

**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

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

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## 1. Purpose

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

## 2. Scope

- 1.2 The Policy and Conditions for Enrolment of International Students apply to all International student applications and enrolments at the College.
- 1.3 The provider takes responsibility for the actions of any agents involved in the enrolment of an International student.

## 3. References

- 3.1 *The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code).*
- 3.2 *Education (Overseas Students) Act 1996.*
- 3.3 *Education (Overseas Students) Regulation 2018.*
- 3.4 *Education Services for Overseas Students Act 2000 (ESOS).*
- 3.5 ISQ School Handbook CRICOS Registration Policies and Procedure document.

## 4. Obligations

- 4.1 The College is bound by the National Code under its registration on the Commonwealth Register of Institutions and Courses for International Students (CRICOS).
- 4.2 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.
- 4.3 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.
- 4.4 The College shall provide to any enquiring student the following:
  - 4.4.1 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).
  - 4.4.2 A cover letter.

## 5. Marketing Information and Practices

- 5.1 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.
- 5.2 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.
- 5.3 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).
- 5.4 This information is provided to students prior to enrolment via email, on the website and/or in printed hard copy.

## 6. Entry Requirements

- 6.1 The College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with conditions set by the College, and with legislative requirements of the State of Queensland and the Commonwealth of Australia.
- 6.2 Applications for enrolment must be made on the approved 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 reports 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 school Principal if student reports do not record student behaviour or commitment to studies;
  - c) a completed Subject Selection Form if appropriate (Year 9 – Year 12);
  - d) appropriate proof of identity and age;
  - e) written evidence of proficiency in English as a second language; and
  - f) an application fee of \$303 AUD.
- 6.3 Minimum academic and English language requirements are detailed in the section 7 of this policy.
- 6.4 Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
- 6.5 An application for enrolment can only be processed when all of the above are in the hands of the Enrolment Officer.
- 6.6 Applications from International students are processed according to established policy and procedures, and are dealt with on merit.
- 6.7 Assessment procedures include an evaluation of reports from previous schools in the home country and of English language proficiency, either age-appropriate or sufficient for entry to the level of education applied for.

- 6.8 In cases where reports are not available or are inconclusive for any reason, the College may require relevant testing of the applicant to assess the application.
- 6.9 Enrolment at the College is conditional upon the acceptance of, and adherence to the 'Conditions of Entry' listed on the Application for Enrolment and in other College publications.
- 6.10 Information for International Students – Code of Practice (Appendix A) and Information & Policies (Appendix B) is attached to this policy.
- 6.11 This information is provided to students prior to enrolment via email, on the website and/or in printed hard copy.

## 7. Minimum Academic and English Language Requirements

### 7.1 Academic requirements

- 7.1.1 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.
- 7.1.2 Primary School (Year 1 to Year 6) - evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum.
- 7.1.3 Year 7–12 students – a pass level or “C” grade or better for the majority of core subjects.

### 7.2 English proficiency requirements

- 7.2.1 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*.
- 7.2.2 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.
- 7.2.3 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:

Acceptable Test	Minimum Test Result	For entry to Year
NLLIA (ESL) Bandscales	Bandscales Levels 2 and 3: Elementary ESL Proficiency	10
NLLIA (ESL) Bandscales	Bandscales Levels 4 and 5: Intermediate ESL Proficiency	11
NLLIA (ESL) Bandscales	Bandscales Level 6: Advanced ESL Proficiency	12

- 7.2.4 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.
- 7.2.5 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.

### 7.3 Statement regarding course credit

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 school transfers, either within the state or from interstate.

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

## 8. Refund Policy

- 8.1 The College refunds course monies in accordance with requirements under Commonwealth and State Legislation.
- 8.2 Information on the College's refund policy is provided to students prior to enrolment and is part of the written agreement between the student and the College.
- 8.3 This information is provided to students prior to enrolment via email, on the website and/or in printed hard copy.
- 8.4 All applications for a full or part refund of course money should be made in writing to the Business Manager by the person who has a signed agreement with the College. The Business Manager should receive the refund application within 14 days of either the student's failure to start the course or withdrawal from the course.
- 8.5 Payment of any refund due will be made within 4 weeks of receiving the written application for refund.
- 8.6 If a refund is due, but no written application is received within 2 months of the agreed starting date or withdrawal date of the student, a cheque for the amount owing in AUD will be sent to the person who had a signed agreement with the College, at the last known address.
- 8.7 If there are exceptional circumstances for a student's failure to start a course, or withdrawal from a course, a written explanation of the circumstances should be made to the Business Manager. The Business Manager may approve a greater amount of refund than defined below in some cases. Each individual case will be decided on merit.
- 8.8 Unless there are approved exceptional circumstances, course money paid to the College will be refunded in the following manner.
- 8.8.1 In all cases, if there is a balance owing from an 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.
- 8.8.2 If a student does not start a course on the agreed date.
- (i) If 4 weeks' notice of cancellation has been received:
- any transaction fees associated with transfer of funds will be deducted;
  - 100% of the tuition and homestay fees will be refunded;
  - 100% of all other fees or payments will be refunded; and
  - application and enrolment fees (if applicable) will not be refunded.
- (ii) If less than 4 weeks' notice of cancellation has been received:
- no tuition fees will be refunded;
  - 100% of the homestay fees will be refunded;
  - 100% of all other fees or payments will be refunded;
  - advance payment of uniform and textbook costs will be refunded; and
  - application and enrolment Fees (if applicable) will not be refunded;



- 8.8.3 If a student withdraws from a course before the completion date:
- no refund of the current semester's tuition or homestay fees will be made;
  - tuition and homestay fees paid in advance of the current semester will only be refunded if one term's notice has been given, otherwise 4 weeks' fees will be deducted from the amount in balance for tuition and homestay fees in lieu of notice;
  - advance payments for tuition and homestay will be refunded on a pro rata basis; and
  - application and enrolment fees will not be refunded.
- 8.9 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 8.8.3 above applies.
- 8.10 If for any reason the College is unable to offer a course, a full refund of fees paid will be made within 14 days of the agreed starting day.
- 8.11 If for any reason the College is unable to continue offering a course after the student has commenced, a full refund of fees paid, including for the portion of the course already taught, will be made with 14 days of the day the course ceased to be delivered.
- 8.12 All refunds will be paid directly, and only to the person with whom the College has a written agreement, unless written advice to do otherwise is received from this person. The refund will be paid in Australian dollars. Fees and charges will not be refunded through an agency.
- 8.13 Provider default is covered by the provisions of the *ESOS Act 2000* and the *ESOS Regulations 2001*.
- 8.14 Under the *National Code*, a person holding a written agreement with the College should be aware that the College's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- 8.15 This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- 8.16 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. Deferment, Suspension and Cancellation

### 9.1 Deferment of commencement of study requested by student

- 9.1.1 The College will only grant a deferment of commencement of studies for compassionate and compelling circumstances.
- 9.1.2 The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
- 9.1.3 Deferment will be recorded on PRISMS depending on the students CoE status.

### 9.2 Suspension of study requested by student

- 9.2.1 Once the student has commenced the course, the College will only grant a suspension of study for compassionate and compelling circumstances.
- 9.2.2 Suspension will be recorded on PRISMS.
- 9.2.3 The period of suspension will not be included in attendance calculations.
- 9.2.4 The final decision for assessing and granting a suspension of studies lies with Principal.

### 9.3 Assessing requests for deferment or suspension of studies

9.3.1 Applications will be assessed on merit by the Principal.

9.3.2 All applications for deferment or suspension will be considered with 14 working days.

### 9.4 Exclusion from class (1 to 28 days)

9.4.1 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 College's Behaviour Management Policy.

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

9.4.3 Exclusions from class will not be recorded on PRISMS.

9.4.4 Periods of exclusion from class will not be included in attendance calculations.

### 9.5 College initiated suspension of studies (28 days+)

9.5.1 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 College's Behaviour Management Policy.

9.5.2 Suspended students must abide by the conditions of 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.

9.5.3 Students who have been suspended for more than 28 days may need to contact DIAC.

9.5.4 Suspensions will be recorded on PRISMS.

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

### 9.6 Cancellation of enrolment

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

- a) failure to pay course fees;
- b) failure to maintain approved welfare and accommodation arrangements (visa conditions);
- c) any behaviour identified as resulting in cancellation the College's Behaviour Management Policy.

9.6.2 The College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC which will result in automatic cancellation.

### 9.7 Complaints and appeals

9.7.1 Student requested deferment and suspension are not subject to the complaints and appeals policy.

9.7.2 Exclusion from class is subject to the complaints and appeals policy.

9.7.3 College initiated suspension, where the suspension is to be recorded in PRISMS and cancellation are subject to the complaints and appeals policy.

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

- 9.7.5 If students access the complaints and appeals process regarding a College initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- 9.7.6 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.
- 9.7.7 The final decision for evaluating extenuating circumstances lies with the Principal.

## 9.8 Student advice

- 9.8.1 Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration for advice.

## 10. Transfers

- 10.1 International students are restricted from transferring from a principle course of study for a period of 6 months. This restriction also applies to any course/s packaged with the principal course of study.
- 10.2 Students can apply for a letter of release to enable them to transfer to another education provider. However, if a student is under 18 years of age, conditions apply.
  - 10.2.1 Students under 18 years of age MUST also have:
    - a) written evidence that the student's parent/legal guardian supports the transfer;
    - b) 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
    - c) evidence that the student is always in DIAC approved welfare and accommodation arrangements.
- 10.3 In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.
- 10.4 Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Citizenship office as soon as possible to discuss any implications. Contact 131 881 or email [student.centre@immi.gov.au](mailto:student.centre@immi.gov.au) or find contact details on the website <http://www.immi.gov.au/contacts/australia/index.htm>.
- 10.5 The letter of release, under Queensland legislation, must provide information about the student and demonstrated commitment to studies during the course, had a good attendance record for the course and paid all fees for the course.
- 10.6 The College will not accept enrolment of a student from another school if that student does not have a 'Letter of Release' confirming the student has demonstrated commitment to studies, has a good attendance record and has paid all required fees.
- 10.7 All applications for transfer will be considered within 15 working days and the applicant notified of the decision in writing.
- 10.8 Students whose request for transfer has been refused may appeal the decision in accordance with the complaints and appeals policy.

## 11. Complaints and Appeals

- 11.1 The purpose of the complaints and appeals policy is to provide a student or parent/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- 11.2 The internal complaints and appeals processes are conciliatory and non-legal.
- 11.3 Grievances brought by a student against another student will be dealt with under the College's Behaviour Management Policy.
- 11.4 In the event of a complaint, dispute or grievance, students should first try to solve problems through the College's internal dispute resolution processes.

### 11.5 Students should follow the following process

- 11.5.1 The student should contact the appropriate staff member for an appointment to discuss the issue (see Appendix D). Appointments are made within 48 hours of the request;
- 11.5.2 Written notes of the discussion will be kept for the student's record;
- 11.5.3 If there is no resolution, the student should make an appointment to discuss the issue with the appropriate Head of School:
  - a) Head of Primary School (Pre Kindy to Year 6); and/or
  - b) Head of Secondary School (Year 7 to Year 12).

Appointments are made within 48 hours of the request. The student should take a written statement outlining any issues or concerns to this meeting. The staff member will refer to previous notes from the student's record;

- 11.5.4 If there is still no resolution, the Student should make an appointment to discuss the issue with the Principal. Appointments are made within 48 hours of the request; and
- 11.5.5 The student should discuss the problem with the Principal. If there is a resolution, details will be noted on the student's record. If there is no resolution, the student will be made aware of other steps available to him/her and his/her rights under legislation in the State of Queensland and the Commonwealth of Australia.

### 11.6 Students should also be aware that:

- 11.6.1 The student may nominate a support person to accompany at any stage of the dispute resolution process;
- 11.6.2 If it is not possible to resolve the dispute internally, via the process above, the College will arrange for independent mediation to resolve the dispute. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on the 13<sup>th</sup> Floor, Central Courts Building, 170 North Quay, Qld. 4000. Contact details are: Tel. +61 7 3239 6269; Fax. +61 7 3239 6284. Students outside Brisbane may use the Toll Free number 1800 017 288. At present there is no fee for use of this service, but this may change;
- 11.6.3 Nothing in the College's Dispute Resolution Policy negates the right of any international student to take action under Australia's consumer protection laws in the case of financial disputes;
- 11.6.4 Nothing in the College's Dispute Resolution Policy negates the right of any international student to pursue other legal remedies; and

- 11.6.5 If a student is concerned about the actions of the College they may approach the State Registration Authority for CRICOS. In Queensland this is the Department of Education, Training and the Arts (DETA). The Director-General of DETA has the power to suspend or cancel the College's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the College should be addressed to The Manager, CRICOS Registration, Office of Non-State Education, Queensland Department of Education, PO Box 15033. City East, Qld 4002. Complaints must be made in writing.

## 12. Arrangements for Unaccompanied Children

### 12.1 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 Citizenship (DIAC), 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.
- 12.2 If a student is not able to live with a parent, a person who has custody of them, or a relative meeting DIAC 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.
- 12.3 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.
- 12.4 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.

## 13. Course Progress and Attendance

### 13.1 Course progress

- 13.1.1 The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- 13.1.2 The course progress of all primary students will be assessed at the end of each semester of enrolment. The course progress of secondary students will be assessed at the end of each term of enrolment.
- 13.1.3 Students who have begun part way through a semester will be assessed after one full period of attendance.
- 13.1.4 To demonstrate satisfactory course progress, students will need to achieve competency in a majority of units in any study period.
- 13.1.5 If a student does not achieve competency as outlined above the relevant Head of School will meet with the student to develop an intervention strategy for academic improvement. This may include:

- a) additional supervised study periods;
- b) tutorial assistance; and
- c) other intervention strategies as deemed necessary.

- 13.1.6 A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- 13.1.7 The student's individual strategy for academic improvement will be monitored over the following semester by the relevant Head of School and records of student response to the strategy will be kept.
- 13.1.8 If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, the College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and the student has 20 working days in which to access the College's internal complaints and appeals process.
- 13.1.9 The College will notify DEEWR via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
- a) the student does not access the complaints and appeals process within 20 days; or
  - b) withdraws from the complaints and appeals process; or
  - c) the complaints and appeals process results in favour of the College.

### 13.2 Completion within expected duration of study (course progression)

- 13.2.1 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.
- 13.2.2 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 the course within the expected duration of the course.
- 13.2.3 The College will only extend the duration of the student's study where the student will not complete the course within the expected duration due to:
- a) compassionate or compelling circumstances;
  - b) student participation in an intervention strategy as outlined above; and
  - c) an approved deferment or suspension of study has been granted.
- 13.2.4 Where the College decides to extend the duration of the student's study, the College will report via PRISMS and/or issue a new CoE if required.

### 13.3 Course attendance

- 13.3.1 Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- 13.3.2 Student attendance is:
- a) checked and recorded daily;
  - b) assessed regularly; and
  - c) recorded and calculated over each semester.
- 13.3.3 Late arrival at school will be recorded and will be included in attendance calculations.
- 13.3.4 All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Head of School.
- 13.3.5 Any absences longer than 5 consecutive days without approval will be investigated.

- 13.3.6 Student attendance will be monitored to assess student attendance.
- 13.3.7 Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester.
- 13.3.8 Any period of exclusion from class will not be included in student attendance calculations.
- 13.3.9 Students at risk of breaching the College's attendance requirements will be counselled and offered any necessary support when they have absences totalling 25 hours during any semester.
- 13.3.10 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 the student has 20 working days in which to access the College's internal complaints and appeals process except in the circumstances outlined above.
- 13.3.11 The College will notify DEEWR via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - a) the student does not access the complaints and appeals process within 20 days;
  - b) withdraws from the complaints and appeals process;
  - c) the complaints and appeals process results in a decision for the College.
- 13.3.12 Students will not be reported for failing to meet the 80% threshold where:
  - a) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate; and
  - b) has not fallen below 70% attendance.
- 13.3.13 If a student is assessed as having nearly reached the threshold for 70% attendance, the relevant Head of School will assess whether a suspension of studies is in the interests of the student.
- 13.3.14 If the student does not obtain a suspension of studies and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined above.

## 14. Staff Capabilities, Educational Resources and Premises

- 14.1 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 14 of Part D the *National Code*.
- 14.2 The Leadership Team is responsible for recruiting staff, including recruiting of staff working with International students and is aware of obligations under Standard 6 and 14 Part D the *National Code*.
- 14.3 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 14 of the *National Code*.
- 14.4 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.

- 14.5 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).

## 15. Other Policies

- 15.1 The College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
- 15.2 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.
- 15.3 The College also has a Workplace Health and Safety policy to assist in the prevention and management of incidents at the College.
- 15.4 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.
- 15.5 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.

## 16. Definitions and Acronyms

### 16.1 Definitions

- 16.1.1 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 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.
- 16.1.2 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.
- 16.1.3 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.
- 16.1.4 School day – any day for which the College has scheduled course contact hours.
- 16.1.5 Working day – any day other than a Saturday, Sunday or public holiday during term time.



## 16.2 Acronyms

- 16.2.1 CRICOS – Commonwealth Register of Institutions and Courses for International Students
- 16.2.2 DEEWR – Department of Education Employment and Workplace Relations
- 16.2.3 DIAC – Department of Immigration and Citizenship
- 16.2.4 CoE – Confirmation of Enrolment
- 16.2.5 FFPOS – Full Fee Paying International Student
- 16.2.6 ISQ Independent Schools Queensland
- 16.2.7 NC – the *National Code*
- 16.2.8 PRISMS – Provider Registration and International Student Management System

## 17. International Student Orientation Program

- 17.1 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:
- 17.2 Additionally, the College provides the following as required under Standard 6 of the *National Code*.
- 17.3 The Heads of Schools are responsible for ensuring International students undertake the orientation program.
- 17.4 A checklist for orientation is at Appendix C in this document.

## 18. Staff Orientation/Induction to ESOS Framework

- 18.1 It is a requirement under the *National Code* that the College ensures that staff members who interact directly with FFPOS are aware of the obligations under the ESOS framework and the potential implications for students arising from the exercise of the obligations.
- 18.2 Relevant information about the obligations under the ESOS framework is provided to appropriate staff members in the following way:

<i>To</i>	<i>By</i>	<i>How</i>	<i>When</i>
Leadership Team	Principal	Weekly Meetings	Term 1
Administrative / Marketing Staff	Leadership Team	Weekly Meetings	Term 1
Enrolment & Marketing Staff	Leadership Team	Weekly Meetings	Term 1
Mainstream Teaching Staff / ESL Support Staff	Heads of Schools	Monthly All Staff Meetings	Term 3
Counselling and Student Support Staff	Heads of Schools	Monthly All Staff Meetings	Term 3

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

# 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](http://www.suncoastcc.qld.edu.au).

### 1. 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.

### 2. 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.

### 3. 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 is 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.

### 4. Recruitment

Recruitment of students will be conducted at all times 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.

### 5. Refunds

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

(Refer Section 8 Polices & Conditions for Enrolment of International Students)

### 6. 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 Polices & Conditions for Enrolment of International Students)

**7. 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*.

**8. 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.

**9. 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](http://www.suncoastcc.qld.edu.au).

**10. 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.

**11. 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.

# INFORMATION FOR INTERNATIONAL STUDENTS

## Appendix B - Information & Policies

### 1. 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.

### 2. 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.

### 3. 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 \$303 AUD.

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

#### **4. 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 section 8 Policies & Conditions for Enrolment of International Students.

#### **5. 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.

#### **6. 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.

#### **7. Complaints and Appeals Policy**

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

#### **8. Transfer to and from Other Education Institutions**

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

#### **9. 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.

## 10. 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 860 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](mailto:jappo@suncoastcc.qld.edu.au)  
Website: [www.suncoastcc.qld.edu.au](http://www.suncoastcc.qld.edu.au)

## Appendix C- STUDENT ORIENTATION PLAN FOR NEW INTERNATIONAL STUDENTS

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 (section 8 – Policies & Conditions for Enrolment of International Student) 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.

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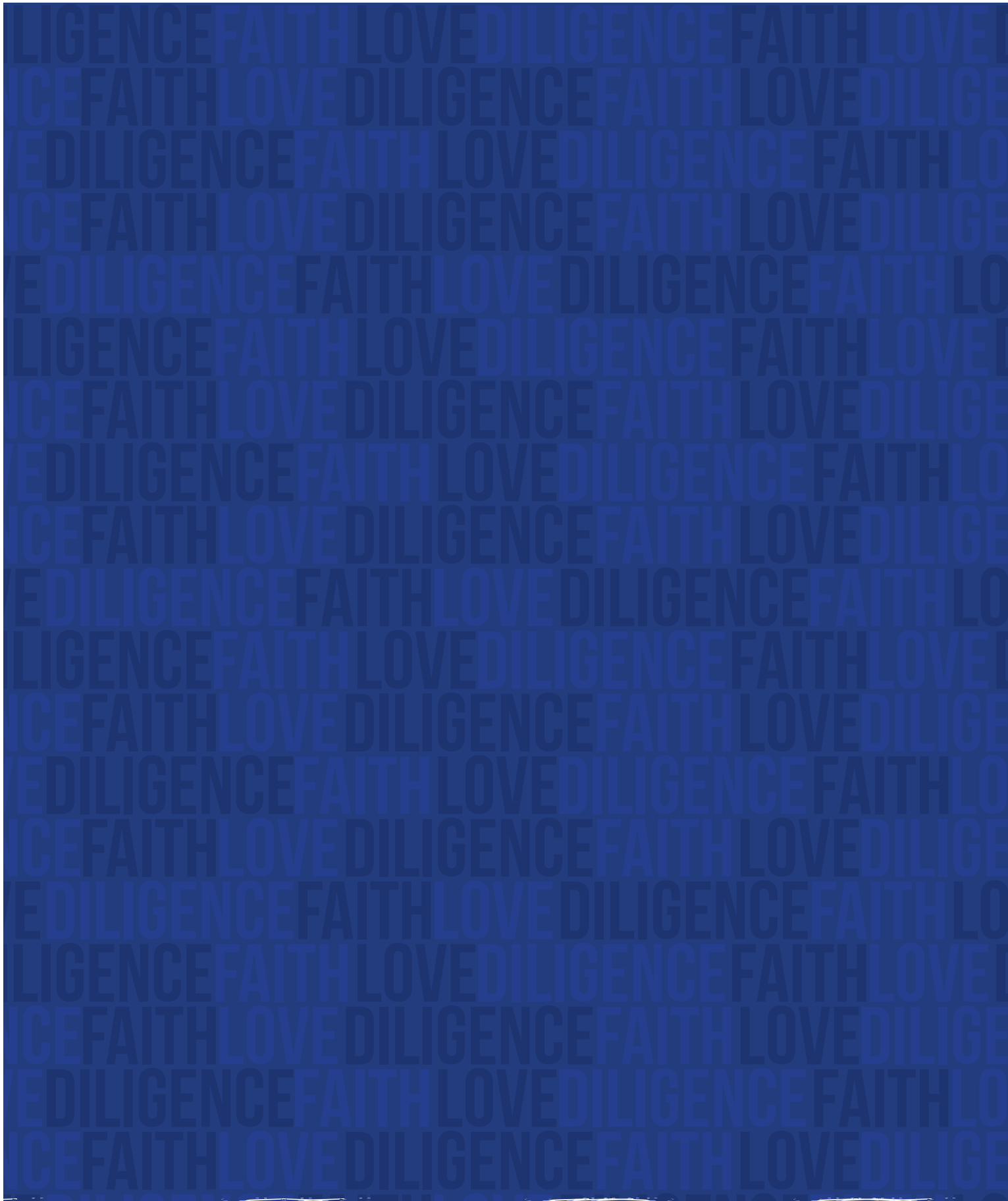
I, \_\_\_\_\_ (student name), have completed the above orientation plan and have received relevant information regarding the course and subjects including attendance and assessment requirements and the Policies & Conditions for Enrolment of International Students document. I understand the Refund Policy 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><b>Appropriate Year Level Coordinator for Secondary Years:</b></p> <p>Year 7 – Mr Daniel Prinsloo                      Year 8 – Mr Felix Sibarani                      Year 9 – Mr Lourens Warricker                      Year 10 – Mr Dirk Lategan                      Year 11 – Mrs Natasha Tomlins                      Year 12 – Mrs Roslyn Styles</p> <p>Contact Secondary Reception on 5451 3628 during College hours 8:30am to 3:00pm</p> <p><b>Pre-Kindy to Year 3</b></p> <p>Deputy Head of Primary – Mrs Marion Trotter</p> <p><b>Year 4 to Year 6</b></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 –                      Mr Garth Reid</p> <p>Contact Administration Reception on 5451 3600 during College hours 8:00am to 4:00pm.</p>	<p>Enrolment Officer –                      Mrs Janelle Appo</p> <p>Contact Administration Reception on 5451 3600 during College hours 8:00am to 4:00pm.</p>





**SUNCOAST**  
CHRISTIAN COLLEGE



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

T. 07 5451 3600  
F. 07 5442 2212

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

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