CRICOS Registration
Policy & Procedures

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

Approved by: Principal 18/02/2014
Revised Date: 13/04/2015, 23/10/2015
Review Date: 23/10/2016
CRICOS amendments: 14/06/2016

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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.
Faith Diligence Love

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### CRICOS Registration Legislation and Regulatory Requirements

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<th>Act/Regulation</th>
<th>Description</th>
<th>URL</th>
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See Australian Government Department of Education and Training ESOS Framework – [ESOS Act, Regulations, National Code and Legislative Instruments](#).
CRICOS responsibilities and Code of Practice

Refs; ESOS Act 2000 Div.3, s.23 & s24; ESOS (Reg Charges) Act 1997 s5; ESOS (TPS Levies) Act 2012 Part 2 s5-10. NC DST6, NC DST14, NC DST15, Div.1 s5, s7A; NC C.10

Suncoast Christian College (‘the College’) is bound by the National Code of Practice for 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
CRICOS Course Name: Secondary Senior Years 11-12 Boys & Girls  CRICOS Course No: 004975A
CRICOS Course Name: Secondary Junior Years 7-10 Boys & Girls  CRICOS Course No: 085036G
CRICOS Course Name: Primary Years 1-6 Boys & Girls   CRICOS Course No: 085035G
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.education.gov.au) in the College Contact Details is the Principal.

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

Under Part C.10 of the National Code of Practice, registered providers must have any prior approval from DSA for any other provider(s) to be involved in providing or delivering part of a registered course.

PRISMS

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

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

PRISMS should be checked regularly for alerts relating 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 International 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., $390 in 2015).

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; comprised of $106 and $2.12 per student respectively in 2016
• a base fee that is the sum of a prescribed amount, originally set at $200, plus a fee per student enrolment for the previous calendar year, originally set at $5 per student*; comprised of $212 and $5.31 per student respectively in 2016*
• 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 was introduced 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:

• $8,118 at the time the provider first becomes registered;
• $5,412 on the first anniversary of the day on which the provider was registered; and
• $2,706 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 International students (NC D St 6.5).

Additionally, staff undertake the following roles and responsibilities in relation to International students (NC D St 6):

<table>
<thead>
<tr>
<th>Staff Member in this Role</th>
<th>Area of Responsibility for International Students</th>
<th>Method to Contact / make Appointment</th>
</tr>
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<tbody>
<tr>
<td>Enrolment Officer</td>
<td>Orientation on arrival</td>
<td>Appointment</td>
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<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; NC DSt 7, NCSt9,10&11

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 for providers of Education and Training to Overseas Students (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 of Practice for Providers of Education and Training to Overseas Students 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 PRISMS. A study period at Suncoast is 1 semester.

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.
**Checklist for marketing information and practices**

Refs: NC D St 1; NC DSt 2; NC DSt 5; NC DSt 7, NC DSt 8, NC DSt 10, NC DSt 11, NC DSt 13; ESOS Act 2000 s.5, s.7, s.22, s.27

Registered Provider Name, Christian Outreach Centres t/a Suncoast Christian College, Provider Code 00539J are provided on (NC D St 1):

- College website
- written marketing materials (printed and electronic)
- any other materials listed below

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>WHERE THE INFORMATION IS PROVIDED</th>
<th>REFERENCE</th>
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<tbody>
<tr>
<td>1. Requirements for acceptance into a Course</td>
<td>Minimum level of English language proficiency</td>
<td>NC DSt2 St 2.1.a</td>
</tr>
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<td></td>
<td>Educational qualifications</td>
<td>NC DSt2 St 2.1.a</td>
</tr>
<tr>
<td></td>
<td>Advice as to whether course credit is applicable</td>
<td>NC DSt12</td>
</tr>
<tr>
<td>2. Course information</td>
<td>Course content and duration</td>
<td>NC DSt2St 2.1.b</td>
</tr>
<tr>
<td></td>
<td>Qualification / exit statement offered</td>
<td></td>
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<tr>
<td></td>
<td>Modes of study</td>
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<td></td>
<td>Assessment methods</td>
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</tr>
<tr>
<td>3. Campus information</td>
<td>Campus location(s)</td>
<td>NC D St2 St2.1.c</td>
</tr>
<tr>
<td></td>
<td>General description of facilities, equipment, learning and library resources available to students</td>
<td>NC D St2 St2.1.c</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 St2 St2.1.d</td>
</tr>
<tr>
<td>5. Fees information</td>
<td>Indicative course-related fees</td>
<td>NC DSt2 St 2.1.e</td>
</tr>
<tr>
<td></td>
<td>Advice for the potential for fees to change during the student's course</td>
<td>ESOS Act 2000 s5 S5 S7 s22 s27</td>
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<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>
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<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 DSt2 St 2.1.f</td>
</tr>
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<td></td>
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<td>NC DSt 13</td>
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<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>
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<tr>
<td>Section</td>
<td>Description</td>
<td>Notes</td>
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</table>
| 8. | Relevant information on living in Australia | □ Indicative costs of living  
□ Accommodation options  
□ Where relevant, schooling obligations and options for dependants, including possibility of College fees | NC DST 2.1.h |
| 9. | Concerns and complaints policy | □ Provided to students prior to enrolment  
□ Provided to students again during orientation | NC DST8 |
| □ Internal concerns and complaints policy  
| 10. | Welfare and accommodation arrangements | □ Condition for under 18 year old students to maintain adequate welfare and accommodation arrangements | NC DST 5 |
| □ [If College is issuing the CAAW] Advice to under 18 year old students not to travel to Australia before start date of CAAW arrangements |
| 11. | Student transfer request assessment policy | □ Policy must be available to staff and students at orientation (NC DST 7.2) | NC DST 7 |
| 12. | Course Progress and Attendance Policy | □ Documented course progress policy and intervention strategy must be available to staff and students at orientation (NC DST 10.2 & 10.4) | NC DST10  
NC DST11 |
| □ Documented attendance policy and procedures must be available to staff and students at orientation (NC DST 11.3) |
Policy about written entry requirements for registered courses
Refs: NC DSt2; St2.a

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 DSt 2; St 2.a; St 2.2).

This information is provided to students prior to enrolment and is provided in the following ways (NC DSt2; 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 International 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* of Practice for Providers of Education and Training to Overseas Students 2007.

The College must obtain evidence that assessment of an International 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:

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<th>Acceptable Test</th>
<th>Minimum Test Result</th>
<th>For entry to Year</th>
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<td>NLLIA (ESL) Bandscales</td>
<td>Bandscales Levels 2 and 3: Elementary ESL Proficiency</td>
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<td>NLLIA (ESL) Bandscales</td>
<td>Bandscales Levels 4 and 5: Intermediate ESL Proficiency</td>
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<td>NLLIA (ESL) Bandscales</td>
<td>Bandscales Level 6: Advanced ESL Proficiency</td>
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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 DSt2 St 2.1.a ; NC DSt 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 DSt 2 St 2.2;

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

Enrolment Enquiry made directly to the College or via *Agent

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 Behavioural Policy/Code of Conduct (Standard 13 – Deferring, Suspending or Cancelling the student’s enrolment)

College provides enrolment package

- Enrolment Application Form
- College Information and Policies for International Students
- Admission Procedures
- Fees Schedule
- See Checklist for Tuition Fees
- Information about the Senior Certificate and University Entry Requirements
- A copy of the College Prospectus / Handbook for International Students (Meets Marketing and Student Information Requirements of National Code)
- Information about accommodation arrangements
- Information about OSHC, including OSHC is required for duration of Visa
- Local Information and Infrastructure

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

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

The College and Parents communicate about arrival, pickup, accommodation, etc.
## Enrolment procedure checklist

**Refs:** NC DSt2 St 2.2

<table>
<thead>
<tr>
<th>Task</th>
<th>Checklist</th>
</tr>
</thead>
</table>
| **Respond to enquiry**                    | Request further details  
Clarity 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  
Description of ESOS Framework |
| **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) |
CRICOS Registration Policy & Procedures

<table>
<thead>
<tr>
<th>CRICOS Registration Policy &amp; Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Course cost, duration on eCoE not greater than registered on PRISMS</td>
</tr>
<tr>
<td>☐ Enter fees received on PRISMS</td>
</tr>
<tr>
<td>☐ Forward eCoE to parents/agent for student visa application</td>
</tr>
<tr>
<td>☐ Confirm welfare dates with parents/agent (if applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advise of visa grant is received</th>
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<tbody>
<tr>
<td>☐ Record details in PCSchool</td>
</tr>
<tr>
<td>☐ Provide pre-arrival information</td>
</tr>
<tr>
<td>☐ Confirm arrival time and pick up arrangements</td>
</tr>
<tr>
<td>☐ Activate accommodation placement procedures</td>
</tr>
<tr>
<td>☐ Ongoing liaison with family until arrival</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>On arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Arrival arrangements</td>
</tr>
<tr>
<td>☐ Arrival with parents / student has contacted parents</td>
</tr>
<tr>
<td>☐ Confirm arrival with relevant staff</td>
</tr>
<tr>
<td>☐ Within 14 days of commencement date if start date is not agreed date. Note: It is good practice to confirm start date in PRISMS in all cases as this information is used by the Department of Immigration to check student compliance with work rights that are activated automatically on the course start date and can be useful for schools to identify where a CoE status has not been converted from “approved” to “visa granted”</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Student orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Student orientation plan confirmed with relevant staff</td>
</tr>
<tr>
<td>☐ Signed plan (Appendix C) returned for file</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ongoing</th>
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</thead>
<tbody>
<tr>
<td>☐ Run PRISMS reports every 12 months</td>
</tr>
<tr>
<td>☐ Enter required information in PRISMS within required timelines (see checklist of Record Keeping and Reporting Obligations, below).</td>
</tr>
<tr>
<td>☐ Confirm student contact details every 6 months</td>
</tr>
</tbody>
</table>

## Fee, refunds and TPS obligations

Ref: NC DSt 2 St 2.1.e, NC DSt3.1.c & 3.2; ESOS Act 2000 s19, s21, s27—s47B, 47D, s47E, s47H; ESOS Reg 2001 2.01.2(b)&(c), 3.03 & 3.04; PRISMS Provider User Guide; Recent ESOS Changes FAQs

The College collects fees in accordance with requirements under ESOS legislation (NC DSt2 St 2.1.e NC DSt3 St 3.1 ESOS Act 2000 S22 S27 S47B).

This includes:

- a) not receiving more than 50% of the student’s total tuition fees for a course before the student has begun the course, unless the student or person responsible for paying tuition fees has chosen to pay more than this amount.

The College refunds course fees in accordance with requirements under ESOS legislation.

• NOTE: In the event that the terms of this Refund Policy for Student default prove to be non-compliant with Australian law, a full refund of any unused tuition fees* received by the school with respect to the student will be made within the period of four weeks after the day of student default.


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:

- 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 Act 2000 s19, S21; ESOS Reg 2001 s3.04  

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(2) 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

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 if the student is less than 18 years old:

(a) the prescribed information about an accepted student who 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

Otherwise this notice is required in PRISMS within 31 days.

For s19.1.c. and f, see ESOS Regulations 2001, Div. 3.1 Information and Records

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 – in event of visa refusal or if there is no compliant written agreement in place - discharge of provider obligations

Under sections 47H and 47E, 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 s47 E

(c) obligations were met in accordance with a claim under s47D(4)

(i) the amount of the refund;

(ii) the date of the refund; and

(iii) confirmation that the refund amount was calculated in accordance with the Legislative Instrument made under section 47E(4).

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, 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.
Written Agreements must:

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

(ii) clearly set out the period of time to which a particular payment of tuition fees relates (for refund calculation purposes), and

(iii) provide an estimated total course cost

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

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

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

(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 tuition fees received;

(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 31 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.

Notes:

- The “Estimated Total Course Cost” is the combination of estimated compulsory tuition and non-tuition fees. This appears under “Course Details” in the registered provider’s information on PRISMS.

- The estimated total course costs on the CoE will be compared with a provider’s fee information recorded in PRISMS, and providers will be in breach if amounts charged exceed amounts registered in PRISMS.
Checklist for tuition fees and non-tuition fees

- 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.
- Letters of Offer and Written Agreements include the total amount of tuition fees and non-tuition fees for the entire course.
- CoEs include the total amount of course fees for the entire course.
- The total amount of course fees on the COE does not exceed the registered amount on PRISMS.
- Written agreements itemise both tuition fees and non-tuition fees, and provide an Estimated Total Course Cost.
- The “Estimated Total Course Cost” is the combination of estimated compulsory tuition and compulsory non-tuition fees.
- A signed Written Agreement is received prior to or at the same time as Fees.
- 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. However, if a student or person responsible for paying fees chooses to pay more than 50% of fees prior to the course start, this choice should be supported by some kind of evidence, e.g.,
  - A question on the application form asking if the student wishes to pay more than 50% of fees up front
  - A statement in the written agreement to advise more than 50% of fees or full fees can be paid up front, but this is not a requirement
  - Pre-enrolment information outlines all course payment options, including the upfront payment as one option
- There is a method of recording all dates and amounts of payment (and non-payment) of tuition fees and non-tuition fees and the period of time covered by each payment for PRISMS reporting purposes and within reporting timelines. See PRISMS Provider User Guide.

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 tuition fees received by the provider for the course.

Report outcomes within 7 days after provider obligation period.

Student default

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 refund amount prescribed under the Legislative Instrument Education Services for Overseas Students (Calculation of Refund) Specification 2014 within 4 weeks of the student default day if there is no valid written agreement, or if the student has been refused a visa in special cases.

Report outcomes within 7 days after provider obligation period.

Entry of any SCVs to be made in PRISMS within 14 days of student default for whatever reason if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
Checklist of record keeping and 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.
- 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 the applicable number of days of the change coming into effect, including student course variations (SCVs). (See SCV Quick Reference Guide and ESOS Regulations for 2001 Div.3.1 for details.)
- Details of any payments of tuition fees received in a calendar month must be entered into PRISMS within 31 days of the end of the calendar month.
- Student contact details (and contact details for a parent/legal custodian if the student is under 18 years of age) must be confirmed in writing and updated as necessary at least every six months.
- Student 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 International 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 because of visa refusal

a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student’s default day.

b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and
will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default. * Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

**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 the first study period’s tuition fees will be refunded from tuition fees received by the College and the remainder will be refunded.

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 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 first study period’s tuition fees received by the College.

Refunds after the commencement of the study period will only be made on a pro-rata basis. If tuition fees for up to 1 term/1 semester 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 term/semester, no tuition fees will be refunded.

If tuition fees for up to 1 term/1 semester 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 tuition 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. Please see 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 unused tuition fees* received by the College with respect to the student 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 unused tuition fees* received by the College will be made within 14 days of the College’s 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](https://tps.gov.au/StaticContent/Get/StudentInformation).
*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). [http://www.comlaw.gov.au/Details/F2014L00907]*

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

**Definitions**

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

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

**Course Fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.

**Term/Semester** – 2 terms equal 1 semester (2 semesters in a year)

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

**General provider obligations**

ESOS Act 2000 S19, S21 (2) and (3) ESOS Regs 2001 Div 3.1, 3.04

**Giving information about accepted students**

ESOS Act 2000 s19 ESOS Regs 2001 Div 3.1

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

1. Giving information about accepted students:

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

      (a) the name and any other prescribed details of each person who becomes an accepted student of that provider;

      (b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;

      (c) the prescribed information about an accepted student who does not begin his or her course when expected;

      (d) any termination of an accepted student’s studies (whether as a result of action by the student or the provider or otherwise) before the student’s course is completed;

      (e) any change in the identity or duration of an accepted student’s course;

      (f) any other prescribed matter relating to accepted students.

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

   (a) if the acceptable student is less than 18 years old and the information is of a kind referred to in paragraph (1) (c) or (d) – 14 days; or

   (b) otherwise – 31 days.

For s19.1.f, see ESOS Regulations 2001 3.03 Other prescribed matters relating to accepted students:

Record Keeping

ESOS Act 2000 §21 (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 §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 DSt St 2.1.f, NC DSt 5, NC DSt8, NC DSt13; ESOS Act 2000 s.19, s 47D, s47H(2-4); LI-ESOS Act 2000 s47H ; ESOS Regs 2001 Div.3.1;

The College provides information to intending students about the grounds on which an enrolment can be deferred, suspended or cancelled prior to enrolment (NC DSt 2 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:

a) pre-enrolment information pack (See Appendix 1);

b) written agreement(see Appendix 2);

c) College website;

d) 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 DSt 13 St 13.1)
- approve or reject student application for deferment or suspension of study (NC DSt 13 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 DSt 13 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 if a student is less than 18 years and within 31 days if a student is older than 18 years. (NC DST 13 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 DSt 13 St 13.1)

It is the role of the following staff members to undertake these steps in the event of a School-initiated suspension or cancellation of enrolment. There are two options here, depending on whether or not there are extenuating circumstances.

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

Heads of School:
- make the decision to suspend or cancel a student’s enrolment as per the school’s behaviour policy/Code of Conduct provided in pre-enrolment information to the student, and assess if there are extenuating circumstances (NC DSt 2 St 2.1f; NC DSt13, St 13.4)
- If there are no extenuating circumstances, inform the student in writing (NC DSt 13, 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 DSt 5, NC DSt13, St 13.4, NC DSt8, St 8)
advise the student in writing of the outcome of the appeal process including reasons for the outcome (NC DSt13, St 13.1, NC DSt8, St 8.1d)

if the outcome of the appeal favours the student, the College will also comply with NC DSt8, St 8.1. St d, 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 5.3a-d is met (NC DSt13 St 13.3, NC DSt5, St 5.3a-d)

if the College decides there are extenuating circumstances relating to the welfare of the student, the College then determines how to deal with the situation, e.g., report suspension and/or cancellation of enrolment of the student via PRISMS 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 DSt13; 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 DSt 5.3)

(In this case, follow the procedure for reporting the College can no longer approve welfare (p.56) 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 DSt13 St 13.1, NC DSt 8.1d)

Enrolment Officer: IN ALL CASES

record all outcomes and ensure all records for all steps above are kept on the student’s file (NC DSt13, St13.1, NC DSt 8)

In the case of a College-initiated suspension for longer than 28 days, report the suspension in PRISMS, along with notes for reasons, and ensure the student has provided her/her latest contact details, including for offshore if returning home. If welfare issues arise, follow the procedure on p.56.

It is the role of the following staff members to undertake these steps in the event of any cancellation of student enrolment, whether this be Student-initiated or School-initiated, as any cancellation of enrolment is considered as Student Default.

Enrolment Officer:

notify the National ESOS Authority / TPS Director via PRISMS (NC DSt13 St 13.3b, ESOS Act 2000, s19):

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 if a student is less than 18 years and within 31 days if a student is older than 18 years.

arrange for any refund of course fees (tuition fees and non-tuition fees) (through the College Business Manager) to be paid as per the College’s written agreement and refund policy within timelines required for provider or student default. (See Timelines for reporting Provider Obligations in Case of Provider Default or Student Default.) (NC DSt3, St 3.2, ESOS Act 2000 s47D,) (see also the College refund policy)

Further information is available on processes for handling complaints and appeals and timelines for reporting of students via the website of the Overseas Students Ombudsman) www.oso.gov.au. In particular, see the Best Practice Complaints Guide and FAQs at http://www.oso.gov.au/frequently-asked-questions/for-private-education-providers. Specifically, see:

Do providers have to wait for the Ombudsman complaint process to be completed, before cancelling a student’s enrolment for a reason other than unsatisfactory course progress or attendance (i.e/ under standard 13)?

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.
The Enrolment Office is responsible for reviewing and updating the Policy on deferring, suspending or cancelling a student’s enrolment and related administrative documents:

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:**

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**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.

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**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 of Practice for Providers of Education and Training to Overseas Students. 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 if the student is under 18 years of age, within 31 days if the student is over 18 years of age.

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.border.gov.au/about/contact/offices-locations](http://www.border.gov.au/about/contact/offices-locations).)

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/Code of Conduct 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.

Students who have had enrolment cancelled are advised to contact Department of Immigration. (Please see contact details at: [http://www.border.gov.au/about/contact/offices-locations](http://www.border.gov.au/about/contact/offices-locations).)

**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 internal appeals process, the school will maintain the student’s enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If students access the College complaints and appeals process regarding a College initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the school need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if the school has issued a CAAW for a students, welfare provisions under NC St 5.3 are applicable.

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 http://www.border.gov.au/Trav/Stud 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 [http://www.border.gov.au/Trav/Stud/More](http://www.border.gov.au/Trav/Stud/More) provides further detail regarding the conditions of the visa and obligations of students.

Students who have not yet commenced their studies at the College will also need to contact Department of Immigration in case there is any effect on their student visa as a result of changes to enrolment or CoE status. Please see contact details at: [http://www.border.gov.au/about/contact/offices-locations](http://www.border.gov.au/about/contact/offices-locations).

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:

Suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status to see if this will affect you. Please see contact details at [http://border.gov.au/about/contact/offices-locations](http://border.gov.au/about/contact/offices-locations).

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 at [http://www.border.gov.au/Trav/Stud/More](http://www.border.gov.au/Trav/Stud/More).

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 DSt5, NC DSt7, NC DSt8)

The College provides information to International students about the transfer policy. Letters of Release are issued if students comply with required conditions in the first six months of a principal course.

Under NC DSt 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
(NC DSt5, NC DSt 7)

For student transferring FROM Suncoast Christian College TO another provider and the student has NOT completed the course (NC D St7;).

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; and
- 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 may provide information about whether or not the student
- demonstrated a commitment to studies during the course
- had a good attendance record for the course
- paid all the 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.border.gov.au/about/contact/offices-locations.

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 (; 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.


In the event a student has completed another course, the College should seek to be satisfied that the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

(*NB: If the student is transferring from another state, 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 DSt7 St 7.3 if student is under 18 year of age)
- ☐ if request is denied:
  - o provide letter giving grounds for refusal, based on transfer policy and advise student can access complaints and appeals process (NC DSt7 St 7.2, St 7.5, NCDSt8
- ☐ check if refund is available
- ☐ if request is granted:
  - o 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.border.gov.au/about/contact/offices-locations/australia](http://www.border.gov.au/about/contact/offices-locations/australia)
  - o fulfil all reporting refund and reporting obligation as required for cancellation of student enrolment (NC DSt7 St 7.4)
- ☐ file all documents relating to transfer request on student’s file (NC DSt7 St7.6)

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 DSt7)
- ☐ 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 DSt7 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 DSt7 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:
  - o Letter of Offer from new registered institution
  - o permission from parent / legal custodian
  - o 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:
  - o information about whether the student has demonstrated a commitment to studies
  - o during the course, had a good attendance record
  - o for the course, and paid all fees for the course
  - o 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.border.gov.au/about/contact/offices-locations](http://www.border.gov.au/about/contact/offices-locations)
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](http://www.isca.edu.au)).

International 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;
d) students under 18 years of age MUST also have written evidence that the student’s parent(s)/legal guardian supports the transfer;
e) 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
f) 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 term/semester.

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 office as soon as possible to discuss any implications. The address of the nearest Office is:

**Brisbane**

*Street Address:* 299 Adelaide Street, BRISBANE QLD 4000
*Postal Address:* GPO Box 9984, BRISBANE QLD 4001

*Counter access:* Level 2
*Counter hours:* 9am to 4pm Monday to Friday

Students can also contact the Department of Immigration through their web enquiry form: [http://border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form](http://border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form)

6. If a letter of release is provided by this College it will 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 14 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 of Practice for Providers of Education and Training to Overseas Students 2007 Transition handbook for non-government Colleges enrolling full-fee paying International students, at: [www.isca.edu.au](http://www.isca.edu.au)
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

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

Transfer request is denied.

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

Appeal successful

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

Appeal is unsuccessful

No change to enrolment. All documentation kept on file.

Student does not appeal
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 signature       Date

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 14 working days.
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.

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 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

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

Further information is available on processes for handling complaints and appeals and timelines for reporting of students via the website of the Overseas Students Ombudsman (www.oso.gov.au). In particular, see the Best Practice Complaints Guide and FAQs at http://www.oso.gov.au/frequently-asked-questions/for-private-education-providers. Specifically, see:
Do providers have to wait for the Ombudsman complaint process to be completed, before cancelling a student’s enrolment for a reason other than unsatisfactory course progress or attendance (i.e. under standard 13)?

[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

The College has a complaints and appeals process which complies with Commonwealth and State requirements. Access to this process is available to International 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.

Copies of the College’s concerns and complaints policy are provided to students prior to enrolment (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 DSt8 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 DSt 8 St 8.1.a)

Heads of School:
- If the problem is not resolved informally, advise the student to access the College’s internal complaints and appeals proves (NC DSt8 St 8.1-5)
- oversee the College’s internal process as per the College’s policy and within required timelines (NC DSt 8. St 8.4 NC DSt5)
- if the student is not satisfied with the result or conduct of the internal complaints or appeals process, advise the student of their right to access the external appeals process provided by the Overseas Students Ombudsman at minimal or no cost, as well as the prescribed information in the Education (International Students) Regulation 1998 s 8.3a-c (NC DSt8 St8.3,)

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 obligation to do this (NC DSt 8 St 8.1)
refer to the policies and procedures for deferring, suspending or cancelling a student’s enrolment

In the case of:

a) notifying students who have been refused transfer to another registered provider (Standard 7);

b) notify students who are at risk of failing to meet course progress requirements (Standard 10);

c) notify students who are at risk of failing to meet attendance requirements (Standard 11);

d) suspending or cancelling a student’s enrolment (Standard 13)

It is the role of the following staff members to undertake these additional steps: (NC DSt10, NC DSt11, NC DSt13)

**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 of the NC, also advising the student has 20 working days to access the College’s complaints and appeals process (NC DSt7, NC DSt10, St 10.6, NC DSt11, St 11.6, NC DSt 13, St 13.4)
- When notifying the student of the school’s decision to refuse a transfer to another registered provider under Standard 7, advise the student to access the complaints and appeals process.
- in the case of b) and c) above, notifying the student if he/she intends 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
- When notifying the student of the College’s intention to suspend or cancel enrolment under Standard 13, advise the student that he/she has 20 days to access the complaints and appeals process.

**Principal:**

- In the case of a), enrolment will be maintained by the school unless the internal appeals process finds in the student’s favour.
- in the case of b) and C) 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 b) and c) 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 d) above, see reporting obligations in policy and procedures for deferring, suspending or cancelling a student’s enrolment (NC DSt7, St 7.5, NC DSt10, St 10.7, NCDSt11, St 11.7, NC DSt13, St 13.3, 13.4, NC DSt8, St 8.4, NC DSt5, St 5.2)

**Explanatory Guide for NC D**

**In all cases**

(NC DSt7, St 7.5 & 7.6 NC DSt8, 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 7, 10, 11 and 13); and
- evidence of preventative or corrective action taken by the College (as necessary).

Further information is available on processes for handling complaints and appeals and timelines for reporting of students via the website of the Overseas Students Ombudsman (www.oso.gov.au). In particular, see the Best Practice Complaints Guide and FAQs at http://www.oso.gov.au/frequently-asked-questions/for-private-education-providers. Specifically, see:

- Do providers have to wait for the Ombudsman complaint process to be completed, before reporting a student for failing to meet course progress or attendance requirements (standards 10 and 11)?
Do providers have to wait for the Ombudsman complaint process to be completed, before cancelling a student’s enrolment for a reason other than unsatisfactory course progress or attendance (i.e. under standard 13)?
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, reasons for decisions made and advice about external appeals.
- letter giving student information about accessing the College’s external complaints and appeals process (stand-alone alternative).

### Proforma for recording responses and actions in relation to student complaints

<table>
<thead>
<tr>
<th>STUDENT DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student name:</td>
</tr>
<tr>
<td>Grade:</td>
</tr>
<tr>
<td>Current Address in Australia:</td>
</tr>
<tr>
<td>Parent Name:</td>
</tr>
<tr>
<td>Address in home country:</td>
</tr>
<tr>
<td>Phone no:</td>
</tr>
<tr>
<td>Mobile Ph:</td>
</tr>
<tr>
<td>Email address:</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPLAINT DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>□ Complaint is INFORMAL Description:</td>
</tr>
<tr>
<td>□ Complaint is FORMAL Written Complaint is attached.</td>
</tr>
<tr>
<td>Details of Remedial Action 1:</td>
</tr>
<tr>
<td>Details of Response to Remedial Action 1:</td>
</tr>
<tr>
<td>Details of Remedial Action 2:</td>
</tr>
<tr>
<td>Details of Response to Remedial Action 2:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RESOLUTION PROCESS OUTCOME</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ COMPLAINT RESOLVED □ NO FURTHER ACTION</td>
</tr>
<tr>
<td>□ DOCUMENTATION FILED</td>
</tr>
<tr>
<td>□ COMPLAINT NOT RESOLVED □ ADVICE FOR NEXT STEP PROVIDED HAS BEEN PROVIDED</td>
</tr>
<tr>
<td>[Enter details]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SIGNED</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME:</td>
</tr>
<tr>
<td>DATE:</td>
</tr>
</tbody>
</table>
## Checklist and Sample wording relating to the College's Complaints and appeals processes

### CHECKLIST:
1. All letters should be addressed to the student directly and contain relevant contact details for follow up and student records.
2. Where relevant, letters should reference
   a. the issue of concern
   b. previous steps or remedies
   c. details of and timelines for any steps or processes the student may wish to or is entitled to take
   d. details of and timelines for any steps the school will take
   e. actions being taken or outcomes of investigations by the school and reasons for actions or outcomes
   f. the ability of students to access the external complaints and appeals process via the Overseas Students Ombudsman [www.oso.gov.au](http://www.oso.gov.au) if they are dissatisfied with the internal School complaints and appeals process.
3. If necessary, the College should advise the student of the progress of their complaint, particularly if there is a delay in processing a complaint or appeal.

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

<table>
<thead>
<tr>
<th>Legal entity, trading name and CRICOS Provider No of the College:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christian Outreach Centre t/a Suncoast Christian College</td>
</tr>
<tr>
<td>CRICOS Provider No: 00539J</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade:</td>
</tr>
<tr>
<td>Current Address in Australia:</td>
</tr>
<tr>
<td>Address in home country:</td>
</tr>
<tr>
<td>Phone no:</td>
</tr>
<tr>
<td>Mobile Ph:</td>
</tr>
<tr>
<td>Email address:</td>
</tr>
</tbody>
</table>

**Date:**

We are advised by [insert name and role of person] that the issue of [describe issue/concern/complaint] that you first raised on [insert date] has not been satisfactorily resolved. [Provide further details or summary of process if applicable.]

If you wish to pursue this matter further, we invite you to follow Suncoast Christian College's Formal Complaints Handling Procedure, as per our Complaints and Appeals Policy, attached.

As a first step in this process, please notify [the Principal / other person / + contact details if applicable] in writing of the nature and details of your concerns.

The [Principal / other person] will consider your concerns within 10 working days and will [insert as applicable, e.g., arrange a meeting with you / respond to you in writing]. You will be notified of the outcome of your request, and the reasons for any College decisions, within 14 working days.

We wish to advise there has been a delay in the processing of your complaint. The reason is [insert details]. We will contact you again [insert timeframe, e.g., as soon as this matter is resolved or within .... working days].

In response to your written concerns of [insert date ../../..], XXX School advises the outcome of your request is [insert details of outcome]

The reasons for this decision is as follows:
[insert reason(s)].

[If decision is in student’s favour, insert details of remedy]

[If decision is in College’s favour, advise of action College will take and advise the student] If you wish, you may seek external advice or redress through the Overseas Students Ombudsman [www.oso.gov.au](http://www.oso.gov.au).
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.

NOTES
1. There is no cost to you for taking part in Suncoast Christian College’s dispute resolution process.
2. A support person for either party may be present at any meetings arranged to assist resolve this issue. Please see our policy attached for the definition of “support person”.
3. Copies of all relevant documents and meeting notes will be retained on your file.
4. If your case is supported by the Suncoast Christian College, immediate corrective or preventative action will be taken, and you will be advised in writing of the outcome of any action taken.
5. If your case is not supported by Suncoast Christian College, you will be advised of the reasons for this decision in writing, and you are liberty to seek redress through the office of the Overseas Students Ombudsman (www.oso.gov.au). [If the student is appealing a decision to report under SNC Standards 10 or 11, add a timeframe for doing this.]
6. If you choose to appeal, until the process is complete, you must continue to maintain your enrolment and attendance at all classes as normal.

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

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

Insert date

Student name: Insert student name
Year level: Insert year level
Current address: Insert address

cc. Insert parent’s names
Insert parent’s address

Dear student

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

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

You may be accompanied and assisted by a support person of your choice at any relevant meetings. Suncoast Christian College will maintain your enrolment for the duration of the [complaints/appeals] process and it is expected that you will attend all classes as normal.

Yours sincerely

Name
Position
XXXX School
Postal address
Sample Letter 2 advising student of outcomes of complaints and appeals process, reasons for decisions made and advice about external appeals

<table>
<thead>
<tr>
<th>Legal Entity t/a Name of school</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRICOS Provider Code:</td>
</tr>
</tbody>
</table>

Insert date

Student name:  Insert student name
Year level:  Insert year level
Current address : Insert address

cc. Insert parent’s names
Insert parent’s address

Dear student

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

[insert details of and reasons for outcome]

**OUTCOME 1 - the complaint/appeals process results in a decision that supports the student**
XXXX School will immediately implement this decision and/or take the following corrective and preventative actions. [Specify actions to be taken]. You will be advised in writing of the outcome of these actions.

**OUTCOME 2 - the complaint/appeals process results in a decision that supports the school**
If you choose, you may now access the external [complaints/appeals] process as outlined in the Complaints and Appeals Policy (please see attached). [Attach copy of Complaints and appeals policy]
Any external [complaint/appeal] should be lodged with the Overseas Student Ombudsman within XX working days from the date of this letter. The Overseas Student Ombudsman offers a free and independent service for overseas students. Please see [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

[If the complaint/appeal is in regards to course progress or attendance (NC St 10 or 11) include the following]
If you now choose to lodge an external appeal with the Overseas Student Ombudsman, XXXX School will maintain your enrolment for the duration of the complaints and appeals process and it is expected that you will attend all classes as normal.

[If the complaint/appeal is in regards to suspension or cancellation of enrolment in accordance with NC St 13, you could include the following]
Please be advised that if you now choose to lodge an external appeal with the Overseas Student Ombudsman, XXXX School is not required to maintain your current enrolment status throughout this process. As such, your enrolment will be [suspended/cancelled] as at [insert date].

Yours sincerely

Name
Position
XXXX School
Postal address
Sample Letter 3: Stand-alone letter giving student information about accessing the school’s external Complaints and appeals process

<table>
<thead>
<tr>
<th>Legal Entity t/a Name of school</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRICOS Provider Code:</td>
</tr>
</tbody>
</table>

Insert date

Student name:  Insert student name  
Year level:  Insert year level  
Current address : Insert address

cc. Insert parent’s names  
Insert parent’s address

Dear student

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

You may lodge an external [complaint/appeal] with the Overseas Student Ombudsman at no cost to yourself. The Overseas Student Ombudsman offers a free and independent service for overseas students. Please see www.oso.gov.au or phone 1300 362 072 for more information.

[If the complaint/appeal is in regards to course progress or attendance (NC St 10 or 11) include the following]  
If you now choose to lodge an external appeal with the Overseas Student Ombudsman, XXXX School will maintain your enrolment for the duration of the complaints and appeals process and it is expected that you will attend all classes as normal.

[If the complaint/appeal is in regards to suspension or cancellation of enrolment in accordance with NC St 13, you could include the following]  
Please be advised that if you now choose to lodge an external appeal with the Overseas Student Ombudsman, XXXX School is not required to maintain your current enrolment status throughout this process. As such, your enrolment will be [suspended/cancelled] as at [insert date].

Yours sincerely

Name  
Position  
XXXX School  
Postal address

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**

(a) 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. The College will allow 14 days for accessing the external appeals process in the case of Standards 10 and 11.

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 International students. Please see: [www.oso.gov.au](http://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 (International 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 International 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 DSt 5, NC DSt2 2.1.h.ii ; NC DSt3; ESOS 2000 Act s21; www.border.gov.au and www.bluecard.qld.gov.au)
The 2007 National Code of Practice for Providers of Education and Training to Overseas Students. requires that intending students are provided with relevant information about accommodation options prior to enrolment (NC DSt2, St2.1.h.ii).

If a student is under 18 years of age, the following visa condition applies: (http://border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students)

<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 DSt5, St 5, NC DSt2, St 2.1.h.ii).

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 DSt2, St 2.1.h.ii, NC DSt3, 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 DSt3, St 3.1.e ESOS 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            |
|                  | 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 DSt5, St 5.1.c):

<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>NC D St 5</td>
</tr>
<tr>
<td>□ Private accommodation arrangement (approved by College)</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:

- **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>Enrolment Officer</td>
<td>Provide information about College requirements to student guardian as per <a href="http://www.border.gov.au">Procedures if student is living with a student guardian approved by DEPARTMENT OF IMMIGRATION</a>, below, and administer any requests to administer any requests to approve alternative arrangements if the approved adult wishes to depart the country for compassionate or compelling reasons</td>
<td>NC DSt3, St3.1.e <a href="http://www.border.gov.au">www.border.gov.au</a></td>
</tr>
</tbody>
</table>

- **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>Enrolment Officer</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, St 5.1a,b</td>
</tr>
<tr>
<td>Enrolment Officer</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 (see procedure p.56)</td>
<td>NC D St 5, St 5.1d</td>
</tr>
<tr>
<td>Enrolment Officer</td>
<td>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:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(i) welfare is accepted by another provider; or</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(ii) the student leaves the country; or</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(iii) other arrangements are made that satisfy Migration Regulations; or</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(iv) the College reports it can longer approve arrangements*</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NB: If approving homestay or other accommodation arrangements, state legislative requirements for child protection also apply. All relevant documents relating to are in the Homestay policy and procedure document</td>
<td><a href="http://www.bluecard.qld.gov.au">www.bluecard.qld.gov.au</a></td>
</tr>
<tr>
<td>Enrolment Officer</td>
<td>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.)</td>
<td></td>
</tr>
</tbody>
</table>

*NB: if the College can no longer approve welfare of a student, follow this procedure below BEFORE MAKING THIS REPORT VIA PRISMS.*

- Firstly, if the child is in danger, schools should contact the police and state and territory welfare authorities before reporting it to DIBP
- All matters can be reported to a DIBP officer on 1800 009 623. An interpreter can be arranged on this line if required.
- When reporting, schools should:
  - Make it clear that the student is under 18 years of age
  - Advise the DIBP officer if the incident / situation has been reported to another agency (e.g.; police or welfare authority even if the other agency may not have had time to assess the case
- If the incident or situation is of a serious or sensitive nature that requires high level advice prior to reporting to the DIBP duty officer, in the first instance contact
  - International Quality (Schools) Unit by e: cricosreg@dete.qld.gov.au or t: 3513 6748, or Project Manager (international Education), ISQ by e: mlane@isq.qld.edu.au or m: 0421 917 330
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:
  o a further student guardian visa; or
  o a visa to engage Australia’s obligations under the 1951 UN convention relating to the status of refugees.

See summary of requirements at: Student Guardian visa (subclass 580). (This visa is valid for the same length of time as the nominating student or until the student turns 18 years of age. NB in particular:

- Departing Australia – Student guardian visa holders cannot leave Australia without their nominating student, unless they provide the department with evidence that:
  o there are compassionate or compelling circumstances for leaving the country; or
  o alternative arrangements for the student’s accommodation, general welfare and support have been made until their return, and those arrangements have been approved by the student’s education provider.

  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:
  o not engage in work, however, voluntary work may be permitted, see: How this Visa Works > Definitions;
  o 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);
  o maintain International visitor health cover for the student guardian and any dependent children living in Australia;
  o continue to satisfy the primary criteria for the grant of the visa; and
  o 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 and the school becomes aware that the guardian intends to leave the country without the student, this process applies:

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:

  b) the circumstances;
  c) the details of the accommodation and welfare arrangements that are requested for the student and approved by the College and
  d) the details and start and end dates of these arrangements.

If the College approves temporary 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.border.gov.au/about/contact/offices-locations/australia] NB: The preparation of a letter may not be necessary if it is possible to create a temporary CAAW in PRISMS.)
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 as per Standard 11 (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 and options for International students:

1. 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 completes form 157N and provides proof of relationship to Department of Immigration at the time of visa application.
   - If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a **Guardian visa (subclass 580)**, all obligations and conditions of this visa must be met, including:
     - Not leaving Australia without the nominating student unless the College has first approved alternative welfare and accommodation arrangements for the student for the adult’s period of absence, and Advising the Department of Immigration of any change of address, passport or other changes of circumstances.

2. 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); in this case:

   - Any accommodation, welfare and other support arrangements for the student must be approved by the College, including arrangements provided by third parties
   - Any changes to approved arrangements must also be approved by the College this includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12.
   - If a student for whom the College has issued a CAAW refuses to maintain approved arrangement, the College will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at [http://www.border.gov.au/about/contact/offices-locations/australia](http://www.border.gov.au/about/contact/offices-locations/australia) via PRISMS)

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.border.gov.au/about/contact/offices-locations/australia](http://www.border.gov.au/about/contact/offices-locations/australia). 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 18 years of age or older:

- 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.

Additional Information:

**HOMESTAY ACCOMMODATION ARRANGEMENTS**

The Homestay programs operated by The College or approved by the College meet Queensland legislative requirements for child protection as well as 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 International students;
- compliant homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program.

**STUDENT GUARDIAN VISAS**

The College requires holders of Student Guardian Visas to:

- a) maintain International visitor health cover for themselves and any dependent children living with them in Australia;
- b) immediately advise the College of any change to address or contact details; and
- c) immediately advise the College if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

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

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

Refs: NC DSt 3; Department of Immigration Education Providers Roles and Responsibilities; ESOS Act 2000 s21, s46D, s47B, 47D; (ESOS) Reg 3.01

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

Checklist for letters of offer

See Department of Immigration Education Provider Roles and Responsibilities:

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</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> 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. (Checked from Department of Immigration website September 2014)

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 and if offering the option to pay more than 50% of course tuition fees upfront, ensure there is evidence of choice in taking up this option.

Checklist for written agreement

NC DSt2, St 2.1(e), NC DSt3, ESOS Reg 3.01, ESOS Act 2000 s46D s47B s47D,

- 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 fees
- sets out services to be provided
- identifies the course or courses in which the student is to be enrolled, including course location
- identifies any conditions on enrolment/ preliminary requirements
- provides an itemised list of tuition and non-tuition fees payable for the student
- 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 fees collected by education agents on behalf of the registered provider) and the way in which any refunds are calculated
  - 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 copy of the policy will be given to each intending International student before an agreement is entered into [E(OS) Reg s.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.

NB: The office of the Overseas Students Ombudsman has advised the Australian Consumer Law (ACL: http://www.consumerlaw.gov.au) has implications for written agreements with International students schools. Schools may wish to seek legal advice on written agreements.

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 DSt 2, St 2.1.e)

**Business Manager**

- retaining records of each accepted student who had enrolled in a course and who has paid any course fees 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 International students.

Each course is offered as an annual arrangement, tuition fees for each course are available on our website or [Click Here](#).
**Letter of offer**

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

<table>
<thead>
<tr>
<th>Legal Entity</th>
<th>Christian Outreach Centre t/as Suncoast Christian College</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRICOS Provider Code:</td>
<td>00539J</td>
</tr>
</tbody>
</table>

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>Course Location:</td>
<td>Insert address of location where course is delivered</td>
<td></td>
</tr>
<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 her / her commencement of studies at The College.

Yours faithfully

(to be signed by the Principal)

Principal
Enrolment acceptance/written agreement

Christian Outreach Centre t/as
Suncoast Christian College

CRICOS Provider Code: 00539J

STUDENT CONTACT DETAILS (Please check all contact details are correct)

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 DETAILS

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 DETAILS (IF APPLICABLE) (e.g., other person who can speak English and who can be
contacted if parents do not speak English)

Name: ____________________________________________________________________________________
Address: __________________________________________________________________________________
_________________________________________________________________________________________
Relationship to Family: _______________________________________________________________________
Phone Number: ___________________________ Mobile Number: _____________________________
• **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 schools 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.

• **Preferred method of contact for confirming contact details in writing every six months, as required by law:**
  
  [ ] Fax
  
  [ ] Email

• **Course enrolment details**
  
  1. CRICOS Course Code:
  
  2. Course Location:
  
  3. Course Type and Entry level (Enter course name as registered on PRISMS)
     
     [ ] Primary Year level: ______________________________
     
     [ ] Middle Year level: ______________________________
     
     [ ] Senior Year level: ______________________________

• **Course start and end date** NB: When creating a written agreement for a student enrolling in multiple courses e.g. Yrs 7-10 and Yrs 11-12, providers must specify the start and end dates for each course)
  
  1. Course start date: ______________________________
  
  2. Course end date: ______________________________

• **Conditions on enrolment/preliminary requirements**
  
  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]

  2. **As a condition of enrolment, the student authorises Suncoast Christian College to log into the Department of Immigration website to check visa entitlements electronically via VEVO for the duration of enrolment on the:** [http://www.border.gov.au/Busi/Visa](http://www.border.gov.au/Busi/Visa)

  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 Curriculum and Assessment Authority, and for the student to be assigned a Learning Unique Identifier (LUI) for certification of studies purposes.
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 International Students
- Complaints and Appeals Policy
- Course Progress and Attendance Policy
- Behaviour Policy/Code of Conduct
- Student Transfer Request Assessment Policy
- Deferment, Suspension and Cancellation Policy
- Refund Policy

- As a condition of enrolment, the student/parent/legal guardian agrees to disclose any essential information relating to additional support or care the student might require because of an existing medical condition, including the need for prescribed medication; disability, including learning disorder, or other need for specialised support. Failure to do this may result in cancellation of enrolment.

- As a condition of enrolment, the student/parent/legal guardian agrees that all students for whom the provider holds a Confirmation of Accommodation and Welfare (CAAW) must maintain approved arrangements for the entire duration of enrolment, irrespective of the age of the student.
Course fees Note: Fees quoted are in accordance with the 2016 fee schedule. Fees are subject to annual review and may therefore change.

1. TUITION FEES

<table>
<thead>
<tr>
<th>Semester</th>
<th>Year</th>
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</tbody>
</table>

Sub-total Tuition Fees Aud$________________________

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

Sub-total Non-Tuition Fees Aud$________________________

3. ESTIMATE of TOTAL COURSE COST: Aud$X

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 International student's fees for the duration of that calendar year.
d. Any refund of tuition fees or non-tuition fees in the event of visa refusal or school default is prescribed by legislation (Education Services for Overseas Students (ESOS Act 2000 and Regulations 2001). Refer to the Refund Policy on page 18.
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 paid to the student or the person specified in the written agreement.

Refund Policy

.1. The College refunds course monies in accordance with requirements under Commonwealth and State Legislation.

.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.

.3. This information is provided to students prior to enrolment via email, on the website and/or in printed hard copy.

.4. All applications for a full or part refund of course fees 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.
5. Payment of any refund due will be made within 4 weeks of receiving the written application for refund.

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.

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. Unless there are approved exceptional circumstances, course fees 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 International student health fund, the College will make application to the fund on behalf of the student for the refund of any advance premiums paid.

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.

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.

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.

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.

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.

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.


16. Under the National Code of Practice for Providers of Education and Training to Overseas Students 2007, 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.

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.

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, 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

      □ Other approved accommodation arrangements

   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. Students who are under 18 years of age before completing the enrolled course, should not remain in Australia after the approved finish date without prior approval.)

      [For more information, see National Code of Practice for Providers of Education and Training to Overseas Students 2007 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 of Practice for Providers of Education and Training to Overseas Students 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 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.

    www.internationaleducation.gov.au

    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 policies as listed in 8, 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

<table>
<thead>
<tr>
<th>Signed (student)</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signed (parent/legal guardian)</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Signed (parent/legal guardian)</th>
<th>Date</th>
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<tbody>
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<td></td>
<td></td>
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</tbody>
</table>

Yours sincerely

<table>
<thead>
<tr>
<th>Signed (Principal/Person with delegated authority)</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr Mark Ash Principal (PEO)</td>
<td></td>
</tr>
</tbody>
</table>
Policy about education agents

Refs: NC DSt 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 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 of Practice for Providers of Education and Training to Overseas Students 2007.

Suncoast may receive a student enrolment application from an education agent on behalf of the parent. As the education agent has not been engaged by the school to formally recruit students on the school’s behalf, such an agent would fall outside the scope of SC St 4. Suncoast can accept enquiries from agents or others, but we require the Agent to complete an on-line Agent Training Course.

Agent management best practice guides:


or

Critical incident policy and procedures
Refs: NC DST 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 International 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 International 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>
</tr>
<tr>
<td>Principal</td>
<td>dissemination of planned procedures</td>
</tr>
<tr>
<td>Principal</td>
<td>organisation of practice drills</td>
</tr>
<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>
The College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- serious injury, illness or death of a student or staff
- students or staff lost or injured on an excursion
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incident of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- fire, bomb threat, explosion, gas or chemical hazard
- social issues e.g. drug use, sexual assault

### Critical Incident Committee

The College has a Critical Incident Committee (WHS Committee) to assist the Principal in the prevention and management of critical incidents at the College, or off campus in the case of an international student for whom the College has undertaken care responsibilities.

**The Principal** is the critical incident team leader – Mark Ash

The Critical Incident Committee also includes:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair / critical incident team leader</td>
<td>Mr Mark Ash</td>
<td>Principal</td>
</tr>
<tr>
<td>Employer Representative</td>
<td>Dr Steven Austen</td>
<td>Business Manager</td>
</tr>
<tr>
<td>Members</td>
<td>Mr Brad Joyce</td>
<td>Network Manager</td>
</tr>
<tr>
<td></td>
<td>Mr Brian Cook</td>
<td>Transport Manager</td>
</tr>
<tr>
<td></td>
<td>Mrs Caroline Carruthers</td>
<td>Design Technology Teacher</td>
</tr>
<tr>
<td></td>
<td>Mr Paul McClean</td>
<td>Property Manager</td>
</tr>
<tr>
<td></td>
<td>Mr Paul Murray</td>
<td>Performing Arts Teacher Assistant</td>
</tr>
<tr>
<td></td>
<td>Ms Kristina Hicks</td>
<td>Science Teacher</td>
</tr>
<tr>
<td></td>
<td>Mrs Alison Green</td>
<td>Secondary Receptionist</td>
</tr>
<tr>
<td></td>
<td>Mrs Cassandra Hinton</td>
<td>Primary Teacher</td>
</tr>
<tr>
<td></td>
<td>Mrs Deb Rogers</td>
<td>Primary Teacher</td>
</tr>
<tr>
<td></td>
<td>Mrs Lauren Halson</td>
<td>Physical Education Teacher</td>
</tr>
</tbody>
</table>

The responsibilities of the committee include:

- risk assessment of hazards and situations which may require emergency action;
- analysis of requirements to address these hazards;
- establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services;
- 24 hour access to contact details for all students and families, agents, homestay families, carers, consular staff, embassies and interpreting services if necessary;
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident;
- development of a critical incident plan for each critical incident identified, provided in the Critical Response Policy;
- dissemination of planned procedures;
- organisation of practice drills;
- regular review of the critical incident plan;
- assisting with implementation of the critical incident plan;
- arranging appropriate staff development; and
- budget allocation for emergencies.
Critical Incident Plans

All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so:

a) immediate action (within 24 hours):
   i) identify the nature of the critical incident;
   ii) notification of the critical incident committee/team leader;
   iii) implement the appropriate management plan or action strategy;
   iv) assignment of duties and resources to school staff;
   v) seeking advice and help from any necessary emergency services/hospital/medical services;
   vi) dissemination of information to parents and family members;
   vii) completion of a critical incident report;
   viii) media response if required (see below); and
   ix) assess the need for support and counselling for those directly and indirectly involved.

b) additional action (48 – 72 hours):
   i) assess the need for support and counselling for those directly and indirectly involved (ongoing);
   ii) provide staff and students with factual information as appropriate; and
   iii) restore normal functioning and school delivery.

c) follow-up – monitoring, support, evaluation:
   i) identification of any other people who may be affected by critical incident and access of support services for affected community members;
   ii) maintain contact with any injured/affected parties;
   iii) provision of accurate information to staff and students where appropriate;
   iv) evaluation of critical incident management; and
   v) be aware of any possible longer term disturbances e.g. inquests, legal proceedings.

Resources

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

Managing the Media

The Principal should normally be responsible for managing the media in the following way:

a) manage access of the media to the scene, and to staff, students and relatives;

b) handle all initial media calls;

c) determine what the official College response will be;

d) all facts should be checked before speaking to the media;

e) if accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time; and

f) avoid implying blame or fault for any part of the incident as this can have significant legal implications.

The Principal may delegate media liaison to another member of staff.

Evaluation and review of management plan

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

Immediate Action (within 24 hours):

a) identify the nature of the critical incident;

b) the person who is initially notified of the incident, should get as much information as possible regarding the nature of the critical incident including:

   i) where did the injury occur - on or off campus;
   ii) how severe is the nature of the injury;
   iii) where is the student now – at homestay, in hospital;
   iv) has an ambulance been called; and
   v) is an interpreter required.

c) the information should be documented for further reference;

d) the person who is initially notified of the incident should notify the critical incident team leader immediately;

e) assignment of duties to College staff, the:

   i) critical incident team leader will identify the staff member responsible for any immediate action;
   ii) incident will then be referred to the identified staff member; and
   iii) responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.

f) implement the appropriate management plan or action strategy:

   i) if the student is on campus:

      - ensure appropriate intervention to minimise additional injury;
      - provide first aid where necessary;
      - ascertain seriousness of injury;
      - call ambulance if required;
      - if ambulance is required, accompany student to hospital;
      - ascertain seriousness of injury from hospital staff; and
      - if ambulance is not required accompany student to relevant medical service e.g. doctor.

   ii) if the student is off-campus:

      - if situation appears serious, call an ambulance and either meet the ambulance at the student’s location or at the hospital;
      - otherwise go to location of student;
      - provide first aid where necessary;
      - ascertain seriousness of injury;
      - call ambulance if required;
      - if ambulance is required, accompany student to hospital;
      - ascertain seriousness of injury from hospital staff; and
      - if ambulance is not required accompany student to relevant medical service e.g. doctor.

   iii) if the student has already been taken to hospital:

      - go to hospital; and
      - ascertain seriousness of injury from hospital staff.

g) dissemination of information to parents and family members:

   i) when there are a number of people to contact such as when a student is in a homestay, the College should attempt to simultaneously contact all parties;
   ii) contact the parents/legal guardian of the student;
   iii) contact the carer of the student e.g. they may be living with a relative; and
   iv) contact the homestay family of the student.

h) completion of a critical incident report;

i) media response if required;

j) inform critical team leader of any relevant factual information to be conveyed to the media liaison;

k) assess the need for support and counselling for those directly and indirectly involved;
l) if the student is seriously injured or requires hospitalisation, the College should enlist aid of International consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required;

m) the College should assess whether other staff and students have been affected by the incident and provide support and counselling as required; and

n) the College should also contact Department of Immigration and inform them of the incident.

**Additional Action (48 – 72 hours):**

a) assess the need for support and counselling for those directly and indirectly involved (ongoing);

b) provide staff and students with factual information as appropriate; depending on the nature of the incident, it may be appropriate for the principal to address the College and inform them of the facts of the incident and the condition of the student concerned; and

c) restore normal functioning and school delivery; where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school’s legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.

**Follow-up – monitoring, support, evaluation**

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

b) maintain contact with any injured/affected parties;

c) if the student is in hospital for some time, the school needs to maintain contact with the student and their family:
   i) support and assistance for the student and family;
   ii) depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities; and
   iii) discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS.

d) provision of accurate information to staff and students where appropriate; depending on the nature of the incident, it may be appropriate for the principal to address the College and inform them of the facts of the incident and the condition of the student concerned; and

e) evaluation of critical incident management; the critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.

Be aware of any possible longer term effects on the school and student well-being e.g. inquests, legal proceedings.

In any event of accident or injury an accident form must be completed. The form is available through the First Aid Policy or online through moodle (the College intranet site). The completed form is forwarded to the College insurance company via lodgement with INC (International Network of Churches).
College course progress and attendance policy


The College course progress and attendance policy combines all requirement of Standards 9, 10 and 11 of the National Code 2007

This policy must be available to students and staff

- in this document
- on the College Website and Intranet
- via email (when requested)

It is the role of the following staff members to undertake these actions in administering the College’s Course duration, progress and attendance policies and procedures

<table>
<thead>
<tr>
<th>Staff Member</th>
<th>Action</th>
<th>Time frame</th>
<th>REF</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FOR COURSE DURATION (St 9)</strong></td>
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</tr>
<tr>
<td>Director of Studies</td>
<td>Monitor the student’s course duration to ensure they will not need additional time in order to complete their course, and meet any other requirements under Standard 9</td>
<td>At the end of each study period</td>
<td>NC DST9 St 9.1-5.</td>
</tr>
<tr>
<td><strong>FOR COURSE PROGRESS (St 10)</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Head of School</td>
<td>Determine staff roles and responsibilities for implementing School course progress policy, including requirements for achieving satisfactory course progress, activating intervention strategies and determining the point at which the student has failed to achieve satisfactory course progress</td>
<td>At time of policy creation, and when staff changes occur.</td>
<td>NC DST10 St 10.1 St 10.2</td>
</tr>
<tr>
<td>Head of School</td>
<td>Checking school reports in each subject/unit to determine if student is meeting requirements as per School policy and advising Director of Studies if student is at the point of needing intervention</td>
<td>At the end of each study period</td>
<td>NC DST10 St 10.1 St 10.3</td>
</tr>
<tr>
<td>Director of Student Development</td>
<td>Counselling student and arranging intervention strategies for student as needed to assist student meet course progress requirements.</td>
<td>When school reports have been checked and student identified as being at risk</td>
<td>NC DST10 St 10.4 St 10.5</td>
</tr>
<tr>
<td><strong>Head of School</strong></td>
<td>Advising parent(s) of action taken and enrolment implications of failing to meet course progress requirements.</td>
<td>When the College policy requirements trigger intervention at the end of each study period (semester), when reports are collated and no later than when the student fails or is deemed not competent in any subject studied during the study period.</td>
<td>NC DSt10 St 10.5</td>
</tr>
<tr>
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</tr>
<tr>
<td><strong>Enrolment Officer</strong></td>
<td>Monitoring student response to intervention strategies</td>
<td>When the student is assessed as not being able to meet course progress requirements as per Standard 10, after the intervention strategies have been activated and progress re-assessed. NB: If the student accesses the external appeals process, the College must await the outcome of this process before changing the student’s enrolment status in PRISMS. If the College has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable until a prescribed alternative is in place.</td>
<td>NC DSt10 St 10.6</td>
</tr>
<tr>
<td><strong>Enrolment Officer</strong></td>
<td>Assessing whether student is meeting visa condition for satisfactory course progress, and if not, notifying the student in writing of: a) College’s intention to report b) Timelines for accessing the College’s internal and external appeals processes: i. access to College’s internal appeals process must be within 20 working days ii. access to the external appeals process must be within 14 days</td>
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</tr>
<tr>
<td><strong>Enrolment officer</strong></td>
<td>Notifying the National ESOS Authority via PRISMS that the student is not achieving satisfactory course progress</td>
<td>As soon as practicable at the point when a) the student has chosen not to access the College’s complaints and appeals process</td>
<td>NC DSt10 St 10.7</td>
</tr>
<tr>
<td>Role</td>
<td>Task</td>
<td>Timing/Notes</td>
<td>Reference</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td><strong>Head of School</strong></td>
<td>Determine staff roles and responsibilities for implementing College attendance policy, including method and frequency of attendance calculations, and point of intervention</td>
<td>At time of policy creation, and when staff changes occur.</td>
<td>NC DSt11</td>
</tr>
<tr>
<td><strong>Year Level Coordinator</strong></td>
<td>Recording attendance and advising Enrolment Officer if student is absent more than 5 consecutive days without approval.</td>
<td>Daily, in accordance with College procedures</td>
<td>NC DSt11</td>
</tr>
<tr>
<td><strong>Year Level Coordinator</strong></td>
<td>Calculating percentage attendance for each overseas student and advising Enrolment Officer if student is approaching point of intervention</td>
<td>Every 10 weeks during term time</td>
<td>NC DSt11</td>
</tr>
<tr>
<td><strong>Director of Student Development</strong></td>
<td>Contacting and counselling student where he/she has not attended for 5 consecutive days, and / or if he/she is at risk of not meeting attendance requirements, and arrange any necessary support and/or follow up. Advising parent(s) of absence and reason provided for absence and of any implications for enrolment. (if applicable)</td>
<td>When the prescribed intervention points of 90% attendance prior to 80% which is the trigger for intervention or 5 days of consecutive absences have been reached.</td>
<td>NC DSt11</td>
</tr>
<tr>
<td><strong>Enrolment Officer</strong></td>
<td>Assessing whether student is meeting visa condition for satisfactory attendance, and if not, whether under College policy (optional) the provisions under St 11.9 apply. If St 11.9 provisions do not apply, notifying the student in writing of</td>
<td>When the student is assessed as not being able to meet attendance requirements as per Standard 11. NB: If the student accesses the external appeals process, the College must await the outcome of this</td>
<td>NC DSt11</td>
</tr>
<tr>
<td>Enrolment Officer</td>
<td>a) College’s intention to report process before changing the student’s enrolment status in PRISMS. If the College has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable until a prescribed alternative is in place.</td>
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<tr>
<td></td>
<td>b) Timelines for accessing the College’s internal and external appeals processes:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. access to College’s internal appeals process must be within 20 working days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. access to the external appeals process must be within 14 days</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Enrolment Officer</td>
<td>Notifying the National ESOS Authority via PRISMS that the student is not achieving satisfactory attendance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>As soon as practicable at the point when d) the student has chosen not to access the College’s complaints and appeals process within the 20 day working period, or e) withdraws from the process, or f) the process is completed and results in a decision favouring the College</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>NC DST11 St 11.7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

FOR COURSE PROGRESS (ST 10) and COURSE ATTENDANCE (ST 11)

<table>
<thead>
<tr>
<th>Enrolment Officer</th>
<th>Giving refunds (if applicable) and meeting reporting obligations in the event of a student being reported for breaching visa requirements under NC Standards 10 and 11.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>See Timelines for Reporting Provider Obligations in Case Of Provider Default or Student Default and Checklist of Record Keeping and Reporting Obligations.</td>
</tr>
</tbody>
</table>
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 of C grade or better 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; and
- other intervention strategies as deemed necessary.

Under the National Code of Practice for Providers of Education and Training to Overseas Students 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 the Head of School and records of student response to the strategy will be kept.

If the 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. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by the College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 14 days. Please see Suncoast Christian College’s Complaints and Appeals Policy for further details.

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.

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.

Monitoring course attendance

Satisfactory course attendance is attendance of 80% of scheduled course contact hours. 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 × contact hours × 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 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 10% any study period.

If the calculation above 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% attendance threshold for a study period 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 for a study period.

If a student is assessed as having nearly reached the threshold for 70% attendance for the study period, 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.
Information about compliance with student visa conditions and policy requirement, intervention and support processes is provided to College staff and to students in the following ways:

- website (www.suncoastcc.qld.edu.au)
- enrolment information package
- staff induction

To achieve satisfactory attendance at Suncoast Christian College, a student must:

- be in regular attendance
- arrive in time for home class

When a student is identified at risk of not meeting attendance requirements, one or more of the following intervention strategies will be activated by the Head of School depending on the year level and support needs of the student

<table>
<thead>
<tr>
<th>STRATEGY</th>
<th>CONTACT FOR JUNIOR SCHOOL STUDENTS</th>
<th>CONTACT FOR MIDDLE SCHOOL STUDENTS</th>
<th>CONTACT FOR SENIOR SCHOOL STUDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject tutorial support in class time</td>
<td>Primary Learning Support Coordinator</td>
<td>Secondary Learning Support Coordinator</td>
<td>Secondary Learning Support Coordinator</td>
</tr>
<tr>
<td>After hours tutorial support</td>
<td>Primary Learning Support Coordinator</td>
<td>Secondary Learning Support Coordinator</td>
<td>Secondary Learning Support Coordinator</td>
</tr>
<tr>
<td>Mentoring</td>
<td>Primary Learning Support Coordinator</td>
<td>Secondary Learning Support Coordinator</td>
<td>Secondary Learning Support Coordinator</td>
</tr>
<tr>
<td>Additional ESL support</td>
<td>Primary Learning Support Coordinator</td>
<td>Secondary Learning Support Coordinator</td>
<td>Secondary Learning Support Coordinator</td>
</tr>
<tr>
<td>Change of subject selection, or reducing course load (without affecting course duration)</td>
<td>Head of Primary</td>
<td>Head of Secondary</td>
<td>Head of Secondary</td>
</tr>
<tr>
<td>Counselling – academic skills</td>
<td>Head of Primary</td>
<td>Director of Studies</td>
<td>Director of Studies</td>
</tr>
<tr>
<td>Counselling – time management</td>
<td>Head of Primary</td>
<td>Head of Secondary</td>
<td>Head of Secondary</td>
</tr>
<tr>
<td>Counselling – personal</td>
<td>Primary Chaplain</td>
<td>Director of Student Development</td>
<td>Director of Student Development</td>
</tr>
<tr>
<td>Other</td>
<td>Head of Primary</td>
<td>Head of Secondary</td>
<td>Head of Secondary</td>
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</tbody>
</table>

Administrative documents relating to the College’s policies and procedures related to course progress and attendance, including monitoring, intervention and reporting instances of non-compliance are:

- Overseas student Referral form for Intervention ([FORMA]);
- Letter of intention to report for unsatisfactory course progress ([FORMB]);
- Letter of intention to report for unsatisfactory attendance (FORMC).

See below for copies of these documents or click on the form hyperlink after each point above.

**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* – The College defines a “study period” for the purposes of monitoring course attendance and progress as a semester.
International student referral form for intervention

Date:
Student name:
Grade:
Referred by:
Reason for Referral:
Interview / Discussion Notes:

<table>
<thead>
<tr>
<th>Agreed Actions:</th>
<th>Person responsible</th>
<th>Timeline</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
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<td>2.</td>
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<td>3.</td>
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<tr>
<td>4.</td>
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<tr>
<td>5.</td>
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</tbody>
</table>

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 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 Practice for Providers of Education and Training to Overseas Students 2007 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:
Study period:
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 Practice for Providers of Education and Training to Overseas Students 2007 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 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 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 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 enrols 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 International 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 International student contact officer any International students identified as being at risk in the College pastoral care / academic counselling program.
Diagrammatic overview of College monitoring activities Standards 9, 10 & 11

MONITORING AND INTERVENTION OF STUDENT ATTENDANCE, COURSE PROGRESS AND COURSE DURATION

If student is assessed as not meeting College course progress requirements, the College intervention strategy is activated, aimed at assisting student to meet satisfactory course progress requirement by the end of the next study period.

At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period. The strategy can be activated before this point but not after this point.

Student is advised of attendance requirements and is contacted and counselled if absent for more than 5 consecutive days without approval or if at risk of not meeting attendance requirements.

If attendance drops below 90% percent for the study period, a student is deemed at risk of not attending for 80% of scheduled course contact hours for the study period and is contacted and counselled / offered support.

Student is advised of Course progress requirements and results are checked at end of each study period.

Course progress is checked at the end of each study period.

Student must at all times be in a position to complete the course within the expected duration specified in the CoE and not exceed the allowable amount of online or distance learning. Extension of duration of study can only occur in given circumstances. Ref. Standard 9 for details.

Attendance is checked and recorded daily, assessed for compliance at regular intervals and calculated over each study period.

FOR COURSE PROGRESS AND ATTENDANCE, IF INTERVENTION FAILS, NOTIFICATION OF INTENTION TO REPORT, ACCESS TO APPEALS PROCESS, REPORT VIA PRISMS IF NECESSARY

If the student is assessed as not meeting course progress or attendance requirement, the College notifies the student in writing of its intention to report, and advises there are 20 working days to access the School’s complaints and appeals process. (Notice of the timeframe to access the external appeals process should also be given – see also Section14. Complaints and appeals policy).

If the student has chosen not to access the complaints and appeals processes, or the process is completed and results in a decision supporting the College, the College notifies National ESOS Authority via PRISMS asap that the student is not achieving satisfactory attendance or course progress, even if the student has cancelled enrolment following notice of intention to report.

N.B. If the student is under 18 years old, and if the College has undertaken responsibility for approving care and welfare arrangements for the student, provisions under Standard 5.3 apply.
International student orientation program
Ref: NC DSt 6, NC DSt10, NC DSt11

It is a requirement under the National Code of Practice for Providers of Education and Training to Overseas Students 2007 that the College must assist full fee paying International students to adjust to study and life in Australia through an age and culturally appropriate orientation program that includes information about (NC DSt 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 of Practice for Providers of Education and Training to Overseas Students 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 DSt 6, St 6..2, St 6.3).

The Heads of School are responsible for ensuring International 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 DSt6, St6..2, NC DSt 10).

The Director of Student Development is responsible for assisting students to meet attendance requirements and to co-ordinate intervention strategies as necessary (NC DSt6, St 6.2, NC DSt11).

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 International 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 International student orientation checklist

(The sample Student Orientation Checklist below is from the Independent Colleges Council of Australia (ISCA) National Code of Practice for Providers of Education and Training to Overseas Students 2007 Transition handbook for non-government Colleges enrolling full-fee paying International students, at www.isca.edu.au.)

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>
<th>Date:</th>
</tr>
</thead>
</table>

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)

<table>
<thead>
<tr>
<th>Staff member:</th>
<th>Date:</th>
</tr>
</thead>
</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

| Staff member: | Date: |
Student transfer assessment policy
College Calendar
College Rules and Code of Conduct
Subject selection, textbooks, etc.
Assessment policies and requirements
Extra-curricular activities, clubs, etc.

| Staff member: |  
| Date:         |  

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

| Staff member: |  
| Date:         |  

**Student interviews to check adjustment:**
End of Week 2

| Staff member: |  
| Date:         |  

End of Week 4

| Staff member: |  
| Date:         |  

End of Week 6

| Staff member: |  
| Date:         |  

End of Week 8

| Staff member: |  
| Date:         |  

End of Week 12

| Staff member: |  
| Date:         |  

Staff orientation/induction to ESOS framework
Ref: NC D St 6

It is a requirement under the National Code of Practice for Providers of Education and Training to Overseas Students 2007 that Suncoast Christian College ensures that staff members who interact directly with full fee paying International 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 DSt6, 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 (Leadership Team)</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 DSt14, NC DSt6, 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 of Practice for Providers of Education and Training to Overseas Students 2007.

The Principal is responsible for staff recruitment, including recruitment of staff working with International students and is aware of obligations under Standards 6 and 14 of Part D of the National Code of Practice for Providers of Education and Training to Overseas Students 2007.

The Principal is responsible for the management of facilities, including facilities used by International students and is aware of obligations under Standard 14 of the National Code of Practice for Providers of Education and Training to Overseas Students 2007.

The Deputy Principal is responsible for the management of resources, including resources used by International students and is aware of obligations under Standard 14 of the National Code of Practice for Providers of Education and Training to Overseas Students 2007.

It is a requirement under the National Code of Practice for Providers of Education and Training to Overseas Students 2007 that the College have sufficient student support personnel to meet the needs of International students enrolled at the College (NC DSt6, St 6.6).

The College ensures staffing, facilities and resources meet the needs of International 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.
Further information attached College accommodation options

Homestay program checklist

☐ procedure for checking and monitoring suitability of arrangements
☐ guidelines for approval of host families
  o selection
  o ensuring the family can provide a stable environment for the duration of the student’s course
  o criteria for accommodation services to be provided
  o orientation for members of an approved family if family has not previously hosted an overseas student
☐ requirements under Working with Children (Risk Management and Screening Act 2000 & Reg 2011
  o blue cards
  o risk management strategy (operator of program)

Private accommodation arrangements (approved by College) checklist

☐ procedures for checking and monitoring suitability of arrangements
☐ guidelines for approval of family
  o selection
  o ensuring the family can provide a stable environment for the duration of the student’s course
  o criteria for accommodation services to be provided
  o orientation for members of an approved family if family has not previously hosted an overseas student
☐ requirements under Working with Children (Risk Management and Screening) Act 2000 & Reg 2011
Checklist of administrative documents – letters and proformas

- 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 circumstance
- student application for letter of release
- College’s letter of release
- College letter of refusal to release
- College letter 1 advising student to access College’s internal complaints and appeals process
- College letter 2 advising student of outcomes of complaints and appeals process, reasons for decisions made and advice about external appeals
- College letter 3 stand-alone letter giving student information about accessing the College’s external complaints and appeals process
- College letter of offer
- letter of intention to report for unsatisfactory course progress
- letter of intention to report for unsatisfactory attendance
- letter of notification that enrolment will not be cancelled
- letter of notification that enrolment will be cancelled
- pro forma for critical incident report
- student orientation program checklist
- pro forma for recording responses and actions in relation to student complaints
- letter advising student to access 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
- sample of student orientation information
- overseas student referral form for intervention

NB The sample letters provided are from the Independent Schools Council of Australia (ISCA) National Code 2007 Transition handbook for non-government schools enrolling full-fee paying overseas student, at [www.isca.edu.au](http://www.isca.edu.au)

For comprehensive examples of documents and processes for education agent management, see

Agent management best practice guides:
Appendices

Marketing / pre-enrolment materials

- Prospectus pack
- Curriculum handbooks
- Website
- International 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

- International Quality Unit (CRICOS) Website: http://education.qld.gov.au/schools/cricos/
- Department of Immigration www.border.gov.au
- Overseas Students Ombudsman Website: http://www.oso.gov.au/
- Tuition Protection Service Website: www.tps.gov.au
Website resources

- Independent Colleges Council of Australia National Code of Practice for Providers of Education and Training to Overseas Students 2007 Transition handbook for non-government Colleges enrolling full-fee paying International 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 of Practice for Providers of Education and Training to Overseas Students 2007 Transition handbook for non-government Colleges enrolling full-fee paying International students, at [www.isca.edu.au](http://www.isca.edu.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 (Option 1 then Option 3) (Grants and Data Section) See also
- Education Agents Training Course Website: [http://www.eatc.com/](http://www.eatc.com/)
- 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: [http://www.qcaa.qld.edu.au](http://www.qcaa.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
## Acronyms

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<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
<th>URL</th>
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<tr>
<td>AL 1/2/3/4</td>
<td>Assessment Level (Department of Immigration’s rating of level of risk for sectors and countries of students applying for student visas)</td>
<td><a href="http://www.border.gov.au/Trav/Stud/StudentAssessmentLevels">http://www.border.gov.au/Trav/Stud/StudentAssessmentLevels</a></td>
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<tr>
<td>ARC</td>
<td>Annual Registration Charge (CRICOS registration)</td>
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<tr>
<td>DIBP</td>
<td>Department of Immigration AND Border Control (Department of Immigration)</td>
<td><a href="http://www.border.gov.au">www.border.gov.au</a></td>
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<tr>
<td>eCoE or CoE</td>
<td>electronic Confirmation of Enrolment or Confirmation of Enrolment</td>
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<td>ELICOS</td>
<td>English Language Intensive Course for Overseas Students</td>
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<td>ELT</td>
<td>English Language Training</td>
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<td>ESL</td>
<td>English as a Second Language</td>
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<td>ESOS (Act)</td>
<td>Education Services for Overseas Students (Act) see ESOS Framework</td>
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<td>ISCA</td>
<td>Independent Schools Council of Australia</td>
<td><a href="http://www.isca.edu.au">www.isca.edu.au</a></td>
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<td>ISQ</td>
<td>Independent Colleges Queensland</td>
<td><a href="http://www.isq.edu.au">www.isq.edu.au</a> and <a href="http://www.isq.qld.edu.au/international-students">www.isq.qld.edu.au/international-students</a></td>
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<td>LOTE</td>
<td>Language Other Than English</td>
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<td><strong>NLLIA ESL Bandscales</strong></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>
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<td><strong>SCV</strong></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>
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<td><strong>SSVF</strong></td>
<td><a href="http://www.border.gov.au/Busi/Visa">Simplified Student Visa Framework</a></td>
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<td>Teaching of English to Speakers of Other Languages</td>
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