

**POLICIES & CONDITIONS FOR ENROLMENT
OF INTERNATIONAL STUDENTS**

Faith Diligence Love

SUNCOAST
CHRISTIAN COLLEGE



Document Information

Approved by: Leadership Team, 01/06/2005 | Principal 19/03/2015

Revised Date: 01/07/2007 | 03/03/2009 | 27/07/2010 | 22/02/2013 | 17/03/2015 | 02/03/2017 | 09/03/2020 |
28/06/2021 | 28/06/2022 | 05/06/2023 (Enrolment Officer)

Review Date: 28/06/2023

PLEASE NOTE: Version control for this document is managed by the College's Enterprise Risk Management system. Hardcopies of this document are considered uncontrolled please refer to College intranet for latest version or contact the Assistant Business Manager.

CONTENTS

Purpose.....	1
Scope.....	1
References	1
Obligations	1
Marketing information and practices.....	2
Policy for entry requirements	2
Academic requirements.....	3
English proficiency requirements	3
Statement regarding course credit	4
Deferring, suspending or cancelling enrolments	5
Student-initiated changes in enrolment	5
Suspension of study requested by student.....	5
Student initiated cancellation of enrolment.....	6
College-initiated changes in enrolment.....	7
College initiated exclusion from class or suspension from attending College (no impact on CoE)	7
College initiated suspension of enrolment (CoE <i>will</i> be impacted)	7
College initiated cancellation of enrolment (CoE <i>will</i> be impacted)	8
Student to seek information from Department of Immigration	8
Complaints and appeals.....	10
Definitions.....	10
College overseas student transfer request policy	10
Complaints and appeals	13
Purpose.....	13
Complaints against other students.....	13
Informal complaints resolution	13
Formal internal complaints handling procedure	14
External appeals processes.....	14
Other legal redress.....	15
Definitions.....	15
Arrangements for unaccompanied children	15
Course progress and attendance	15
Course progress, attendance and course duration policy.....	15
Course progress	16
Completion within expected duration of study.....	17
Monitoring course attendance	17

Definitions	19
Staff capabilities, educational resources and premises.....	20
Other policies.....	20
International student orientation program	21
Staff orientation/induction to ESOS framework	21
INFORMATION FOR INTERNATIONAL STUDENTS	22
Appendix A - Code of Practice	22
Education standards	22
Mission statement	22
Marketing	22
Student information	22
Recruitment	22
Refunds	22
Student Grievances	22
Education Services Act for International students	23
Student Services	23
Privacy of personal information.....	23
Agents.....	23
Sanctions	23
Appendix B - Information & Policies.....	24
Accreditation.....	24
Courses.....	24
Entry requirements.....	24
Payment and refund of fees and charges	25
Student accommodation policy.....	25
Termination and/or suspension of enrolment policy	25
Complaints and appeals policy	25
Transfer to and from other education institutions.....	25
Other conditions	25
Further information	26
Appendix C- STUDENT ORIENTATION PLAN	27
Appendix D- Academic / Subject Staff.....	28

Purpose

This document outlines the policies and procedures for enrolments of International students at Suncoast Christian College ('the College').

Scope

The Policy and Conditions for Enrolment of International Students apply to all International student applications and enrolments at the College.

The provider takes responsibility for the actions of any agents involved in the enrolment of an International student.

References

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

Education (Overseas Students) Act 1996.

Education (Overseas Students) Regulation 2018.

Education Services for Overseas Students Act 2000 (ESOS).

ISQ School Handbook CRICOS Registration Policies and Procedure document.

Obligations

The College is bound by the National Code under its registration on the Commonwealth Register of Institutions and Courses for International Students (CRICOS).

Suncoast Christian College will comply with the requirements of the *Education (Overseas Students) Act 2018* ['EOS Act'], the *Education Services for Overseas Students Act 2000 (C'th)* ['the ESOS Act'] and the *National Code of Practice 3 for Providers of Education and Training to Overseas Students 2018 (C'th)* ['the National Code'], made under the ESOS Act.

The College will not accept an International student, or an intending International student, for enrolment in a course until the requirement for the National Code has been met.

The College shall provide to any enquiring student the following:

- A prospectus pack cover containing:
 - a) course information for Senior Years (Year 11 to Year 12);
 - b) information for curriculum development;
 - c) international students schedule of fees; and
 - d) Application for Enrolment form.

A copy of this document can be accessed from our website (Policies & Conditions for Enrolment of International Students).

- A cover letter.

Marketing information and practices

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.

The College's marketing materials do not make false claims or provide misleading information about itself, its courses or course outcomes, including:

- a) claims of associations between providers;
- b) employment outcomes associated with a course;
- c) automatic acceptance into another course; and
- d) possible migration outcomes.

The College's legal entity name (Christian Outreach Centre t/as Suncoast Christian College) and CRICOS number (00539J) appear on all written marketing and other required materials, including in electronic form, as required by the *National Code* (NC D).

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

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) letter of Offer from another registered provider if applicable;
- h) completed Homestay or Boarding Application Form;
- i) enrolment Application Fee; and
- j) application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.

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

An application for enrolment can only be processed when all the above are in the hands of the Enrolment Officer.

Applications from International students are processed according to established policy and procedures and are dealt with on their merits. Failure to disclose details required as part of the application process may later result in cancellation of enrolment.

Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the College may require relevant testing of the applicant to assess the application.

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

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

The College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. Students undertaking a package of courses will have their academic and English language capabilities re-assessed prior to the commencement of each course in their enrolment package. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Minimum academic and English language requirements are as follows:

Academic requirements

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 students) - evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum.

For Secondary College (Year 7 – 12 students) – a pass level or “C” grade for the Year Level or better for the majority of core subjects.

English proficiency requirements

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

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

If not presenting appropriate evidence of English language proficiency at the time of application, Suncoast Christian College will assess the student's application for entry based on satisfactory test results as follows:

Acceptable Test	Minimum Test Result	For Entry to
	Evidence of Application to schoolwork & age appropriate achievement in literacy & numeracy areas of the curriculum	Primary Years Year 1-6
IELTS	4.5	Junior Secondary Years 7-9
IELTS	5.0	Senior Secondary Year 10

IELTS	5.5	Senior Secondary Years 11 & 12
-------	-----	--------------------------------

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

Those students who have undertaken an intensive English language course before beginning mainstream studies, will have their English language proficiency reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

Note that where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package, the College may choose to apply the Conditions of Enrolment outlined the student's written agreement and the provisions of this Entry Requirements Policy – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.

Alternatively, the College may (at its discretion, and if appropriate) choose to offer:

- New mainstream enrolments – entry into a mainstream course at a lower year level
- Continuing mainstream enrolments – opportunity to repeat a year level as part of an academic intervention plan implemented by the College. Refer to the Student progress, attendance and course duration policy.

Statement regarding course credit

References: NC B St 2.3, St 2.4, St 2.5

The College will assess all applications for course credit for students enrolling in Senior Secondary Studies.

The student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

The College assesses and records course credit, according to requirements of the [Queensland Curriculum and Assessment Authority](#) (QCAA).

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.

If a student undertakes an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence mainstream courses.

Deferring, suspending or cancelling enrolments

Communicating with families about changes in enrolment status

- a) All communications regarding changes to enrolment status will be made directly with students and parents/guardians, in accordance with the latest contact details provided to the College.
- b) Parents/guardians must therefore keep the College informed of their current contact details, as per the conditions of the student visa.
- c) Where relevant and where approved by the parents/guardians, the College may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the College has a formal written agreement are the primary contact for the College in such matters. The College will not act on any decision affecting the student's enrolment that is not made by the parents/guardians.

Student-initiated changes in enrolment

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 that has impacted on expected commencement of studies;
 - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports); and/or
 - v. after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the College is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 10 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see the College's Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

Suspension of study requested by student

- a) 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:
 - i. illness, where a medical certificate states that the student was unable to attend classes;
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies;
 - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports); and/or

- v. student return to their home country to sit a university exam (or similar assessment) which impacts upon their education.
- b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the College as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e) The period of suspension will not be included in attendance calculations.
- f) Applications will be assessed on merit by the Principal.
- g) Some examples of circumstances that are not considered compassionate and compelling at the College include:
 - i. requests for early departure or late return from vacation, including inability to secure cheap flights;
 - ii. leaving early or returning late from holidays in order to attend festivals in the student's home country;
 - iii. returning home to attend family gatherings that occur during term time.
- h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to student.
- i) All applications for suspension will be considered within 10 working days.
- j) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see the College's Complaints and Appeals policy).

Student initiated cancellation of enrolment

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

College-initiated changes in enrolment

College initiated exclusion from class or suspension from attending College (no impact on CoE)

- a) The College may exclude a student from class studies or suspend attendance from College on the grounds of misbehaviour by the student. Temporary exclusion or suspension will occur as the result of any behaviour identified as resulting in exclusion in the College's Behaviour Policy.
- b) Students may also be excluded from class or suspended from College for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where the College intends to exclude a student from class or suspends a student from College, it will first issue a letter which notifies the student and parents/guardians of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access the College's internal appeals process.
- d) Excluded or suspended students must abide by the conditions of their withdrawal from studies or College and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.
- e) Where the student is provided with homework or other studies for the period of the exclusion or suspension, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class or suspensions from College under this section of the policy:
 - will not be included in attendance calculations for the study period,
 - will not impact the CoE or study, and
 - will not be recorded on PRISMS
 - will not be visible to the Department of Home Affairs (Immigration).

College initiated suspension of enrolment (CoE *will* be impacted)

- a) The College may initiate a suspension of enrolment 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 College's Behaviour Management Policy.
- b) Student enrolment may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where the College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, potential impact on the CoE and study path, as well as information about how to access the College's internal appeals process. Further information about the appeals process in the event of a College-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension of enrolment and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.
- e) Students whose enrolment have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>.)
- f) Where applied, a suspension of enrolment will impact the student's CoE and will be recorded on PRISMS. The suspension will therefore be visible to the Department of Home Affairs (Immigration).
- g) The period of suspension will not be included in attendance calculations.

College initiated cancellation of enrolment (CoE *will* be impacted)

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

Student to seek information from Department of Immigration

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs (Immigration) Website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for further information about their visa conditions and obligations.

Definitions

- a) **CoE** – ‘Confirmation of Enrolment’ - The CoE provides evidence of a student’s enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before Home Affairs will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled.
- b) **Deferment of enrolment** - To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, PRISMS of the deferment of enrolment. A student may request a temporary deferment to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student’s enrolment due to misbehaviour of the student.
- c) **Exclusion from class** – when a student is not allowed to attend classes for a period of time by may access learning material offline.
- d) **Suspension from attending College** - when a student is removed from College or class for a period of time. After a suspension, they will return to College or class. When considering suspending a student, the Principal must consider the disruption to your child's learning, their disability, home circumstances, educational needs.
- e) **Suspension of enrolment** - To suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through PRISMS of the suspension of enrolment. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student’s enrolment due to misbehaviour of the student. It is important to note the meanings of the terms for this context – suspension of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.
- f) **Cancellation of enrolment** - The provider notifies the Department of Education through PRISMS that it wishes to permanently cancel (terminate) the student’s enrolment. Once this process is complete, the student’s CoE status will be listed as ‘cancelled’.
- g) **PRISMS** - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
- h) **Day** – any day including weekends and public holidays in or out of term time
- i) **Extenuating circumstances** - if the student’s health or wellbeing, or the wellbeing of others, is likely to be at risk. Examples include:
 - the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - the student is missing
 - the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student’s wellbeing
 - the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - is at risk of committing a criminal offence, or
 - the student is the subject of investigation relating to criminal matters

Complaints and appeals

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 College will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If students access the College complaints and appeals process regarding a College initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the College need not await the outcome of this process before changing the student's enrolment status in PRISMS. However, if the College 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.

College overseas 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).

The College Overseas student transfer policy and processes apply to:

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

- where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

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

Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:

- if the student's course or school becomes unregistered;
- the College has a government sanction imposed on its registration;
- a government sponsor (if applicable) considers a transfer to be in the student's best interests; and/or
- if the student is granted a release in PRISMS.

Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.

The College will only release a student before completing the first six months of their first registered school sector course in the following circumstances:

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

Students under 18 years of age MUST also have:

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

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

- the student's progress is likely to be academically disadvantaged;

- the College is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- the student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer;
- the student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services; and
- school fees have not been paid for the current term/semester.

To apply for transfer to another provider, students need to:

- complete an Application for Student Transfer Form available from the Enrolment Office;
- give this completed application form and a valid offer of enrolment from another provider to the Enrolment Officer for assessment; and
- if under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.

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

The College will assess the student's transfer request application and notify the student of a decision within 10 working days.

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

If the College intends to refuse the student's transfer application request, the College will provide the student with reasons for refusal in writing and include a copy of the College's complaints and appeals policy available on the Intranet and through the Enrolment Office. The student has the right to access the College's complaints and appeals process and has 10 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:

- the student confirms in writing they choose not to access the College's complaints and appeals process; or
- the student confirms in writing they withdraw from any appeals process they have commenced; or
- the appeals process is completed, and a decision has been made in favour of the student or the College.

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is: Brisbane (299 Adelaide Street), see <http://www.homeaffairs.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Home Affairs (Immigration) through their web enquiry form: <https://www.homeaffairs.gov.au/about/contact/make-enquiry>

Students who are no longer subject to the transfer restriction, but the College holds welfare responsibility via a CAAW.

Students under 18 years of age MUST have:

- written evidence that the student's parent(s)/legal guardian(s) supports the transfer application; and

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

To apply for transfer to another provider, students need to:

- complete an Application for Student Transfer Form available from the Enrolment Office;
- give this completed application form and a valid offer of enrolment from another provider to the Enrolment Officer for assessment and response within 14 working days;
- if under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.

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

The College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 14 working days.

Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications. See <http://www.homeaffairs.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Home Affairs (Immigration) through their web enquiry form: <https://www.homeaffairs.gov.au/help-and-support/contact-us>.

Complaints and appeals

Purpose

The purpose of the College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian(s) with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving the College, or an education agent or third party engaged by the College to deliver a service on behalf of the College.

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.

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 internal complaints handling procedure

- a) The process of this grievance procedure is confidential, and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the College in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) 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 10 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised as soon as practicable.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

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

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

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

External appeals processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and/or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by the College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by the College that relates to:
 - i) refusal to approve a transfer application (under Standard 7), or

- ii) suspension or cancellation of the student's enrolment (under Standard 9)

Any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The College need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

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 student enrolled at the College or the parent(s)/legal guardian(s) of a student where that student is under 18 years of age

Support person – for example, a friend/teacher/relative not involved in the grievance.

Arrangements for unaccompanied children

For full version Please refer to Accommodation and Welfare Policy in the Homestays policies, procedures and risk management document Page 4:

<https://suncoastcc.qld.edu.au/wp-content/uploads/Suncoast-International-Homestay-Policy-Procedure-2019.pdf>

It is a student visa condition that students under 18 years of age live with:

- a parent; or
- a person who has legal custody of them; or
- a relative aged at least 21 as defined by the Department of Immigration and Border Protection (DIBP) (of good character and with permission to reside in Australia for the duration of the student's visa or until the student turns 18, nominated by either the parent or person having custody of them; or
- in College approved care arrangements.

If a student is not able to live with a parent, a person who has custody of them, or a relative meeting DIAC DIBP requirements, it is College policy that all international students live in College approved care arrangements until completion of the enrolled course, the College will make appropriate accommodation and care arrangements for the student, which the student is obliged to maintain as a Condition of Enrolment.

Students moving to a new address, with College approval, must inform the College in writing and complete the appropriate forms advising of the new address within 7 days of taking up residence at that new address. Students will be advised in writing, on arrival, of the need to comply with this requirement as a condition of the student visa.

Where students are staying in homestay arrangements under the care of adults who are not the parents, carers are required under government legislation in Queensland to hold 'Suitability Cards' which allow them to have the supervision of children.

Course progress and attendance

Course progress, attendance and course duration policy

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) or Unit (Year 11-12) of enrolment according to the College's course assessment requirements.

Students in Primary and Junior Secondary years who have begun part way through a study period (semester) will be assessed according to the College's assessment requirements after completing one full study period.

Students will need to demonstrate satisfactory course progress in any study period (semester) as follows:

For Primary Years Prep to 6:

Students must demonstrate academic outcomes each semester that allow them to remain on track for progression to the next year level.

For Junior Secondary Years 7-9:

At the end of each Semester students must demonstrate:

- A minimum overall achievement of Pass / C / Satisfactory grade in English (Literacy) and Mathematics (Numeracy), and
- A minimum overall achievement of a Pass / C / Satisfactory grade in their elective subjects, with no more than 3 of these subjects studied below a Pass / C / Satisfactory grade. In any subsequent semester, the student must achieve a Pass / C / Satisfactory grade in the relevant subject in order to be considered as having achieved satisfactory course progress.
- All students must participate regularly during class, complete scheduled course assignments, tests, homework and activities.

For Junior Secondary Year 10:

At the end of each Semester students must demonstrate:

- A minimum overall achievement of Pass / C / Satisfactory grade in English (Literacy) and Mathematics (Numeracy), and
- A minimum overall achievement of a Pass / C / Satisfactory grade in their elective subjects, with no more than 2 of these subjects studied below a Pass / C / Satisfactory grade in order to be considered as having achieved satisfactory course progress.
- All students must participate regularly during class, complete scheduled course assignments, tests, homework and activities.

If at the end of a study period or Unit a student does not achieve satisfactory course progress as described above, the Principal will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with 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.

A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.

The student's individual strategy for academic improvement will be monitored over the following study period or Unit by the Head of School and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.

If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period or Unit, 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 10 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 10 working days. Please see the College's Complaints and Appeals Policy for further details.

The College will notify the National ESOS agency 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 10 days; or
- the student withdraws from the complaints and appeals process by notifying the Principal of the College in writing; or
- the complaints and appeals process results in a decision 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 studies 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:

- the student can provide evidence of compassionate or compelling circumstances (see Definitions below);
- the student has, or is, participating 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. In this case, the student will need to contact the Department of Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Monitoring course attendance

Satisfactory course attendance is attendance of 80% of scheduled course contact hours.

Student attendance is:

- checked and recorded daily;

- assessed regularly
- recorded and calculated over each study period.
- Late arrival at College will be recorded and will be included in attendance calculations.

All absences from the 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 8.6.4).

Student attendance will be monitored by the Head of School at the end of every week over a study period to assess student attendance using the following method:

- i. Calculating the number of days, the student would have to be absent to fall below the attendance threshold for a semester e.g. number of days attended divided by number of actual school days in the entire semester x100 gives us the % rate of attendance e.g. A student who has attended 90 school days out of a possible 100 school days in a semester = 90% attendance rate for the semester (or 10% absence)
- ii. The monitoring process will include a review of the reasons given for student absence, including a determination of whether compassionate and compelling circumstances apply (as per Definition, below).
- iii. Where a student's absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the student's attendance calculations for that study period (see the College's Deferment, Suspension and Cancellation Policy).
- ii. Attendance for any period of exclusion from class will be assessed under The College's Deferment, Suspension and Cancellation Policy.

Parents of students at risk of breaching the College's attendance requirements will be contacted by email and telephone and students will be counselled and offered any necessary support when they have absences totalling 10% in any study period.

If the calculation above indicates that the student has fallen below the 80% attendance threshold for the study period, the College will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and evidence of compassionate and compelling circumstances do not apply, the College will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 10 working days in which to access the College's internal complaints and appeals process.

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

- Strategy
- Counselling – academic skills
- Counselling – time management
- Counselling – personal
- Seeking medical opinion
- Interview with Homestay family

The College will notify the ESOS agency 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 10 days;
- the student withdraws from the complaints and appeals process by notifying the Principal of the College in writing; and
- the complaints and appeals process, including any external appeal made by the student, results in a decision in favour of 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 in a timely manner clearly demonstrating the presence of compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition below; and
- the student's attendance has not fallen below 70% attendance for a study period.
- If the student's attendance falls below the 70% threshold for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined above.

The method for calculating 70% attendance is the number of study days attended for the semester divided by the number of actual school days in the entire semester x 100...e.g. A student who has attended 70 school days out of a possible 100 school days in a semester = 70% attendance rate for the semester (or 30% absence).

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.

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 course progress or attendance 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, a study period is a semester.

Staff capabilities, educational resources and premises

The College is an accredited non state school in Queensland and as such is subject to an appropriate quality assurance framework applying to registered courses as is required under Standard 11 of Part B the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The Leadership Team is responsible for recruiting staff, including recruiting of staff working with International students and is aware of obligations under Part B Standard 11 the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The Leadership Team is responsible for management of facilities and resources including facilities and resources used by International students and is aware of obligations under Standard 11 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The College ensures staffing, facilities and resources meet the needs of International students enrolled at the College through continuous review of staffing ratios and resource renewal policies. Application for Enrolment and School Policy Policies & Conditions for Enrolment of International Students

The Leadership Team are responsible for reviewing and updating the College policy and procedures to ensure appropriate staffing, premises and resources for the course delivery to full fee-paying international students (FFPOS).

Other policies

The College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

The College has critical response policy in place which includes the evacuation plans in the case of an emergency and the lockdown procedure for students to follow. Practice for such an event is performed each term at the College.

The College also has a Workplace Health and Safety policy to assist in the prevention and management of incidents at the College.

The Workplace Health and Safety Committee consists of representative from all areas of the College and meet once per term to discuss issues of safety and other workplace health and safety related matters.

The responsibility of the committee is to ensure risk assessment of hazards is undertaken, reviews of policy, inspection of buildings and outdoor areas, assist with evacuation/lockdown drills.

Acronyms

- CRICOS – Commonwealth Register of Institutions and Courses for International Students
- DEEWR – Department of Education Employment and Workplace Relations
- DIAC – Department of Immigration and Citizenship
- CoE – Confirmation of Enrolment
- FFPOS – Full Fee Paying International Student
- ISQ Independent Schools Queensland
- NC – the National Code

- PRISMS – Provider Registration and International Student Management System

International student orientation program

It is a requirement under the *National Code* that the College must assist full FFPOS to adjust to study and life in Australia through an age and culturally appropriate orientation program that includes information about:

Additionally, the College provides the following as required under Standard 6 of the *National Code*.

The Heads of Schools are responsible for ensuring International students undertake the orientation program.

A checklist for orientation is at Appendix C in this document.

Staff orientation/induction to ESOS framework

suncoastcc.qld.edu.au/wp-content/uploads/International-education-quality-protecting-students.pdf

INFORMATION FOR INTERNATIONAL STUDENTS

Appendix A - Code of Practice

Suncoast Christian College ('the College') is a P-12 Christian College situated on the Sunshine Coast. Further information about the College can be obtained by contacting the Enrolment Officer or by accessing the website www.suncoastcc.qld.edu.au.

Education standards

The College is committed to providing and maintaining the highest professional standards in both the marketing and delivery of its education program. This includes safeguarding the welfare and interests of all students, providing adequate facilities and resources and using appropriate and effective methods of instruction. These principles are embedded within the College's mission statement.

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.

Marketing

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

Student information

At the time of receiving enrolment forms from the College, students will be provided with the following:

- the College Code of Practice, Information and Policies for International Students;
- admission procedures and entry criteria;
- total fees for the program and what are included within those fees;
- information about the Senior Certificate and entry requirements;
- a copy of the College prospectus for International students; and
- information about accommodation arrangements.

Recruitment

Recruitment of students will always be conducted in an ethical and responsible manner and consistent with the requirements of the curriculum.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the outcomes of the course based on the applicant's level of English and academic results.

Refunds

The College will have a fair and clearly explained refund policy.

(Refer CRICOS Refund Policy for International Students)

Student Grievances

The College will have a fair and transparent process for dealing with student grievances. In the event that such grievances cannot be resolved internally, the College will advise students of the appropriate bodies from which they can seek further assistance.

(Refer Section 11 Policies & Conditions for Enrolment of International Students)

Education Services Act for International students

The College will be bound by the provisions of the Education Services for Overseas Students Act 2000 (ESOS) Act 2000.

Student Services

The College will ensure that students have access to:

- orientation on arrival;
- accommodation services;
- assistance and information about the academic progress;
- information regarding entry to further study;
- ongoing counselling as required in relation to health and family matters;
- a designated student officer who will assist the student to adjust to life and study at an Australian institution, and to help resolve problems; and
- a copy of the College's complaints and appeals policy.

Privacy of personal information

The College will meet all requirements of the *Privacy Act 2001* in relation to the way it handles personal and sensitive information about students. A copy of the College's Privacy Policy is available on website www.suncoastcc.qld.edu.au.

Agents

The College will not accept or continue to accept students recruited by agents whom they know, or reasonably expect to be:

- engaged in dishonest practice, including suggesting to International students that they come to Australia on a student visa with a primary purpose other than full-time study;
- facilitating the enrolment of international students who do not comply with the conditions of the student visas;
- engaged in false or misleading advertising and recruitment practices; and
- using the eCoE system other than for bona fide students.

Sanctions

The College recognises that if it should not meet the obligations of this code or supporting regulatory requirements, it may have its registration as a provider withdrawn.

Appendix B - Information & Policies

Accreditation

The College is an approved school under the Accreditation of Non-State Schools Act, 2001 and the Education (Overseas Students) Act, 1996.

The College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The CRICOS Provider number is 00539J.

Courses

The College currently offers three courses to International students. Primary Year 1 to Year 6 085035G (Primary School Studies), Middle School Year 7 to Year 10 085036G (Junior Secondary Studies) and Senior School Year 11 & Year 12 004975A (Senior Secondary Certificate of Education. All International students are eligible for the *Queensland Tertiary Entrance Statement (Provisional)* and the *Queensland Studies Authority Senior Certificate (Provisional)* at the end of Year 12.

Students may choose to complete the entire course or individual years of a course. At the end of each semester the student is given a written report grading competency relating to each subject undertaken in the course. Course handbooks are available on the website or by request. Students who complete Year 6, Year 9 or Year 12 in a course are presented with a certificate of completion at an annual celebration evening.

Teachers use various methods of teaching including instructional lessons, individual tutoring, subject related field trips and work experience where appropriate. The use of projection equipment is widespread throughout the College with most of the specialised room being fitted with this equipment. Many of the general-purpose learning areas are also fitted with projectors and screens. Those rooms not fitted with projectors can still have the use of a projector by portable units available from the Library.

Entry requirements

The student is required to provide the following information and signed documentation prior to an application for enrolment being processed by the College:

- completed Application for Enrolment form;
- copies of student reports from the previous 2 years of study, including a copy of the latest student report;
- a completed reference from the student's current or most recent school Principal is also required if student reports do not record student behaviour or commitment to studies;
- a completed Subject Selection Form if appropriate (Year 9 – Year 12);
- appropriate proof of identity and age;
- written evidence of proficiency in English as a second language; and
- an application fee of \$330 AUD.

Refer section 7 Policies & Conditions for Enrolment of International Students for Minimum Academic and English Language Requirements.

Payment and refund of fees and charges

All course tuition fees are to be paid in full prior to the student commencing the course. The homestay fees can be paid in full or in two payments. If paying homestay fees in full the amount is required to be paid in January prior to the student commencing the course or half can be paid in January with the other half to be paid prior to the end of June in the year the student commenced the course.

For details of fees and charges please refer to the current International Student Schedule of Fees.

Tuition and homestay fees may be refunded according to the International student refund policy, refer CRICOS Refund Policy for International Students.

Student accommodation policy

Arrangement for unaccompanied students or students that require accommodation during the period of the course refer section 12 Policies & Conditions for Enrolment of International Students.

Termination and/or suspension of enrolment policy

Fair, appropriate, and objective measures are employed for the correction and/or discipline of students, including detention, suspension of, and/or termination of enrolment, after each individual case has been carefully considered. The College expectations of behaviour are given in the Behaviour Management Policy.

The College authority may suspend or terminate an enrolment at its discretion for failure to comply with the 'Conditions of Entry', or other serious breaches of the College's rules and regulations.

In the event of termination of enrolment by the College, the Department of Immigration and Citizenship (DIAC) will be notified immediately, and arrangements will be made for the return of the student to parental/custodial care as soon as possible, with expenses to be met by the person with whom the College has a signed agreement.

In the event of termination of enrolment by the College, a refund, less any relocation expenses for the student and/or monies owed by the student, will be due as per the refund policy (refer section 7 Policies & Conditions for Enrolment of International Students).

Please refer to the College Behaviour Management Policy for further details.

Complaints and appeals policy

Refer section 11 Policies & Conditions for Enrolment of International Students.

Transfer to and from other education institutions

Refer section 10 Policies & Conditions for Enrolment of International Students.

Other conditions

Enrolment at the College is conditional upon full participation in the complete range of the College curriculum and activities, including those of a specifically religious nature.

Enrolment at the College is conditional upon adherence to the College policies as detailed in this document and the College course information booklets, handbooks and Behaviour Management Policy.

All students are required to wear full and correct school uniform during the College day and when travelling to and from the College.

Further information

The College occupies 39 acres of land in Woombye, Queensland, Australia. The facilities include general purpose learning areas and specialised rooms for Drama, Dance, Design Technology, Home Economics, Lecture Theatre, Computer Labs, Library, Science, Sport Centre and Learning Support. The oval has three ball courts and open areas for many sports.

Furnishings in rooms vary depending on the use of the room. General purpose learning areas are fitted with whiteboards, desks, chairs and a teacher workstation; many have projectors and screens. The Library has several areas for research purposes including access to computer technology and some relaxing areas for students to unwind. The Science Laboratories, Design Technology rooms and Home Economics Rooms are fitted with specialised equipment for the course instruction.

Students have access to computers with username and password combinations, they also have school email addresses for communication with other students and teachers. Students in Years 7 to 12 are required to participate in the One-to-One Notebook Program at the College.

Sporting equipment is available to students during sport and physical education sessions. Some out of school sport is available to students who are interested in participating.

The Library is equipped with many learning resources including reference texts. These can be searched easily using the Library resource computers. All resource text is available for use in the Library but is not allowed to be removed from the Library.

The software available for students' use includes Microsoft Word, Excel, Publisher, PowerPoint, Access, Outlook, Internet Explorer and Adobe Design Web Premium Suite which includes – Dream Weaver, Photo Shop, Illustrator Plus and many more.

A new sport centre (Taylor Centre) to equip 950 students has been built and opened on the property in 2010.

The College also has use of the Suncoast Christian Church auditorium for events and functions. The main auditorium seats 1500 people and the mini auditorium seats 300 people.

Further information regarding enrolment of International students at the College may be obtained from:

The Enrolment Officer
Suncoast Christian College
PO Box 5254
SUNSHINE COAST MC QLD 4560
Ph: (+61 7) 5451 3615
Fax: (+61 7) 5442 2212
Email: jappo@suncoastcc.qld.edu.au
Website: www.suncoastcc.qld.edu.au

Appendix C- STUDENT ORIENTATION PLAN

1. Greet student and introduce them to appropriate staff member/s:
 - a. Class / Home Room Teacher
 - b. Year Level Coordinator
 - c. Head of School
 - d. Support Staff
 - e. Director of Student Development
2. Issue student with Student Diary and instruct them to read the pages Using Your Diary.
3. Issue all exercise books, timetables and textbooks.
4. Discuss requirements for successful completion of the course of study, attendance, assessment and behaviour.
5. Tour of classroom and amenities.

This can be undertaken by a suitable student who will attend classes with the new student.

6. Ensure all necessary documents, where appropriate, are given to the new student:
 - a. Relevant information regarding course and subjects
 - b. Policies & Conditions for Enrolment of International Students document.
7. Discuss the Refund Policy and ensure the student understands the policy.
8. Discuss Visa requirements, including academic performance, attendance & the need for student to advise College administration of any change of contact details.
9. Given copy of Policies & Conditions within 7 days of commencing.
10. Request student sign on completion of the Orientation Plan.
11. Signed form must be returned to student file.
12. Have a follow up meeting with the student in 2 weeks to check on progress.

I, _____ (student name), have completed the above orientation plan and have received relevant information regarding the course and subjects including attendance and assessment requirements and the Policies & Conditions for Enrolment of International Students document. I understand the Refund Policy and Complaints and Appeals Policy of the College.

Signed: _____

Date: ____/____/____

Appendix D- Academic / Subject Staff

For Academic/Subject Concerns	For Personal Problems	For Homestay Problems
<p>Appropriate Year Level Coordinator for Secondary Years:</p> <p>Year 7 – Mr Tim Close</p> <p>Year 8 – Mr Daniel Prinsloo</p> <p>Year 9 – Mr Lourens Warricker</p> <p>Year 10 – Mr Dirk Lategan</p> <p>Year 11 – Mrs Tayla James</p> <p>Year 12 – Ms Tiona McMenamin</p> <p>Contact Secondary Reception on 5451 3628 during College hours 8:30am to 3:00pm</p> <p>Pre-Kindy to Year 2</p> <p>Deputy Head of Primary – Mrs Marion Trotter</p> <p>Year 3 to Year 6</p> <p>Head of Primary School – Ms Melanie Mitchell</p> <p>Contact Primary Reception on 5451 3652 during College hours 8:00am to 3:30pm</p>	<p>Director of Student Development –</p> <p>Mr Garth Reid</p> <p>Contact Administration Reception on 5451 3600 during College hours 8:00am to 4:00pm.</p>	<p>Enrolment Officer –</p> <p>Mrs Janelle Appo</p> <p>Contact Administration Reception on 5451 3600 during College hours 8:00am to 4:00pm.</p>



SUNCOAST
CHRISTIAN COLLEGE



www.suncoastcc.qld.edu.au

T. 07 5451 3600
F. 07 5442 2212

E. info@suncoastcc.qld.edu.au
A. Cnr Schubert & Kiel Mtn Road, Woombye Q 4559 | PO Box 5254, Sunshine Coast MW Q 4560



CRICOS Provider 00539J