertaking to take over welfare must be included with the Letter of Offer.) The College MUST NOT create CoE until a Letter of Release from other provider is provided (NC D St 7.1.b).
Letter of Release from current course is provided to the College which (if in Queensland*) provides information about whether or not the student E(OS)Reg 98 s10.4.

- demonstrated a commitment to studies during the course;
- had a good attendance record for the course; and
- paid all fees for the course.

In the event a student has completed another course, the College must not enrol the student unless it is satisfied the student has demonstrated a commitment to studies during the course, had a good attendance record for the course and paid all fees for the course (E(OS)Reg 98 s10.2.a).

(*NB: If the student if transferring from another state, the information required under state legislation may not automatically be included.)

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

**Roles & responsibilities**

**Enrolment Officer:**

- **Assess student application for transfer against the College’s policy within stated timeframe**
- **Check documentation is complete (letter of offer from new registered institution, as well as any other requirement under NC D St 7.3 if student is under 18 year of age)**
- **If request is denied:**
  - provide letter giving grounds for refusal, based on transfer policy and advise student can access complaints and appeals process (NC D St 7.2, St 7.5, St 8)
- **Check if refund is available**
- **If request is granted:**
  - provide letter of release at no cost with required information and advise student to contact the Department of Immigration and provide contract details ([http://www.immi.gov.au/contacts/australia/index.htm](http://www.immi.gov.au/contacts/australia/index.htm)) (E(OS)Reg 9,8,S10, NC D St 7.4)
  - fulfil all reporting refund and reporting obligation as required for cancellation of student enrolment
- **File all documents relating to transfer request on student’s file (NC D St 7.6)**

The following steps are undertaken by the Enrolment Office in the event of a student requesting to transfer to the College.

- **Check via PRISMS if student is already enrolled with another provider and provide a letter of offer (and an undertaking to take over welfare if student is under 18 years of age) once College agrees to accept the student (NC D St 7)**
- **Create CoE only after letter of release is received (a letter of release is not required if NC St 7.1 a, c or d apply) (NC D St 7.1)**
- **If student is from interstate, lodge Interstate Student Data Transfer Note**
- **File all documents relating to transfer request on student’s file (NC D St 7.6)**

Administrative documents relating to the College’s policy on student transfer are:

- **Transfer request assessment flowchart.**
- **Student application for transfer (over 18 years of age must include Letter of Offer from new registered institution; under 18 years of age must include all three attachments:**
  - Letter of Offer from new registered institution
  - Permission from parent / legal custodian
  - Confirmation new College/institution will undertake welfare
- **College’s letter to advise request is denied, giving grounds for refusal and advising of student’s right to appeal.**
- **College’s Letter of Release, with:**
  - information about whether the student has demonstrated a commitment to studies
  - during the course, had a good attendance record
CRICOS Registration Policy & Procedures

- for the course, and paid all fees for the course
- advise the student must contact DEPARTMENT OF IMMIGRATION to ask whether a new visa is required and provide Department of Immigration contact details: http://www.immi.gov.au/contacts/australia/index.htm.

College student transfer request policy

The following is based on the sample policy provided in the ISCA Transition handbook (checked by DEEWR and Department of Immigration) (www.isca.edu.au) but is modified to include additional Queensland requirements.

1. Overseas students are restricted from transferring from the principal course of study for a period of six months. This restriction also applies to any course(s) packaged with the principal course of study. Exceptions to this restriction are:
   a) if the student’s course or College becomes unregistered;
   b) the College has a government sanction imposed on its registration;
   c) a government sponsor (if applicable) considers a transfer to be in the student’s best interests; and/or
   d) the student is granted a Letter of Release.

2. Students can apply for a Letter of Release at no charge to enable transfer to another education provider by request in writing to the College Principal. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.

3. The College will only provide a letter of release to students before completing the first six months of the principal course in the following circumstances:
   a) the student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College;
   b) it has been agreed by the College the student would be better placed in a course that is not available at the College;
   c) any other reason stated in the policies of the College. Students under 18 years of age MUST also have written evidence that the student’s parent(s)/legal guardian supports the transfer;
   d) written confirmation that the new provider will accept responsibility for approving the student’s accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative; and/or
   e) evidence that the student is always in Department of Immigration approved welfare and accommodation arrangements.

Further reference Transfer between registered providers Explanatory Guide for Standard 7, in particular: Transfer policy – what is reasonable and Reasons for refusing a letter of release

4. The College will NOT provide a letter of release to students before completing the first six months of the principal course in the following circumstances:
   a) the student’s progress is likely to be academically disadvantaged;
   b) the College is concerned that the student’s application to transfer is a consequence of the adverse influence of another party;
   c) the student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer;
   d) the student has not accessed College support services which may assist with making adjustments to a new environment, including academic and personal counselling services; and/or
   e) the College fees have not been paid for the current study period.

5. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Citizenship office as soon as possible to discuss any implications. The address of the nearest Office is:

Brisbane
Street Address: Postal Address:
Ground Floor GPO Box 9984
299 Adelaide Street BRISBANE QLD 4001
BRISBANE QLD 4000
Courier access: Counter hours: Level 2 9am to 4pm Monday to Friday

Contact information:
6. It is a requirement under Queensland legislation that letters of release, whether provided by this College or by another registered provider, give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

7. All applications for transfer will be considered within 28 working days and the applicant notified of the decision.

8. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with the College’s concerns and complaints policy. The concerns and complaints policy is available on the College website or by contacting the Enrolment Officer.

The sample documents below relating to Standard 7, including the flowchart for assessment of transfer requests, are from the Independent Colleges Council of Australia (ISCA) National Code 2007 Transition handbook for non-government Colleges enrolling full-fee paying overseas students, at: www.isca.edu.au
Student transfer request assessment flowchart

Student fills in transfer request before completing the first six months of study of the principal course

The request is assessed by the provider in accordance with its transfer request policy

Transfer request is granted

Transfer request is denied.

If the student is under 18 they must also provide permission from their parent/legal guardian and, if applicable, a valid enrolment offer from the receiving provider stating that they will accept responsibility for the student’s accommodation and welfare arrangements

The provider must document the decision, provide a letter informing the student of its decision and advise of his or her right to appeal.

Student appeals

Student does not appeal

Appeal successful

Appeal is unsuccessful

The student is granted a letter of release and advised to contact Department of Immigration. Letter of Release must have prescribed information. All documentation kept on file. Updates made to PRISMS as for

No change to enrolment. All documentation kept on file.
Application for student transfer / letter of release

This letter is to be put onto College letterhead and signed by the Principal

Please read the attached Student Transfer Request Assessment Policy before filling out this form to see if you meet the requirements to be granted a letter of release for transfer.

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

Reason for transfer:

Please state why you wish to transfer to another College.

Attachments:

Attach a letter of offer from the institution to which you wish to transfer. If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the letter of offer must also show that the institution will accept responsibility for approving your accommodation, support and general welfare arrangements.

If there are any gaps between College approved accommodation, support and general welfare arrangements please detail any Department of Immigration approved interim arrangements.

If you are under 18 years of age, please attach a letter from your parents to indicate that you have their permission to transfer.

Attach any relevant supporting documentation.

This application will be assessed once all documentation has been received. The College may ask for more documentation if it requires it. Applications are usually processed in XX working days.

____________________________________________________________________

Student signature ______________________ Date

Faith Diligence Love
College letter of release  
*This letter is to be put onto College letterhead and signed by the Principal*

Student name: 
Grade: 
Current Address: 
Phone no: 
Email address: 

We have received your application for a letter of release. As the reasons stated in your application fall within the College’s Student Transfer Request Assessment Policy, the College is pleased to grant your request.

The following information is required by Queensland state legislation to be included in this letter.

While studying in [enter course name/Year levels] at the College from --/--/-- until --/--/--, [name of student]

a) [give statement about whether or not student demonstrated a commitment to his/her studies]

b) [give statement about whether or not student had a good attendance record]

c) [give statement about whether or not student paid all fees for course]

You should be aware that your decision to transfer to a different education provider may have visa implications and you should contact the nearest Department of Immigration and Citizenship office as soon as possible to discuss this with them.

**Brisbane**

*Street Address:*
Ground Floor
299 Adelaide Street
BRISBANE QLD 4000

*Courier access – Level 2*

*Postal Address:*
GPO Box 9984
BRISBANE QLD 4001

*Counter hours:*
9am to 4pm Monday to Friday

*Contact information:*
Phone 131 881
Fax 07 3136 7473
Email student.centre@immi.gov.au

If you wish to seek a refund of fees, please refer to the College’s Refund Policy provided in the overseas student handbook and on the College website and follow the appropriate procedure.

(Optional: Please note THE College’s responsibility for your welfare and accommodation arrangements will cease as of --/--/-- and your new provider will be responsible for approving these arrangements after this date.)

Yours faithfully

(to be signed by the Principal)
Principal
College letter of refusal to release
This letter is to be put onto College letterhead and signed by the Principal

Student name:
Grade:
Current Address:
Phone no:
Email address:

We have received your application for a letter of release. As the reasons stated in your application did not meet the College’s Student Transfer Request Assessment Policy, regrettably the College has refused to grant your application for the following reason/s:

You have the right to appeal the College’s decision in accordance with the College’s Concerns & Complaints Policy which is attached.

If you choose to appeal, until the process is complete, you must continue to maintain your enrolment and attendance at all classes as normal.

Yours faithfully
(to be signed by the Principal)

Principal
Concerns and complaints policy
(NC D St 5, St 8, St 10, St 11, St 13 and E(OS)Reg 98 s8)

The College has a complaints and appeals process which complies with Commonwealth and State requirements. Access to this process is available to an overseas students at any time, but is has prescribed conditions under Standards 10, 11 and 13. If the College’s complaints and appeals process is invoked under any of these standards, provisions under Standard 5 will also be applicable if the student is under 18 years of age and the College has approved accommodation, support and welfare arrangements (NC D St 8 St 10 St 11 St 13 St 5).

Copies of the College’s concerns and complaints policy are provided to students prior to enrolment (E(OS) Reg98 s8 (a) & (b)) and is provided to students within seven days of commencement of studies.

Parents/students acknowledge that they have read the policy as part of the written agreement.

The Concerns & Complaints policy is provided to students:

- with Pre-enrolment information, in the prospectus pack;
- in the Student Handbook;
- On the College Website; and
- during orientation.

A copy of the College’s Concerns & Complaints policy is available on the College intranet site.

It is the role of the following staff members to undertake these steps in the event of a student accessing the College’s Complaints and appeals process are:

After attempting informal resolution of the problem (NC D St 8.1a)

**Student:**
- to discuss academic / study problems:
  - Head of Department
  - Classroom Teacher
  - ESL Teacher
  - Year Level Coordinator
  - Director of Student Development

- to discuss personal problems or problems adjusting to a new environment:
  - Pastoral staff
  - Year Level Coordinator
  - Director of Student Development

- to discuss accommodation problems:
  - Enrolment Officer / Homestay Coordinator

**Principal:**
- If necessary, oversee the external process as per the College’s policy and within stated timelines (NC D St 8.1 (E(OS)Reg 98 s8)

**Heads of School:**
- If the problem is not resolved informally, advise the student to access the College’s internal complaints and appeals process (NC D St 8.1a)
- oversee the College’s internal process as per the College’s policy and within required timelines (NC D St 8.1-5, E(OS)Reg 98 s8)
- if the student is not satisfied with the result or conduct of the internal complaints or appeals process, advise the student of the right to access the external appeals process at minimal or no cost, as well as the prescribed information in the Education (Overseas Students) Regulation 1998 s 8.3a-c (NC D St 8.3, E(OS)Reg 98 s8)

**Enrolment Officer:**
- maintain and monitor the student’s enrolment (and care arrangements if under 18 years of age) whilst the complaints and appeals process is ongoing and making the student aware of the College’s obligations (NC D St 8.4, St 5)
- refer to the policies and procedures for deferring, suspending or cancelling a student’s enrolment
In the case of:

a) notifying students who are at risk of failing to meet course progress requirements (Standard 10);
b) notifying students who are at risk of failing to meet attendance requirements (Standard 11);
c) suspending or cancelling a student’s enrolment (Standard 13)

It is the role of the following staff members to undertake these additional steps: (NC D St 10 St 11 St 13)

**Enrolment Officer:**
- when notifying the student of the College’s intention to report the student to the National ESOS Authority as per requirements under Standards 10, 11 or 13 of the NC, also advising the student has 20 working days to access the College’s complaints and appeals process (NC D St10.6, St 11.6, St 13.4)
- in the case of a) and b) above, notify the student if intention to access the College’s external appeals process, this must be done within 14 days of receiving written advice of the outcome of the internal process

**Principal:**
- in the case of a) and b) above, if the student does not access the College’s complaints and appeals process, withdraws from the process or the process is completed and results in a decision which supports the College, notifying the National ESOS Authority via PRISMS as soon as is practicable
- in the case of a) and b) above, if the internal or external appeals process is accessed, the student’s enrolment must be maintained until this process is completed, including welfare arrangements if applicable
- in the case of c) above, see reporting obligations in policy and procedures for deferring, suspending or cancelling a student’s enrolment (NC D St 8.4, St 5.2)

**In all cases**
(NC D St 8.1.a & d St 8.5)

Keep written records of the complaint and all steps taken, and filing these on the student’s file, include:
- copy of written complaint;
- copy of Letter of intention to report under Standards 10, 11 and 13 (if applicable);
- copy of outcomes in writing, with reasons, provided to student (including outcomes for Standards 10, 11 and 13); and
- evidence of preventative or corrective action taken by the College (as necessary).

Administrative documents relating to the College’s complaints and appeals process are (as appropriate):
- proforma for recording responses and actions in relation to student complaints
- letter advising student to access College’s internal complaints and appeals process
- letter advising student of outcomes of complaints and appeals process and reasons for decisions made
- letter giving student information about accessing the College’s external complaints and appeals process.

See below for a copy of the College’s concerns and complaints policy.

The Principal is responsible for reviewing and updating the Concerns & Complaints policy and processes.

This policy should be checked and updated whenever there is a change in regulations about NC Standards 8 or related Standards (10,11 or 13), in Queensland legislation, or when existing policies need to be adapted or strengthened.

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

**Purpose**

The purpose of the College’s Concerns and Complaints policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

The internal complaints and appeals processes are conciliatory and non-legal.

Complaints against other students.

Grievances brought by a student against another student will be dealt with under the College’s Behaviour Policy/Code of Conduct.
Informal complaints resolution

In the first instance, the College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

Students should contact the Year Level Coordinator or Head of College in the first instance to attempt mediation/informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Principal and the College’s internal formal complaints and appeals handling procedure will be followed.

Formal complaints handling procedure

The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.

The student must notify the College in writing of the nature and details of the complaint or appeal.

Written complaints or appeals are to be lodged with the Principal/other.

Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.

Complaints and appeals processes are available to students at no cost.

Each complainant has the opportunity to present a case to the Principal.

Students and/or the College may be accompanied and assisted by a support person at all relevant meetings.

The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.

Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student’s file.

If the grievance procedure finds in favour of the student, the College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

The College undertakes to finalise all grievance procedures within 10 working days.

For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

External appeals processes

If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost. [Colleges may also wish to add a timeline here for accessing the external appeals process in the case of Standards 10 and 11, e.g., within 2 weeks]

If the student wishes to complain or to lodge an external appeal about a decision made or action taken by the College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

If a student is concerned about the actions of the College they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager
International Quality (Colleges) Unit
DETE
LMB 527
BRISBANE QLD 4001
Other legal redress
Nothing in the College's Concerns and Complaints policy negates the right of an overseas student to pursue other legal remedies.

Definitions
*Working Day* – any day other than a Saturday, Sunday or public holiday during term time.

*Student* – a person enrolled at the College or the parent(s)/legal guardian of a person enrolled at the College where that person is under 18 years of age.

*Support person* – for example, a friend/teacher/relative not involved in the grievance.
Welfare and accommodation policy
(Refs: NC D St 5 & St 2.1.h.ii; ESOS 2000 Act s21; E(OS)Reg 98 s9; www.immi.gov.au and www.bluecard.qld.gov.au)

The 2007 National Code requires that intending students are provided with relevant information about accommodation options prior to enrolment (NC D St 2.1.h.ii).

If a student is under 18 years of age, the following visa condition applies (http://www.immi.gov.au/students/visa-conditions-students.htm):

<table>
<thead>
<tr>
<th>No.</th>
<th>Subclasses</th>
<th>Description</th>
</tr>
</thead>
</table>
| 8532| All (except 576)    | If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.  
To maintain adequate arrangements for welfare you must stay in Australia with:  
your parent or legal custodian  
or  
a relative who has been nominated by your parents  
or  
custodians who is aged over 21 and is of good character  
or  
accommodation, support and general welfare arrangements that have been approved by your education provider.  
**Note:** You must not change those arrangements without the written approval of your education provider.  
If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence.  


The College provides information about approved accommodation options to students in the form of a Welfare and accommodation policy (NC D St 5 St 2.1.h.ii E(OS)Reg98 s9).

See below for a copy of the College’s Welfare and accommodation policy.

Information about The College’s Welfare and accommodation policy is provided to students (NC D St 2.1.h.ii St 3.1.e):

- with Pre-enrolment information, in the prospectus pack;
- with the College’s Written Agreement;
- in the Student Handbook;
- On the College Website; and
- during Orientation.

The College keeps up to date records of students’ current addresses as required (NC D St 3.1.eESOS 2000 Act s21).
It is the role of the following staff member(s) to undertake these steps in updating and keeping written records of contact details for students and where applicable parent(s) / legal custodian(s) at least every six months:

<table>
<thead>
<tr>
<th>Staff Member</th>
<th>Action</th>
<th>REF</th>
</tr>
</thead>
</table>
| **Enrolment Officer** | Each semester request that student / parent(s) / legal custodian(s) confirm in writing that contact details in College records are  
                      | a) current; and                                                       | ESOS Act 2000 s.21       |
|                       | b) complete.                                                           | ESOS Reg. s3.04          |
| **Enrolment Officer** | Update records where necessary and file details of changes made        |                          |

For each full fee paying 571 visa subclass student under 18 years of age for whom the College has undertaken to approve accommodation, support and general welfare arrangements, there is a requirement to have documented procedures for checking the suitability of these arrangements. Additional Queensland legislation also applies.

Further information about the College’s administration of approved accommodation options and obligations for full fee paying 571 visa subclass student under 18 years of age can be found as follows (NC D St 5.1.c E(OS)Reg98 s9):

<table>
<thead>
<tr>
<th>OPTION</th>
<th>SEE</th>
<th>REF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homestay program</td>
<td>Appendix 5 details of approved accommodation options</td>
<td>E(OS)Reg98 s9</td>
</tr>
<tr>
<td>Private accommodation arrangement (approved by College)</td>
<td></td>
<td>NC D St 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.bluecard.qld.gov.au">www.bluecard.qld.gov.au</a></td>
</tr>
</tbody>
</table>

It is the role of the following staff members to undertake these steps in administering the College’s welfare and accommodation policies and procedures:

**1. IF STUDENT IS LIVING WITH ADULT RELATIVE APPROVED BY THE DEPARTMENT OF IMMIGRATION**

<table>
<thead>
<tr>
<th>Staff Member</th>
<th>Action</th>
<th>REF</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enrolment Officer</strong></td>
<td>Provide information about College requirements to student guardian as per Procedures if student is living with a student guardian approved by DEPARTMENT OF IMMIGRATION, below, and administer any requests to depart the country</td>
<td>NC D St 3.1.e</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.immi.gov.au">www.immi.gov.au</a></td>
</tr>
</tbody>
</table>

**2. IF THE COLLEGE IS CONFIRMING APPROVAL OF APPROPRIATE ACCOMMODATION AND WELFARE (I.E., PROVIDING THE CAAW LETTER FROM PRISMS)**

<table>
<thead>
<tr>
<th>Staff Member</th>
<th>Action</th>
<th>REF</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enrolment Officer</strong></td>
<td>Create the CAAW in PRISMS and advise student cannot enter the country before the start date of approved arrangements</td>
<td>NC D St 5.1.a,b</td>
</tr>
<tr>
<td><strong>Enrolment Officer</strong></td>
<td>*If a student under 18 years of age is changing or has changed living arrangements and the College has concerns about approval of the arrangements, where possible contact DEPARTMENT OF IMMIGRATION asap for further advice prior to reporting via PRISMS that the College no longer approves</td>
<td>NC D St 5.1.d</td>
</tr>
</tbody>
</table>
| **Enrolment Officer** | Check suitability of student’s accommodation, support and general welfare arrangements, including in the case the student’s enrolment being suspended or cancelled by the College, as per requirements in Standard 5.3, i.e., until:  
(i) welfare is accepted by another provider; or  
(ii) the student leaves the country; or | NC D St 5.1.c St 5.3     |
Enrolment Officer

When a student’s enrolment ceases, also update CAAW records in PRISMS. Cancelling a CoE does not automatically cancel welfare responsibilities.

If the student transfers to another provider or leaves the country prior to completion of course, record this in the “Comments” field under the Welfare Tab in the student’s CoE, and click on the change of accommodation/welfare link. It will be possible to print a copy of the updated record. (A PRISMS alert that there is a clash of arrangements with another provider is also a signal to update this information in PRISMS.)

*NB: if the College can no longer approve welfare of a student, email Student.Integrity.QLD@immi.gov.au or call the Department of Immigration on (07) 3136 7532 BEFORE MAKING THIS REPORT VIA PRISMS.

Procedures if student is living with a student guardian approved by Department of Immigration

(Developed in consultation with the Brisbane office of Department of Immigration)

If the student is accompanied by a student guardian, the adult visa holder who fulfils this role has the following visa conditions [http://www.immi.gov.au/students/student_guardians/580/obligations-student-guardians.htm]:

- 'No further stay' condition – the student guardian must comply with the visa’s ‘no further stay’ condition. This means the student guardian cannot apply for any other visa while remaining in Australia, unless it is one of the following:
  - a further student guardian visa; or
  - a visa to engage Australia’s obligations under the 1951 UN convention relating to the status of refugees.

- Departing Australia – the student guardian cannot leave Australia without the student for whom they are the guardian, unless to provide the department with evidence that:
  - there are compassionate or compelling circumstances to leave the country; or
  - alternative arrangements have been made for the student’s accommodation, general welfare and support until the student guardian can return.

  Note: If the student is less than 18 years, the alternative arrangements must be approved by the education provider.

- General obligations – the student guardian must:
  - not engage in work, however, voluntary work may be permitted, see: [How this Visa Works](#) > Definitions;
  - not engage in study or training for more than three months. Where an application is lodged on or after 24 March 2012, access to unlimited part-time study rights for English Language Intensive Courses for Overseas Students (ELICOS) study only, (this means that the student guardian may study any ELICOS courses less than 20 hours per week for the duration of the visa);
  - maintain Overseas Visitor Health Cover for the student guardian and any dependent children living in Australia;
  - continue to satisfy the primary criteria for the grant of the visa; and
  - live with the student for whom the guardianship applies and provide appropriate accommodation, general welfare and other support, see also: [Family Member obligations](#) (Department of Immigration website 28/09/12)

If the student is being accompanied by an adult with a student guardian visa:
The College notifies the parent / visa holder [by letter / in pre-enrolment materials / in the written agreement] that the College is aware of the visa condition regulating departure from the country, and that, in the event of there being compelling circumstances for leaving the country, the parent / visa holder should contact the College to discuss:

a) the circumstances;

b) the accommodation and welfare arrangements that are intended for the student; and

c) the details and start and end dates of these arrangements.

If the College approves arrangements for the specified dates, then the College provides the parent / visa holder with a letter noting the circumstances given, and confirming that alternative arrangements for the accommodation and welfare of the student have been approved by the College for the specified period of time, and advises the parent / visa holder to take this letter to Department of Immigration before departure date to also seek Department of Immigration approval. (See office addresses at: http://www.immi.gov.au/contacts/australia/index.htm.) (If Department of Immigration also approves, which will most likely be the case if the College is taking welfare over responsibility, a flag be placed into the Department of Immigration database for the visa holder to confirm departure and re-entry within the dates given has been approved.)

If the College will not or cannot approve the proposed arrangements, and cannot or will not approve alternative arrangements for any reason, the College advises the parent / visa holder the student must also depart the country. In this case it will be a College decision as to whether the period of time not attending classes will be treated as a College-initiated suspension of studies (see policy and procedures for deferring, suspending or cancelling a student’s enrolment) or will be recorded as an absence (see College course progress and attendance policy).

The Principal is responsible for reviewing and updating the College accommodation and welfare policy and documents:

This policy should be checked and updated whenever there is a change in regulations about NC Standard 5, in Department of Immigration regulations, in Queensland legislation, or when existing policies need to be adapted or strengthened.

**College accommodation and welfare policy**

The College approves the following accommodation options for overseas students:

- the student will live with a parent or relative as permitted by Department of Immigration;

  In this case the College does not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to Department of Immigration for the purposes of visa application.

- the student will live in College approved accommodation and the College will generate the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE);

College approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:

- *Homestay program operated by the College;
- private accommodation arrangements approved by the College which meet all requirements under relevant state and commonwealth legislation.

For College vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age:

- student returns home to parents;
- student continues to live in / is placed in Homestay arranged and approved by the College;
- student may spend vacation with friend’s family or relatives if all requirements are met in order to attain College approval;
- student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain College approval.

If the College has taken responsibility for approving arrangements for student care and welfare, should the College not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the College will advise the student this will be reported to Department of Immigration via and the student will need to contact Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: http://www.immi.gov.au/contacts/australia/index.htm.) This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12.
Accommodation options for full fee paying 571 visa subclass students 18 years and older include:

- *Homestay program operated by the College;
- private accommodation arrangements.

For College vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age:

- student returns home to parents;
- student continues to live in / is placed in Homestay; details of which are recorded by the College;
- student may spend vacation with friend’s family or relatives, provided details are given;
- student may attend a supervised excursion, camp, etc., provided details are given;
- student may travel unaccompanied during vacation periods, provided details are given.

All students are required to notify the College of a change of address while enrolled in the course, and students who live in College approved accommodation must not change agreed arrangements without prior approval of the College.

Homestay programs operated by The College or approved by the College meet Queensland legislative requirements under Education (Overseas Students) Regulation 1998 s9 and the Commission for Children and Young People and Child Guardian as well as under Standard 5 of the National Code. These include

- continuous dates for approved welfare arrangements;
- documented procedures for checking suitability of accommodation, support and general welfare arrangements;
- guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student’s enrolment at the College;
- criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services;
- orientation program from families new to provision of homestay services;
- bluecard for adults living in the homestay other than overseas students;
- compliant homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program.
Letters of offer and written agreements

Suncoast Christian College provides a letters of offer and enters a written agreement with students / parent(s) / legal guardian(s).

Checklist for letters of offer

See Department of Immigration Minimum contents of a Letter of Offer:

Letters of offer made to students are used to support student visa applications and must contain the information in the table below.

<table>
<thead>
<tr>
<th>Information the letter must contain</th>
<th>Type of information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition costs</td>
<td>The amount for the entire course. This is calculated by aggregating the highest estimate per semester. The tuition costs may include the cost of health insurance where the education provider has arranged this on behalf of the student.</td>
</tr>
<tr>
<td>Course duration</td>
<td>Include start date, end date and length of the course</td>
</tr>
<tr>
<td>Course description</td>
<td>The CRICOS code and name of the course</td>
</tr>
<tr>
<td>Education provider code</td>
<td>The CRICOS code for the provider of the course. Note: This is required because of the many institutions using different trading names.</td>
</tr>
<tr>
<td>Conditional offer of a place if applicable</td>
<td>Specifications of the conditions</td>
</tr>
</tbody>
</table>

Note: If a letter of offer does not contain the information specified in the table above the department will need to estimate costs based on the highest tuition cost, and there may be a delay processing the application. (Downloaded from Department of Immigration website 28/09/12)

Ensure the College does not request more than 50% of the student’s total tuition fees for a course before the student has begun the course ESOS Act 2000 s.27

Checklist for written agreement

NC D St 3, ESOS Reg 3.01, ESOS Act 2000 S22 s27 s46D s47B s47D. E(OS) Reg s7

- captures all necessary contact details and information required about an accepted student signed or otherwise accepted by the student / parent(s) / legal guardian(s) concurrently with or prior to accepting course money
- sets out services to be provided
- identifies the course or courses in which the student is to be enrolled
- identifies any conditions on enrolment/ preliminary requirements
- provides an itemised list of tuition and non-tuition fees payable for the student
- sets out study periods and tuition fees for each study period for the full duration of student’s enrolment
- includes the College’s refund policy which provides information in relation to refunds of fees paid, including:
  - amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider) and the way in which any refunds are calculated [E(OS) s.7(2)(a)];
  - processes for claiming a refund [NC St3.2.b];
  - a plain English explanation of what happens in the event of a course not being delivered [NC St3.2.c];
  - details of any refund paid if the student defaults as required under s47D of the ESOS Act 2000; and
  - details of any refund paid if the College defaults as required under s46D of the ESOS Act 2000.

Confirmation that refunds will be paid directly to the person who enters into the contract with the registered provider about the student, unless the person gives a written direction to the provider to pay the refund to someone else [E(OS) Reg s.7 (2)(b)].

Provision that a refund will be fully paid by the registered provider in the same currency in which the fees were paid, unless payment in that currency is impracticable [E(OS) Reg s.7(2)(c)].
Provision that a copy of the policy will be given to each intending overseas student before an agreement is entered into [E(OS) Regs 7(4)].

Includes the statement: “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws” [NC St3.2.d].

Sets out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition [NC St3.1.d].

Advises the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course, and of the need to have prior approval (if relevant) [NC St3.1.e].

Details of course duration and fees must align with details entered into PRISMS at time of creating CoE, for e.g.

- course duration must not exceed registered course(s) length in PRISMS; and
- total course fees in invoice should not exceed amount in PRISMS.

NB Written agreements may cover more than one course if courses are similar, all requirements are met and if required information provided covers all courses.

The College letter of offer and written agreement is provided to students upon enquiry and application. Additional information can be obtained by contacting the Enrolment Officer.

It is the role of the following staff members to undertake these steps in updating and keeping records of the College’s written agreements:

**Enrolment Officer:**
- a copy of a signed written agreement is kept on each student’s file, along with an electronic version on the student DocMan file in PCSchool (ESOS Act 2000 s21)
- if a written agreement needs to be updated, e.g., in the case of increase of College fees beyond the amount advised, attaching a signed amendment to the agreement to the original document kept on file (NC D St 2.1e)

**Business Manager**
- retaining records of each accepted student who had enrolled in a course and who has paid any course money for a course provided by the College for two years after the student ceases to be accepted as a student. (Records do not need to be updated after the date of cessation) (ESOS Act 2000 s21)

Information in this section should be checked and updated whenever there is a change to the local student admission form, conditions of enrolment, or policies or schedules relating to overseas students.
**Letter of offer**

*This letter is to be put onto College letterhead and signed by the Principal*

![Legal Entity and CRICOS Provider Code]

Date:

Insert Parent Name and Address

**Insert Student Name, DOB**

Dear

The College has assessed [insert student’s name]’s enrolment application for and is pleased to confirm an offer of enrolment as follows:

<table>
<thead>
<tr>
<th>Course:</th>
<th>Insert Course name (as registered on PRISMS)</th>
<th>CRICOS Course Code:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Level(s):</td>
<td>Start date:</td>
<td>Finish date:</td>
</tr>
<tr>
<td>Estimate of Total Course Costs</td>
<td>Tuition Fees:</td>
<td>Non-tuition fees:</td>
</tr>
</tbody>
</table>

Continuing enrolment will depend on:

- meeting any student visa conditions, including satisfactory course progress and attendance requirements;
- agreeing to the College’s policies, including maintaining approved welfare and accommodation arrangements, and any further conditions of enrolment detailed in Acceptance of Enrolment / Written Agreement attached; and
- payment of tuition and non-tuition fees by the due date.

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

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

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

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

Yours faithfully

(to be signed by the Principal)

Principal
Student Name: _____________________________________________________________________________
Date of Birth: _________________________________   Nationality: __________________________________
Passport Number:______________________________ Visa Number: _________________________________
Address: __________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
Phone Number: _______________________________ Mobile Number: _______________________________
Email Address: _____________________________________________________________________________
Current Year Level of Schooling: _______________________________________________________________

Parent/Legal Guardian Name (1): ______________________________________________________________
_________________________________________________________________________________________
Parent/Legal Guardian Name (2): ______________________________________________________________
_________________________________________________________________________________________
Address: __________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
Phone Number (1):______________________________ Mobile Number: _______________________________
Fax Number: __________________________________ Email Address: ________________________________

Phone Number (2):______________________________ Mobile Number: _______________________________
Fax Number: __________________________________ Email Address: ________________________________

Other Contact if Parents Can’t Speak English
Name: ____________________________________________________________________________________
Address: __________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
Relationship to student: _____________________________________________________________________
Phone Number: _______________________________ Mobile Number: _______________________________
Email Address: _____________________________________________________________________________
1. **Change of Address and Current Contact Details**

   a) The student is obliged to notify the school of any change of address while enrolled at the school. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student’s current address.

   b) Where Suncoast Christian College has approved the student’s welfare and accommodation arrangements, the student requires both the school’s and the parent’s approval for any changes to welfare and accommodation arrangements.

   c) The school is required by law to request confirmation of current address and contact details in writing for each student (and parent or legal guardian if a student is under 18 years of age) at least every six months.

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

   - [ ] Fax
   - [ ] Email

3. **Course enrolment details**

   3.1. CRICOS Course Code.

   3.2. Course Type and Entry level.

   - [ ] Primary Year level: ______________________________
   - [ ] Middle Year level: ______________________________
   - [ ] Senior Year level: ______________________________

4. **Course start and end date**

   4.1. Course start date: ______________________________

   4.2. Course end date: ______________________________

5. **Conditions on enrolment/preliminary requirements**

   5.1. Depending on the student’s English language ability, the student may be required to successfully complete an ELICOS course.

   Insert any details of any ELICOS or English language proficiency requirements prior to entry to mainstream classes.

   [Schools would normally ask for evidence of the student’s English language ability e.g. English language test scores during the application process]


   5.3. As a condition of enrolment, from Year 10 onwards, the student agrees to allow Suncoast Christian College to open a learning account in the student’s name with the Queensland Studies Authority, and for the student to be assigned a Learning Unique Identifier (LUI) for certification of studies purposes.

   5.4. As a condition of enrolment, the student agrees to abide by all school policies for the duration of enrolment and to disclose any medical or health conditions that may affect studies or student welfare.

   - *Homestay Policy & Procedures & Risk Management*
   - *Policies & Conditions for enrolment of Overseas Students*
6. Course fees and other charges (course monies)

6.1. TUITION FEES
Semester: ______________________  Year: _________________  Aud$: ______________________
Semester: ______________________  Year: _________________  Aud$: ______________________
Semester: ______________________  Year: _________________  Aud$: ______________________
Semester: ______________________  Year: _________________  Aud$: ______________________
Semester: ______________________  Year: _________________  Aud$: ______________________
Semester: ______________________  Year: _________________  Aud$: ______________________
Semester: ______________________  Year: _________________  Aud$: ______________________

6.2. NON-TUITION FEES
☐ Overseas Student Health Cover (OSHC): A$X per semester for visa duration
☐ Home stay fees (where applicable): A$X per semester
☐ Any other course related fees (if not compulsory, e.g., excursion fees, course material, etc., ) A$X per semester
☐ Estimated cost of school uniforms: A$X
☐ Fees for special/medical needs (if applicable): A$X per semester

6.3. ESTIMATE of TOTAL COURSE COST: A$X

7. Payment of fees and refunds
   a. Fees are payable as per Fees Policy.
   b. All fees must be paid in Australian dollars.
   c. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that calendar year.
   d. Any refund of tuition fees in the event of visa refusal or school default is prescribed by legislation (Education Services for Overseas Students (ESOS Act 2000 and Regulations 2001).
   e. Any refund of tuition fees or non-tuition fees for student default will be paid as per Suncoast Christian College's Refund Policy, which is part of this agreement.
   f. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
   g. Refunds will be paid to the student or the person specified in the written agreement.

8. Refund Policy
   8.1. The College refunds course monies in accordance with requirements under Commonwealth and State Legislation.
   8.2. Information on the College’s refund policy is provided to students prior to enrolment and is part of the written agreement between the student and the College.
   8.3. This information is provided to students prior to enrolment via email, on the website and/or in printed hard copy.
   8.4. All applications for a full or part refund of course money should be made in writing to the Business Manager by the person who has a signed agreement with the College. The Business Manager should receive the refund application within 14 days of either the student’s failure to start the course or withdrawal from the course.
   8.5. Payment of any refund due will be made within 4 weeks of receiving the written application for refund.
8.6. If a refund is due, but no written application is received within 2 months of the agreed starting date or withdrawal date of the student, a cheque for the amount owing in AUD will be sent to the person who had a signed agreement with the College, at the last known address.

8.7. If there are exceptional circumstances for a student’s failure to start a course, or withdrawal from a course, a written explanation of the circumstances should be made to the Business Manager. The Business Manager may approve a greater amount of refund than defined below in some cases. Each individual case will be decided on merit.

8.8. Unless there are approved exceptional circumstances, course money paid to the College will be refunded in the following manner. 8.8.1 In all cases, if there is a balance owing from an overseas student health fund, the College will make application to the fund on behalf of the student for the refund of any advance premiums paid.

8.9. If a student does not start a course on the agreed date:
   (i) If 4 weeks’ notice of cancellation has been received:
   • any transaction fees associated with transfer of funds will be deducted;
   • 100% of the tuition and homestay fees will be refunded;
   • 100% of all other fees or payments will be refunded; and
   • application and enrolment fees (if applicable) will not be refunded.
   (ii) If less than 4 weeks’ notice of cancellation has been received:
   • no tuition fees will be refunded;
   • 100% of the homestay fees will be refunded;
   • 100% of all other fees or payments will be refunded;
   • advance payment of uniform and textbook costs will be refunded; and
   • application and enrolment Fees (if applicable) will not be refunded.

8.10. If a student withdraws from a course before the completion date:
• no refund of the current semester’s tuition or homestay fees will be made;
• tuition and homestay fees paid in advance of the current semester will only;
• be refunded if one term’s notice has been given, otherwise 4 weeks' fees will;
• be deducted from the amount in balance for tuition and homestay fees in;
• lieu of notice;
• advance payments for tuition and homestay will be refunded on a pro rata basis; and
• application and enrolment fees will not be refunded.

8.11. If a student does not complete an enrolled course because of failure to comply with the College conditions of enrolment or student visa conditions, the notice provision 8.8 above applies.

8.12. If for any reason the College is unable to offer a course, a full refund of fees paid will be made within 14 days of the agreed starting day.

8.13. If for any reason the College is unable to continue offering a course after the student has commenced, a full refund of fees paid, including for the portion of the course already taught, will be made with 14 days of the day the course ceased to be delivered.

8.14. All refunds will be paid directly, and only to the person with whom the College has a written agreement, unless written advice to do otherwise is received from this person. The refund will be paid in Australian dollars. Fees and charges will not be refunded through an agency.

8.15. Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

8.16. Under the National Code, a person holding a written agreement with the College should be aware that the College’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.

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

8.18. It is an enrolment condition of the College that all College policies, including this Refund Policy, be fully understood by the person signing an agreement with the College, prior to signing the agreement.
9. **Welfare and accommodation requirements for students under the age of 18**

   a. Students under the age of 18 are required to maintain adequate welfare and accommodation requirements as a condition of their student visa.

   b. Where a student under the age of 18 is not in the care of a parent or suitable relative, as defined by the Department of Immigration and Citizenship, their accommodation arrangements must be approved by the College.

   c. Will the student be in the care of a parent or suitable relative?
      
      □ Yes □ No

   d. If no, type of accommodation school has approved for the student:
      
      □ Homestay □ Supervised Accommodation Service □ Other

   e. Details of approved welfare and accommodation arrangements:
      
      __________________________________________________________
      ________________________________
      __________________________________________________________
      __________________________________________________________

   f. Dates for approval of welfare and accommodation arrangements:
      
      Start date: _____________________________
      Finish date: ____________________________

      (Please note, students should not arrive in Australia before the approved start date, and if under 18 years of age before completing the enrolled course, should not remain in Australia prior approval after the approved finish date.)

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

10. **Privacy**

    Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.


    For more information on privacy, please refer to Suncoast Christian College’s Privacy Policy at http://www.suncoastcc.qld.edu.au/privacy-statement-2.html
11. **Declaration**

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

- I confirm I have received and understood information from the College regarding the following:
  - ☐ the course(s) in which I am to be enrolled
  - ☐ conditions on enrolment in the course(s)
  - ☐ tuition and non-tuition fees
  - ☐ *Suncoast Christian College's* Refund Policy and other policies as listed above
  - ☐ the sharing of personal information
  - ☐ change of address obligations
  - ☐ grounds on which my enrolment may be deferred, suspended or cancelled
  - ☐ permission to use VEVO to check visa entitlements during period of enrolment

- I hereby declare that the information supplied by me is true and correct

- I agree to pay all fees owing and by the due date

- I have read, understood and agree to be bound by the above conditions of enrolment

---

Signed (student)  Date

---

Signed (parent/legal guardian)  Date

---

Signed (parent/legal guardian)  Date

---

**Yours sincerely**

(to be signed by the Principal)

**Principal (PEO)**
Policy about education agents
Refs: NC D St 4, ESOS Act 2000 S21A

Education agents are not engaged to formally represent Suncoast Christian College.

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

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

If the College policy with regard to use of education agents changes in the future, the College is aware of its obligations under Standard 4 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, and will at that time implement appropriate policies, procedures and agreements as required under the National Code.
Critical incident policy and procedures
Refs: NC D St 6

Suncoast Christian College has a critical incident policy and procedure that covers:
- action to be taken in the event of a critical incident
- follow up of the incident
- records of the incident and action taken

Administrative documents relating to the College’s critical incident policy are:
- critical response policy
- accident and incident reporting (first aid policy)

Copies of relevant documents are available:
- on the College intranet (moodle)
- upon request from the Enrolment Officer

Information about the management of critical incidents is provided to staff and homestay providers through:
- providing copies or access to the policy and procedure documents
- regular discussion at staff meetings

It is the role of the following staff members to undertake responsibilities in relation to management of critical incidents involving overseas students:

<table>
<thead>
<tr>
<th>Critical Incident Management</th>
<th>Area of Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal</td>
<td>risk assessment of hazards and situations which may require emergency action</td>
</tr>
<tr>
<td>WHS Committee</td>
<td>analysis of requirements to address these hazards</td>
</tr>
<tr>
<td>Fire Warden</td>
<td>establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services</td>
</tr>
<tr>
<td>Enrolment Officer</td>
<td>24 hour access to contact details for all students and families (for Colleges with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)</td>
</tr>
<tr>
<td>Principal</td>
<td>24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. College counsellor, welfare officer, legal services, College security</td>
</tr>
<tr>
<td>Principal</td>
<td>development of a critical incident plan for each critical incident identified</td>
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<tr>
<td>Principal</td>
<td>dissemination of planned procedures</td>
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<tr>
<td>Principal</td>
<td>organisation of practice drills</td>
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<tr>
<td>Principal</td>
<td>regular review of the critical incident plan</td>
</tr>
<tr>
<td>Fire Warden</td>
<td>assisting with implementation of the critical incident plan</td>
</tr>
<tr>
<td>Principal</td>
<td>arranging appropriate staff development</td>
</tr>
<tr>
<td>Business Manager</td>
<td>budget allocation for emergencies</td>
</tr>
</tbody>
</table>
College course progress and attendance policy

[The sample College Course Progress and Attendance Policy below is from the Independent Colleges Council of Australia (ISCA) National Code 2007 Transition handbook for non-government Colleges enrolling full-fee paying overseas students, at www.isca.edu.au.]

1. **Course progress:**

   The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

   The course progress of all students will be assessed at the end of each study period (semester) of enrolment.

   Students who have begun part way through a semester will be assessed after one full study period.

   To demonstrate satisfactory course progress, students will need to achieve a minimum satisfactory result in all subjects of the course in any study period.

   If a student does not achieve a satisfactory result, a review of the student work and assessment results will be undertaken by the Heads of School and intervention for a student at risk of failing to demonstrate satisfactory course progress in a study period will be engaged. The Heads of School are responsible to formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:

   - after hours tutorial support
   - subject tutorial support in class time
   - mentoring
   - additional ESL support
   - change of subject selection, or reducing course load (without affecting course duration)
   - counselling – time management
   - counselling -academic skills
   - counselling - personal
   - other intervention strategies as deemed necessary

   Under the National Code 2007, at a minimum the College must implement an intervention strategy if a student is deemed not competent in 50% or more of the units in any one study period.]

   A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.

   The student’s individual strategy for academic improvement will be monitored over the following study period by [insert role of College staff member] and records of student response to the strategy will be kept.

   If a student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, the College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College’s internal complaints and appeals process.

   The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:

   - the student does not access the complaints and appeals process within 20 days, or
   - withdraws from the complaints and appeals process, or
   - the complaints and appeals process results in favour of the College

2. **Completion within expected duration of study**

   As noted above, the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

   Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.

   The College will only extend the duration of the student’s study where it is clear the student will not be able to complete the course by the expected date because of compassionate or compelling circumstances (see Definitions below);

   - student participation in an intervention strategy as outlined;
an approved deferment or suspension of study has been granted in accordance with the College’s Deferment, Suspension and Cancellation Policy.

Where the College decides to extend the duration of the student’s study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required.

3. Monitoring course attendance

Satisfactory course attendance is attendance of 80% of scheduled course contact hours. [NB the National Code St 11 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in St 11.9.]

Student attendance is:

- checked and recorded daily;
- assessed regularly; and
- recorded and calculated over each study period.

Late arrival/early departure at College will be recorded and will be included in attendance calculations.

All absences from College will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student’s care giver or evidence that leave has been approved by the Principal/Head of School.

Any absences longer than five (5) consecutive days without approval will be investigated (5 days is the maximum allowed under NC St 11.4).

Student attendance will be monitored by the Head of School every term over a study period to assess student attendance using the following method. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. [For example, an eight week semester with 5 contact hours a day would equal 200 contact hours. 20% of this is 40 hours.]

Any unapproved period of exclusion from class will be included in student attendance calculations (refer College deferment, suspension and cancellation policy).

Parents of students at risk of breaching the College’s attendance requirements will be contacted by and students will be counselled and offered any necessary support when they have absences totalling 20% any study period.

If the calculation at indicates that the student has passed the attendance threshold for the study period, the College will advise the student of its intention to report the student for breach of visa condition 8202, and that the student has 20 working days in which to access the College’s internal complaints and appeals process except in the circumstances outlined.

The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

- the student does not access the complaints and appeals process within 20 days;
- withdraws from the complaints and appeals process; and
- the complaints and appeals process results in a decision for the College.

Students will not be reported for failing to meet the 80% [see NC St 11.9] threshold where:

- the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition below; and
- has not fallen below 70% attendance.

If a student is assessed as having nearly reached the threshold for 70% attendance, the Principal will assess whether a suspension of studies is in the interests of the student as per the College’s deferment, suspension and cancellation policy.

If the student does not obtain a suspension of studies under the College’s deferment, suspension and cancellation policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur.
4. Definitions

*Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:

- serious illness, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on studies;
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports);
- where the College was unable to offer a pre-requisite unit; and
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

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

*Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

*College day* – any day for which the College has scheduled course contact hours.

*Study period* – a discrete period of study within a course which cannot exceed 24 weeks. The College defines a “study period” for the purposes of monitoring course attendance and progress as a *semester*.

### Overseas student referral from for intervention

**Date:**

**Student name:**

**Grade:**

**Referred by:**

**Reason for Referral:**

**Interview / Discussion Notes:**

<table>
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<tr>
<th>Agreed Actions:</th>
<th>Person responsible</th>
<th>Timeline</th>
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**Agreed by:**

**Date for review / next meeting:**

**Follow up:**

- [ ] Copy of meeting notes and actions to
- [ ] Appointment made with [Insert as appropriate – Parent, Form Teacher, Student Counsellor, ESL / Learning Support Teacher, Homestay host, etc.]

**Follow up completed: Date:**

**Signed:**
Letter of intention to report for unsatisfactory course progress
This letter is to be put onto College letterhead and signed by the Principal

Date:
Student name:
Grade:
Current Address:
Phone no:
Email address:

This letter is to inform you that Suncoast Christian College intends to report you to the Department of Immigration and Citizenship for unsatisfactory course progress as required by the Education Services for Overseas Students Act 2000.

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

- maintain enrolment in a ‘registered course’; and
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

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

☐ ............
☐ ............
☐ ............

You have 20 days in which to appeal the College’s decision in accordance with the College’s Concerns & Complaints policy attached.

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

Depending on the outcome of the appeals process, you may be reported to the Department of Immigration and notified of termination of your enrolment at the College.

Yours faithfully

(to be signed by the Principal)

Principal
Letter of intention to report for unsatisfactory attendance
This letter is to be put onto College letterhead and signed by the Principal

Date:
Student name:
Grade:
Current Address:
Phone no:
Email address:

This letter is to inform you that the College intends to report you to the Department of Immigration for unsatisfactory attendance as required by the Education Services for Overseas Student Act 2000.

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

- maintain enrolment in a ‘registered course’;
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

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

☐ ............
☐ ............
☐ ............

You have 20 days in which to appeal the College’s decision in accordance with the College’s Concerns & Complaints policy attached:

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

Depending on the outcome of the appeals process, you may be reported to the Department of Immigration and notified of termination of your enrolment at the College.

Yours faithfully

(to be signed by the Principal)

Principal
Letter of notification that enrolment will not be cancelled
This letter is to be put onto College letterhead and signed by the Principal

Date:
Student name:
Grade:
Current Address:
Phone no:
Email address:

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

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

[Insert reasons / OSO findings, etc]

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

Yours faithfully

(to be signed by the Principal)

Principal
Letter of notification that enrolment will be cancelled
This letter is to be put onto College letterhead and signed by the Principal

Date:
Student name:
Grade:
Current Address:
Phone no:
Email address:

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

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

[Insert reason(s) as applicable:
  • you have chosen not to access the College’s complaints and appeals process within 20 working days;
  • the outcome of the College’s complaints and appeals process has found in favour of the College; or
  • you have advised your withdrawal from the College’s complaints and appeals process.

The College will now notify Department of Immigration and Citizenship that your enrolment has been cancelled for failure to meet [insert as applicable course progress / attendance] requirements.

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

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

[If applicable: Even though you are no longer be enrolled with XXX College as of --/--/--, you will need to maintain approved arrangements for welfare and accommodation until another education provider enrolls you and takes over responsibility for approving arrangements, or until you depart Australia.]

Yours faithfully

(to be signed by the Principal)

Principal
Other intervention and support processes for overseas students
Ref: NC St 6

In addition to the intervention processes identified above, the College identifies and support student at risk in these ways:

- pastoral care systems
- Academic / careers counselling program for Year 11 & Year 12 students
- buddy system

All staff members involved in these processes are responsible for reporting of the appropriate staff member or the designated overseas student contact officer any overseas students identified as being at risk in the College pastoral care / academic counselling program.
**Overseas student orientation program**

Ref: NC D St 6, St 10, St 11

It is a requirement under the National Code 2007 that the College must assist full fee paying overseas students to adjust to study and life in Australia through an age and culturally appropriate orientation program that includes information about (NC D St 6.1a-f):

- student support services available to assist on the transition to life and study in a new environment
- legal services
- emergency and health services
- College facilities and resources
- complaints and appeals processes

College Course progress and attendance policies (to meet relevant visa conditions).

Additionally, the College provides the following welfare related support services to assist with issues that may arise during the study period, as required under Standard 6.3 of the National Code 2007.

- opportunity to access services designed to assist students to meet course progress and attendance requirements

Opportunity to access welfare related support services to assist with issues arising from meeting course progress and attendance requirements, accommodation or other issues arising during their study (NC D St 6.2, St 6.3).

The Heads of School are responsible for ensuring overseas students undertake the College orientation program as per Standard 6.1a-f., and assist students to meet course progress requirements and to co-ordinate intervention strategies as necessary (NC D St 6.2, St 10).

The Director of Student Development is responsible for assisting students to meet attendance requirements and to co-ordinate intervention strategies as necessary (NC D St 6.2, St 11).

Documents, materials and activities used for the College's orientation program are:

- student orientation checklist (www.isca.edu.au)
- student handbook and arrival package
- tour of College facilities
- meet key members of staff
- follow up meetings in the first few weeks

Student orientation materials are located on Admin Central and accessible through the Enrolment Officer.

The Heads of School are responsible for reviewing and updating the College overseas student orientation program.

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

Student Name:
Grade:
Arrival Date:

Week 1 checklist
Orientation and College Tour Week 1, Day 1

Student has been introduced to:

- [ ] International Student Officer
- [ ] [Insert name of staff member / role] Pastoral Care
- [ ] [Insert name of staff member / role] Academic Studies
- [ ] [Insert name of staff member / role] Accommodation
- [ ] [Insert name of staff member / role] Student Counsellor
- [ ] [Insert name of staff member / role] ESL Teacher
- [ ] Student Buddy for Week 1 [insert name and Year Level of Student]

<table>
<thead>
<tr>
<th>Staff member:</th>
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<tr>
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Student has / understands:

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

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</table>

Student has received information about:

- [ ] 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
- [ ] Student transfer assessment policy
**CRICOS Registration Policy & Procedures**

- College Calendar
- College Rules and Code of Conduct
- Subject selection, textbooks, etc.
- Assessment policies and requirements
- Extra-curricular activities, clubs, etc.

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**Other Information/Activities:**

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

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**Student interviews to check adjustment:**

- End of Week 2

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<th>Staff member:</th>
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- End of Week 4

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- End of Week 6

<table>
<thead>
<tr>
<th>Staff member:</th>
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- End of Week 8

<table>
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- End of Week 12

<table>
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<tr>
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</table>
**Staff orientation/induction to ESOS framework**

Ref: NC D St 6

It is a requirement under the National Code 2007 that Suncoast Christian College ensures that staff members who interact directly with full fee paying overseas students are aware of the College’s obligations under the ESOS framework and the potential implications for students arising from the exercise of the obligations (NC D St 6.7).

Relevant information about the College’s obligations under the ESOS framework is provided to appropriate staff members in the following ways:

<table>
<thead>
<tr>
<th>TO</th>
<th>BY</th>
<th>HOW</th>
<th>WHEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Management Staff</td>
<td>Principal</td>
<td>Leadership Team Meetings</td>
<td>Annually</td>
</tr>
<tr>
<td>Administrative Staff</td>
<td>Principal</td>
<td>All staff meetings</td>
<td>Annually</td>
</tr>
<tr>
<td>Mainstream Teaching Staff</td>
<td>Head of Secondary</td>
<td>Staff meetings</td>
<td>Annually</td>
</tr>
<tr>
<td>ESL Support Staff</td>
<td>Director of Studies</td>
<td>Curriculum meetings</td>
<td>Annually</td>
</tr>
<tr>
<td>Counselling and Student Support Staff</td>
<td>Director of Student Development</td>
<td>Department meetings</td>
<td>As required</td>
</tr>
<tr>
<td>Marketing Staff</td>
<td>Business Manager</td>
<td>Department meetings</td>
<td>As required</td>
</tr>
<tr>
<td>Accommodation Support Staff</td>
<td>Enrolment Officer</td>
<td>Email</td>
<td>As required</td>
</tr>
<tr>
<td>Staff responsible for monitoring compliance with visa conditions under ND D Standards 10 and 11.</td>
<td>Enrolment Officer</td>
<td>Email</td>
<td>As required</td>
</tr>
</tbody>
</table>

The Principal is responsible for informing new staff members who take up duties outside of staff information sessions of relevant obligations under the ESOS framework.

The following resources and materials can be used for staff induction and orientation to ESOS:

- Suncoast Christian College intranet website (moodle)
- the staff handbook
- PowerPoint presentations on ESOS (provided by ISQ)
Staff capabilities, educational resources and premises
Ref: NC D St 14, St 6.6

Suncoast Christian College is an accredited non-state College in Queensland and as such is subject to an appropriate quality assurance framework applying to registered courses, as is required under Standard 14 of Part D the National Code 2007.

The Principal is responsible for staff recruitment, including recruitment of staff working with overseas students and is aware of obligations under Standards 6 and 14 of Part D of the National Code 2007.

The Principal is responsible for the management of facilities, including facilities used by overseas students and is aware of obligations under Standard 14 of the National Code 2007.

The Deputy Principal is responsible for the management of resources, including resources used by overseas students and is aware of obligations under Standard 14 of the National Code 2007.

It is a requirement under the National Code 2007 that the College have sufficient student support personnel to meet the needs of overseas students enrolled at the College (NC D St 6.6).

The College ensures staffing, facilities and resources meet the needs of overseas students enrolled at the college in the following ways:

- reviewing and renewing resources regularly
- ensuring adequate and suitably qualified teaching and support staff are appointed
- meeting staffing to student ratios

The Principal is responsible for reviewing and updating the College policy and procedures to ensure appropriate staffing, premises and resources for support of and course delivery to, full fee paying 571 visa subclass student.
Appendices

Marketing / pre-enrolment materials

- Prospectus pack
- Curriculum handbooks
- Website
- Overseas student handbook

Further information – College accommodation options

Where a student or parent/guardian requires a homestay arrangement the College will follow the policy and procedures contained in the Homestay Policy & Procedure document created by the College.

Private accommodation arrangements must be approved by the College. The policy and procedures as set out in the Homestay Policy & Procedure document created by the College will be used to select, monitor and review private accommodation arrangements.

Record of other documents and College policies

Critical response policy
Concerns & Complaints policy
Refund policy
Homestay policy and procedures
Risk management policy
Evidence of Australian residency and business registration (NC C 6)
Copy of accreditation certificate or letter which shows the full legal entity and the trading name and the period of accreditation of the institution (NC C 6)
Course registration submission (NC C 7, 8, 10)
Course marketing material (Course Information Booklets) (NC D St 2.1)
Evidence of having the principal purpose of providing education and clearly demonstrating capacity to provide education of a satisfactory standard (ESOS Act 2000 s9 & s9A)

Website compliance

- Tuition Protection Service Website: [www.tps.gov.au](http://www.tps.gov.au)
Website resources

- Independent Colleges Council of Australia National Code 2007 Transition handbook for non-government Colleges enrolling full-fee paying overseas students *(to be updated in latter half of 2012)* [www.isca.edu.au](http://www.isca.edu.au)
- Other ISANA resources: [www.isana.org.au](http://www.isana.org.au)

The websites below are mostly from the Colleges Council of Australia (ISCA) National Code 2007 Transition handbook for non-government Colleges enrolling full-fee paying overseas students, at [www.isca.edu.au](http://www.isca.edu.au).

- Australian Curriculum Assessment and Certification Authority Website: [http://acaca.org.au](http://acaca.org.au)
- Department of Foreign Affairs and Trade Website: [http://www.dfat.gov.au](http://www.dfat.gov.au)
- Eligibility for temporary visa holders helpline (for determining Australian Government financial assistance for College programmes) Phone: 1 800 677 027 (Grants and Data Section)
- Migration Agents Registration Authority Website: [https://www.mara.gov.au/](https://www.mara.gov.au/)
- Privacy Manual for Non-Government Colleges Website: [http://www.isca.edu.au](http://www.isca.edu.au)
- QSA links for visa students Website: [www.qsa.qld.edu.au](http://www.qsa.qld.edu.au) (Search site for “visa students”)
- Study Queensland Website [www.studyqueensland.qld.edu.au](http://www.studyqueensland.qld.edu.au) (Check Industry Portal for international education resources)
- Study in Australia Website: [http://studyinaustralia.gov.au](http://studyinaustralia.gov.au)
- Tourism Australia Website: [http://www.australia.com](http://www.australia.com)
### Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>EATC</td>
<td>Education Agents Training Course <a href="http://eatc.pieronline.org/">http://eatc.pieronline.org/</a></td>
</tr>
<tr>
<td>ECoE or CoE</td>
<td>electronic Confirmation of Enrolment or Confirmation of Enrolment</td>
</tr>
<tr>
<td>ELICOS</td>
<td>English Language Intensive Course for Overseas Students</td>
</tr>
<tr>
<td>ELT</td>
<td>English Language Training</td>
</tr>
<tr>
<td>ESL</td>
<td>English as a Second Language</td>
</tr>
<tr>
<td>ESOS (Act)</td>
<td>Education Services for Overseas Students (Act) see ESOS Framework</td>
</tr>
<tr>
<td>ISQ</td>
<td>Independent Colleges Queensland <a href="http://www.isq.qld.edu.au">www.isq.qld.edu.au</a> and <a href="http://www.isq.qld.edu.au/international-students">www.isq.qld.edu.au/international-students</a></td>
</tr>
<tr>
<td>LOTE</td>
<td>Language Other Than English</td>
</tr>
<tr>
<td>NLLIA ESL Bandscales</td>
<td>National Languages and Literacy Institute of Australia ESL Bandscales (for rating English language proficiency) To order a copy: Contact Reception at ISQ T: 07 3228 1515</td>
</tr>
<tr>
<td>PTE</td>
<td>Pearson Test of English <a href="http://pearsonpte.com/Pages/Home.aspx">http://pearsonpte.com/Pages/Home.aspx</a></td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
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<tr>
<td>SCV</td>
<td>Student Course Variation. The record a user with CoE Administrator access creates when reporting non-compliance of a student or a change to course details for the student’s original CoE.) (See <a href="http://www.qcec.catholic.edu.au/">SCV Quick Reference Guide</a> for details.)</td>
</tr>
<tr>
<td>TESOL</td>
<td>Teaching of English to Speakers of Other Languages</td>
</tr>
<tr>
<td>TOEFL</td>
<td>Test of English as a Foreign Language <a href="http://www.toefl.org">www.toefl.org</a></td>
</tr>
<tr>
<td>TPS</td>
<td>Tuition Protection Service <a href="https://tps.gov.au/Home/NotLoggedIn">https://tps.gov.au/Home/NotLoggedIn</a></td>
</tr>
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</table>