



St Scholastica's College

International Student Policies and Procedures Handbook



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This handbook covers Policies and Procedures for international students.

International students are defined as those who are the primary visa holder of a 500-subclass visa not on a student exchange program.

Additional information on policies and procedures can also be found in the International Student Handbook located on our website.

College Philosophy

Mission Statement

The College is a Catholic school in the Good Samaritan tradition which recognises and respects the dignity and individuality of each person within this multicultural community.

At the College we strive to develop each girl's capabilities through a variety of quality learning experiences by emphasising the positive abilities of each girl, by promoting her individuality and providing educational challenge and freedom to learn.

We have an integrated curriculum which provides a broad education to challenge the creativity, initiative, and ability of each student. Individual excellence is encouraged and rewarded.

The spirit and traditions of Good Samaritan education calls for:

- a readiness to respond creatively to the needs of contemporary society
- support of families, especially those in need
- a willingness to respond to possibilities
- a willingness to be involved in marginal areas.

Practically, through the Good Samaritan tradition, we have a pastoral concern for each other and our students, we recognise and value our differences, we share a reverence for the earth and regard its resources as the loving gifts of the Father and realise John Bede Polding's aims concerning the education of women.

Our motto is **PAX**, which means *peace*. Peace is not merely the absence of war or quarrels, but rather an attitude toward ourselves, others and life. It is a gift to be found within the Gospel message. As with all gifts, it must be taken up and shared. The College crest features a dove in flight. This signifies the students' sharing of their gifts. The band signifies the community of love and the word **PAX** expresses both the process of growing and a hope for the future.

Teaching and Learning Framework

The following teaching and learning framework points form the basis of learning at St Scholastica's College:

- Effective pedagogy
- Engagement and collaboration
- High quality assessment and feedback
- Data informed practice
- Wellbeing and personal growth
- A high quality learning environment
- A culture that reflects a love of learning

International Student Policies and Procedures

Introduction

St Scholastica's College Glebe (the College) is a school of Good Samaritan Education established in 1847 in the Benedictine tradition. The policies of the College give expression to its values and ethos and/or reflect the legal requirements of the College registered and accredited by the NSW Education Standards Authority (NESA) and CRICOS. The College will recruit students in an ethical and responsible manner and will provide information transparently that enables students, families and legal guardians to make informed decisions about studying with us, prior to enrolment. This includes English language requirements and the College's Refunds, Cancellation and Default Policy as outlined on our website. Families looking to enrol their child at the College can access information regarding how to apply online and the prerequisite requirements on our website.

The Education Services for Overseas Students Framework

St Scholastica's College bound by the provisions of the Education Services for international students (ESOS) Act 2000 and the National Code 2018. The College offers a high-quality education experience to international students by providing a fair and accessible system that supports international students. St Scholastica's College acknowledges and values the contribution of international students who come to Australia from all over the world to study, live and work. The social and economic benefits of international education to individuals, institutions and the wider community, both in Australia and abroad, are well documented.

An Overview of The ESOS Legislative Framework

The Education Services for International students Act 2000 (ESOS Act) and related legislation are designed to protect the interests of international students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

The ESOS legislative framework is complemented by the Migration Act 1958 (Migration Act) and Migration Regulations 1994 (Migration Regulations), the Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act), the National Vocational Education and Training Regulator Act 2011 (NVETR Act), and state and territory legislation relevant to the education and training of international students.

Marketing Information and Practices

It is the College's policy that when seeking to enter into written agreements with international students or intending international students, we are completely honest and accurate in our communications and do not provide any false or misleading information on:

- Its associations with any other providers, persons or organisations the College has arrangements with for the delivery of the course in which the student intends to enrol or may apply to enrol
- any work-based training a student is required to undertake as part of the course
- any prerequisites – including English language proficiency – for entry to the course
- any information relevant to the College, its courses or outcomes associated with those courses.

The College will not:

- claim to commit to secure for the student, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the College
- guarantee a successful education assessment outcome for the student or intending student.

The College ensures that we abide by the provisions of the Australian Consumer Law.

Procedures for the Recruitment of International Students

Assessment of Enrolment Application

The College will consider applications from students wishing to enrol subject to compliance with requirements and conditions set by the College, and with legislative requirements of the State of NSW and the Commonwealth of Australia. This includes any requirements to learn English to meet the English language proficiency standard needed to enter classes.

Applications for enrolment must be made by completing the application form. This should be correctly completed, and be accompanied by the following documents to support the application:

- Last two years school reports (translated into English)
- Birth certificate
- Passport
- Results of AEAS test or EAL/D report
- Official examination certificates (translated into English).
- Any certificates or awards indicating an applicant's extra-curricular activities (preferred but not essential).
- Details of any special educational or medical conditions that may affect academic and social progress.
- Payment of non-refundable application fee.

An application for enrolment can only be processed when all the above has been submitted. Following submission, the Enrolment Officer will review the application. If the application meets the College's academic and English requirements the student and family will be invited to an online (*Zoom*) interview. Applications from international students are dealt with on their merits and at the discretion of the College.

The parent/agent is required to read and confirm understanding of the information provided in the application for enrolment, and to declare that they have completed this when filling in the application. They are also required to declare that the information provided is true and correct. This forms part of the written agreement between the parties.

English Language Proficiency

All international students are required to reach Intermediate Level (equivalent to IELTS 4.5) for Years 7-10, or Upper Intermediate Level (Equivalent to IELTS 5.5) for Years 11-12 to commence Study at College. All students are interviewed by the EAL/D Teacher before commencing at the College, to confirm their English proficiency.

Students who have not reached the required level by the planned commencement date will be advised to further their English language studies (for a maximum of 52 weeks of the ELICOS Course). After this time, failure to meet these conditions will result in automatic cancellation of the enrolment. If the level is reached, new COE and CAAW are created in PRISMS by the Enrolment Officer.

When the student first attends the College, Head of Boarding and EAL/D Teacher will provide an Orientation Program for the student, and access to the International Student Handbook on the College Portal, which details compliance requirements and College expectations for the students. The welfare start date on the CAAW letter cannot exceed 7 days prior to the commencement for the course. The Enrolment Officer will communicate with the ELICOS language centre to make sure there is no gap for the welfare date.

Procedures of selecting and approving the partnership of ELICOS language centre

Students who are not meeting the English language requirements at the time of application will need to apply for an intensive English language program, i.e. High School Preparation Program (HSP), to improve their English proficiency. HSP Program is delivered as part of an English language centre whose operation is focused on preparing students from another country to study within the Australian Schools system.

The procedures for selecting and approving the partnership with the ELICOS language centre are as follows:

1. the HSP course and its language centre must be CRICOS registered;
2. the HSP course and its language centre must be checked and approved by NEAS (National ELT Accreditation Scheme);
3. the HSP course and its operation of this course must support the under 18 (younger students);
4. welfare and accommodation arrangements as stated in the National Code 2018;
5. the course program and assessments must be discussed and agreed with the ESL teacher;
6. reference checks to take place at the final stage of the approving process;
7. a formal articulation agreement needs to be signed by both education providers indicating the length and scope of the cooperation.

Boarding School

All international students are required to reside in the Boarding School for the duration of their schooling at St Scholastica's College, during term time. This will also be reflected in the invoice.

Successful applications

If sufficient enrolment criteria have been achieved, the student and family are invited to an online (*Zoom*) interview with the Head of Boarding and EAL/D Teacher. Notes of the enrolment interview are kept and uploaded onto the international student management file. The student and family are notified by email of the outcome of the decision. The Enrolments Officer will check PRISMS to ensure that the student does not have an existing CoE prior to offering them enrolment.

Unsuccessful applications

Students whose applications do not show a sufficient level of English, school grades, or enrolment in preceding school years will not be offered a place at the College and the family will be advised accordingly.

Receiving an offer of enrolment

Parents/legal guardians, after being interviewed by the Head of Boarding and EAL/D Teacher, will be provided with a letter of offer and Enrolment Formalisation Letter that includes the following requirements for an international student's acceptance into a course:

1. minimum level of English language proficiency
2. Conditions of Enrolment, course delivery
3. current course fees and other charges
4. payment of course fees and refunds
5. complaints and appeals process
6. welfare and accommodation requirements
7. nomination of a local guardian

Upon receipt of a Written Agreement, and other documentation such as a signed local guardian form, a new student entry in PRISMS is created as well as a CoE and CAAW. This will be sent by email to the student's parent/legal guardian for their visa application.

All changes to student enrolments /courses will be provided in writing to students and a signed acceptance from the parent is to be kept on international student management file. Changes will be notified through PRISMS and may require an amended CoE. Tuition fees as stated on the invoice are due at least four weeks before commencing. College's fees are in Australian Dollars and include 10% GST where applicable. Tuition fees must be paid in full at the start of each year. The receipt of details will be attached to the Confirmation of Enrolment and kept on the international student management file.

Guardian Arrangements for Students Under 18 Years of Age

A person who may be appointed as a 'local' guardian has no legal authority over the student and cannot sign anything or be responsible for that student like a parent would be (unless the parent has authorised this). A local guardian who is not the student's legal guardian (i.e., not an adoptive parent, someone

appointed by a court as the carer, etc.) cannot sign a written agreement or other documentation on behalf of an international student or their parent/legal guardian (unless there is authorisation for this).

St Scholastica's is committed to the pastoral care of adolescents who are away from home. International students under 18 years of age must have a guardian approved by the College. The guardian's role is to supervise students, liaise with the school and report to parents on their daughter's progress and any matters of concern. The Guardian must reside in Sydney for the length of the student's course and must be able to speak and understand English. The local or legal guardian accepts responsibility for the student while student attending Scholastica's College and during school holidays.

Health Insurance

The Department of Immigration and Border Protection (DIABP) requires all holders of Student Visas to have International Student Health Cover (OSHC) during the time they are studying in Australia plus an additional 3 months longer than the visa. International Student must obtain health insurance cover with a private health insurance provider, as she will not be covered by Australia's national healthcare program.

International Students Refunds, Cancellations and Defaults

College Policy

The College Formalisation of Enrolment letter provides information about refunds to international students. The terms and conditions for refunds as described in the College's formalisation of enrolment are fair and reasonable. The College's enrolment formalisation sets out the refund obligations that apply if an international student defaults in relation to a course at the College and meets the requirements set out in the National Code.

The College provides a refund to international students in accordance with the provisions of the ESOS Act 2000 and the ESOS (Calculation of Refund) Specification Act 2014 in the following circumstances:

- international student default
 - due to visa refusal
 - where there is no written agreement in place
 - where the written agreement is not compliant
- The College default, if the international student has not accepted any alternative course offered by the College.

Any other refunds to international students will be provided in accordance with the College formalisation of enrolment including that the College will withhold two term's fees and refund any additional unspent tuition and/or non-tuition fees.

Refunds paid under this policy, are paid to the signatory on the agreement. Refunds will be made in Australian dollars.

Procedures

Application for a Refund

1. An applicant must submit a completed Refund Application Form to the Enrolment Officer within 4 weeks of the end of the student's enrolment with the College. Supporting documentation must be submitted with the Refund Application Form.
2. Enrolment Officer will acknowledge receipt of the application for a refund.
3. The College may request further documentation to support the application for a refund.
4. Enrolment Officer will review the application and supporting documentation.

Deciding About a Refund

5. Enrolment Officer will confirm the specific circumstances that apply to the application and categorise the reason for the refund – student default, provider default, another circumstance for refund.
6. Enrolment Officer will recommend to the Business Manager whether the refund should be paid under the legislative requirements, this policy or the formalisation of enrolment and/or how much money should be refunded.
7. If the international student is entitled to a refund under the ESOS Act, Business Manager will determine the amount of the refund using the ESOS (Calculation of Refund) Specification Act 2014 (refund specification). See the Commonwealth's [*Explanatory Guidance on the Education Services for International students \(Calculation of Refund\) Specification 2014*](#) for further guidance on the calculation of refunds.
8. The Business Manager makes decisions about refunds. All decisions will be made in line with the ESOS Act, this policy, the formalisation of enrolment and the individual circumstances of any application.
9. Enrolment Officer will inform the international student of the PEO's decision in writing.
10. If the decision is to provide a refund, Accounts Officer will organise the money to be paid to the person who has signed the formalisation of enrolment with the College.
11. If a refund will be paid because of provider default, Enrolment Officer will implement actions noted at item 17-25.

Finalising a Refund

12. Enrolment officer will ensure that refunds due to provider default are completed within 14 days receiving a completed Refund Application Form.
13. Enrolment Officer will ensure that refunds due to student default or another reason are finalised within 4 weeks after receiving the completed [Refund Application Form].
14. If the College refuses the application for a refund, the international student will be provided with the College Complaints and appeals policy and procedures.
15. If the international student does not access the complaints and appeals process within 20 days, Enrolment officer will send a letter to the international student confirming the decision and finalising the matter.
16. Enrolment Officer will maintain all records relating to refunds, in each international student's file.

Notifications – Provider Default by The College

17. Enrolment Officer will make a default notification in PRISMS within 3 business days of the default. The notification will include all required information in the format required by PRISMS.
18. Enrolment Officer will notify affected international students in writing within 3 business days of the default.

Obligations – Provider Default by The College

19. The College will discharge its obligations to international students within 14 days after the default day (the provider obligation period).
20. The College will have discharged its obligations to international students if both of the following apply:
 - The College arranges for international students to be offered a place in a course in accordance with point 22 below; and
 - the international student accepts the offer in writing; or
 - The College provides a refund in accordance with the refund specification.
21. The College may arrange for international students to be offered a place in an alternative course at the College's expense.
22. If international students don't accept an offer of a place in an alternative course, or a place in an alternative course isn't identified, The College will refund an amount in accordance with the refund specification.
23. Enrolment Officer will ensure all offers of placement and acceptance will be in writing and records will be kept on the student's file.

Notification of Outcome of Discharge of Obligations – Provider Default by The College

24. The College must give a notice to the DHA and the TPS Director via PRISMS within 7 days after the end of the provider obligation period (i.e. within 21 days after the default).
25. Enrolment Officer will enter the notice in PRISMS in the required form and containing the required information.

What Is A Refund?

A refund is when money that has been paid to the College for enrolment in a course is returned to the person who signed the international student formalisation of enrolment with the College.

Who Can Apply For A Refund?

The person who signed the international student formalisation of enrolment can apply for a refund from the College.

How Can I Apply For A Refund if I Need One?

An application for a refund form must be completed. The form can be downloaded from the College Website. The form must be completed in full and returned to Enrolment Officer or It can be returned via

email to enrolments@scholastica.nsw.edu.au. When an application for a refund is submitted, the applicant will receive an email acknowledging receipt.

What Are The Reasons That I Can Apply For And Receive a Refund?

1. If the College defaults. A 'provider default' is when:
 - The College failed to start delivering the course for the student at College on the agreed starting day; or
 - The College was prevented from providing a course at the College because a sanction has been imposed on it under Part 6 of the ESOS Act; or
 - the course ceased to be provided to the student by the College at any time after it started but before it is completed (except in the case of suspension or cancellation of enrolment)
2. The College defaults, and offers me another course, but I don't accept it.
3. If I don't start my course at the College because my visa is refused.
4. If I start my course at the College, but then my visa is cancelled or refused.
5. I withdraw from my course at the College.
6. I transfer to a different school provider.

What Are The Reasons I Can Apply For a Refund, But I Might Not be Given One?

1. If my visa is refused or cancelled because I breach the visa conditions.
2. If my visa is refused or cancelled because I don't pay the College the required fees.
3. If I misbehave and act against the College policies and my behaviour results in the suspension or cancellation of my enrolment.

How Is A Refund Amount Calculated?

The minimum amount to be calculated for specific situations is determined by law in the ESOS (Calculation of Refund) Specification Act 2014 the College cannot pay any less than the amount used in this calculation in specific situations.

The College might choose to pay more than the minimum amount in some circumstances for compassionate or compelling reasons. The Business Manager will make this decision based on an application for a refund.

What Payments Will Or Won't Be Refunded?

Tuition fee refunds are based on the Education Services for International students (Calculation of Refund) Specification 2014. The College may calculate refunds for other non-tuition fees such as application, administration or co-curricular fees differently and will consider administrative costs and un-spent fees in calculating refunds.

The College will also consider refunding amounts paid for:

- unspent excursion fees,
- unspent co-curricular
- equipment hire or uniform fees etc.

The College will not refund:

- application fees
- administration fees
- accommodation placement fees
- airport transfer costs etc.

How Long Does a Refund Take?

If the refund is because of the College default the refund will be paid within 14 days on return of receiving a completed Refund Application Form.

If the refund is because of student visa refusal, because a student has withdrawn from course or because of another reason, refunds will be finalised within 4 weeks of the College receiving a completed Refund Application Form.

International Students Education Agents

College Policy

St Scholastica's College may receive a student enrolment application from an Education Agent on behalf of the parent. As the Education Agent has not as yet been engaged by the College to formally recruit students on the College's behalf, such an agent would fall outside the scope of the ESOS National Code Standard 4 until such time as the College formalises an agency agreement with the Education Agent.

A list of Education Agents with whom the College has a formal written agreement are listed on the College website. Agent agreements are reviewed December of each calendar year and should an Education Agent have been compliant in following the procedures and regulatory requirements of the ESOS Act, agreements are rolled over into the new calendar year. Should an Education Agent have failed to comply, a warning letter will be issued at that point in time and a decision made as to whether the agreement will be rolled into the new calendar year.

The College retains the right to terminate an agreement at any time should the Education Agent be found or suspected of engaging in dishonest practices. Should the College not wish to renew the agent agreement, the Education Agent's details will be deleted from the website. Before an agent agreement is signed, the background and experience of the agent will be thoroughly investigated.

Enrolment Officer enter and maintain education agent details in international student management file and International Student Management System (PRISMS).

Written agreement between the agent and the College procedures

- The College will enter into a written agreement with each education agent it engages for formal representation.
- Risk and Compliance Officer will review the NESA Guidelines annually, to ensure written agreements with education agents are compliant.
- Enrolment Officer will review all written agreements annually for currency and will maintain written agreements in each education agent's file at the school.
- Written agreements will outline:
 - the roles and responsibilities of the College and the education agent and specifically state that the College is always responsible for compliance with the ESOS Act and the National Code
 - the requirements referred to in section 3.7.3 of the Guidelines and as may be updated from time to time by the NSW Education Standards Authority.
 - processes for monitoring education agents and ensuring international students are given accurate and up-to-date information
 - that corrective action will be taken if the education agent or a subcontractor has not complied with the written agreement
 - grounds for the termination of the written agreement , including that if the education agent, an employee or subcontractor, is engaging in false or misleading recruitment practices the agreement will be terminated.
 - the circumstances under which information about the education agent may be disclosed by the College and the Commonwealth Government or state government
 - the circumstances when an international student will not be accepted from the education agent.
- The College will require its education agents to:
 - declare in writing and take reasonable steps to avoid conflicts of interests with its duties
 - observe appropriate levels of confidentiality and transparency in dealings with international students
 - act honestly, in good faith, and in the best interests of international students
 - have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.
- Enrolment Officer is responsible for sending a written agreement to a prospective education agent and for making sure the returned written agreement is signed and dated.

- The College will not accept international students from education agents unless a compliant written agreement is in place.

PRISMS and school website publishing of education agent details

- Enrolment Officer will maintain each education agent's details in PRISMS and maintain up-to-date details on the college website.
- Enrolment Officer will update PRISMS and the school website when a written agreement has ceased or been terminated with an education agent.

Procedures for monitoring the activities of education agents

- Enrolment Officer will monitor education agents every year by writing an assessment report about the agent's adherence to College's expectations. The report will be reviewed by the Principal who will decide about ongoing agreements with education agents.
- The basis for the assessment report will be: [a selection of one or more of the below methods]
 - reviewing the information given to international students by the education agent for currency
 - information and documentation collected from the education agent/s
 - meetings with the education agent/s
 - phone calls with the education agent/s
 - video conferencing with the education agent/s
- Records of the monitoring assessment report will be stored in the education agent's file by Enrolment Officer.

When international students will not be accepted from an education agent

- The College will not accept international students from an education agent if it knows or reasonably suspects the education agent to be:
 - providing migration advice, unless that education agent is authorised to do so under the Migration Act
 - engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit an international student where this clearly conflicts with the obligations of registered providers under National Code Standard 7
 - facilitating the enrolment of an international student who the education agent believes will not comply with their visa conditions
 - using PRISMS to create CoEs on behalf of the College for other than bona fide international students.

Corrective or preventative action

- If the College becomes aware, or has any reason to believe, that the education agent or an employee or subcontractor of the education agent has not complied with responsibilities under its written agreement with the College and/or the obligations set out at point 5 under the Written agreement with each education agent section above, the College will take immediate corrective action.
- The Principal will decide if corrective action is required.
- If corrective action is required, the Principal or a delegate will contact the education agent via phone, written communication or another appropriate method.
- Corrective action could include, but is not limited to:
 - providing education agent and/or subcontractor with additional information
 - targeted training for the education agent and/or subcontractor
 - targeted training about expectations of the education agent and/or sub-contractor
 - insert other corrective action developed by the school provider.
- Enrolment Officer will monitor the education agent through phone calls, video conference calls or other forms, to ensure corrective action results in compliance with its written agreement with the College and/or the obligations set out at point 5 under the Written agreement with each education agent section above.
- Enrolment Officer will write an assessment report for the Principal about the outcome of corrective action.

- Records of compliance issues and corrective action will be stored in the education agent's file at the school by Enrolment Officer.

Termination of agreement with education agent

- If the College believes that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, the agreement will be terminated.
- If the education agent breaches any part of the written agreement it will be terminated.
- Enrolment Officer will send written communication to the education agent, identifying the reasons and the date of termination of the agreement. Or if relevant, request that the education agent immediately terminate its relationship with the employee or subcontractor.
- If the education agent is requested to terminate its relationship with an employee or subcontractor, the education agent must provide proof that this has occurred. It is at the PEO's discretion to accept the proof. If proof is not provided or not accepted the agreement will be terminated.
- Records of correspondence in relation to education agent's will be stored in the education agent's file by Enrolment Officer.

Younger International Students

College Policy

The College meets legislative and other regulatory requirements relating to child welfare and protection in relation to international students aged under 18. The College provides students with emergency contact information and information about how to report actual or alleged abuse.

The College only accepts enrolments from international students living in Boarding House facilities. The College may accept enrolments from international students not living with a parent or relative approved by the Australian Government Department of Home Affairs and will accept welfare responsibility for these students.

If the College has accepted welfare responsibility for an international student by issuing a Confirmation of Appropriate Accommodation and Welfare (CAAW) for the student, The College will ensure the arrangements are suitable and appropriately managed until the international student completes their enrolment or reaches the end date of the Confirmation of Enrolment (CoE).

Procedures

Enrolling students who are under 18 years of age

1. Head of Boarding and Teacher EALD will ensure international students under 18 years of age are given age-and-culturally-appropriate information during the orientation. The orientation will include:
 - who to contact in emergency situations, including contact numbers of a nominated staff member and/or other service providers
 - how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.
2. Enrolment Officer provides in the pre-enrolment information:
 - the policy and process for approving the accommodation, support and general welfare arrangements for younger international students to prospective international students
 - accommodation options available.

Contact details of international student and parent/legal guardian

1. Every semester during an international student's enrolment, Enrolment Officer will contact the parent/legal guardian for up-to-date contact details, including:
 - the international student's current residential address, mobile number (if any) and email address (if any)
 - contact details of the international student's parent/legal guardian or any adult responsible for international student's welfare
 - who to contact in emergency situations.
2. Enrolment Officer will enter updated details into the compass and PRISMS.
3. Enrolment Officer will maintain a record of all correspondence in each international student's file.

Accommodation options for international students under 18 years of age

1. The College only accepts International students:
 - who reside in the Boarding House facilities at St Scholastica's College **and/or**
 - whose welfare is approved by the College and who live with selected Homestay providers and/or Host families.

In the unusual circumstance that a student is required to stay with a local guardian the Enrolment Officer organise Homestay to visit the home of the local guardian to ensure accommodation is acceptable prior to the student commencing at the College. Enrolment officer maintains a records of Homestay or Host families in the international student management file.

Concerns about or disruption to accommodation and/or welfare for international students

1. If the College enrolls an international student under 18 years of age who has welfare arrangements approved by another CRICOS school provider, as the receiving provider Enrolment Officer will implement the *International Student Transfer Policy and Procedures*.
2. The College's Critical Incidents Policy and Procedures for International Students, includes the processes for managing emergency situations for international students and/or when welfare arrangements are disrupted for international students under 18 years of age.
3. If a concern arises about the accommodation or welfare of an international student under 18 years of age, other policies and procedures will apply such as:
 - Child Safeguarding Policy and Procedures
 - Critical Incident Policy and Guideline
 - Critical Incidents Policy and Procedures for International students
 - Student Duty of Care Program
 - other relevant policies and procedures.
4. If staff are unable to contact a student and have concerns for the student's welfare, Head of Boarding will make all reasonable efforts to locate the international student, including by phone and email. Head of Boarding will notify the police and any other relevant government agencies as soon as practicable. All other relevant policies including Critical Incidents Policy and procedures for International students will be implemented.
5. Enrolment Officer will maintain all records related to the incident in the student's file.

Working with Children Checks (WWCC)

1. Where the College has accepted welfare responsibility for an international student by issuing a CAAW, the College requires every adult involved in or providing the accommodation and welfare arrangements for the international student to have a current NSW WWCC clearance. This is in accordance with the NSW Child Protection (Working with Children) Act 2012. Adults living in the same accommodation as the international student are considered to be involved in the accommodation and welfare arrangements.
2. The College verifies the WWCC clearances of all adults involved in or providing approved accommodation and welfare arrangements to an international student who is under 18 years of age.
3. Before accommodation is approved, Human Resources Manager verifies the WWCC clearance for all adults involved in the accommodation via the NSW Office of the Children's Guardian website.
4. The outcome of the verification process is stored on the WWCC register by Human Resources Manager.
5. WWCC expiration dates are monitored by Human Resources Manager.
6. If an adult involved in or providing accommodation does not have a valid WWCC, the College will not approve the accommodation.
7. If it is discovered that an adult involved in approved accommodation for an international student does not have a valid WWCC the College will no longer approve the accommodation and the College concerns about or and disruption to accommodation and/or welfare for international procedures will be implemented.

The College approved welfare and accommodation: verification and monitoring

1. The College will verify that the international student's accommodation is appropriate to the student's age and needs:
 - prior to the international student entering the accommodation
 - at least every 6 months thereafter.
2. Head of Boarding or Maintenance Manager conduct an inspection of the Boarding school by visiting and completing the checklist. The report will be filed in the Boarding school and stored by Head of Boarding.
3. Enrolment Officer may request other documentation or use other methods as needed during the accommodation verification process.
4. The Principal will use documentation provided by Enrolment Officer including WWCC clearance verifications, accommodation report to decide if accommodation is approved.
5. The Principal's decision is final.

6. If there is an approved change in accommodation, Enrolment Officer will update the international student's accommodation details in PRISMS and a new CAAW will be generated. A new approval period will be included in the CAAW.
7. Enrolment Officer will provide the student with the new CAAW and will maintain a copy in the international student's file.
8. After each international student's accommodation has been approved, Head of Boarding will monitor the accommodation at least every 6 months. Monitoring may take the form of:
 - a meeting with the international student
 - phone call to adult/s involved in providing accommodation
 - a visit to the accommodation
 - other methods identified to be suitable.
9. If a concern arises, other policies such as Child Safeguarding or Critical Incident will be implemented as appropriate.
10. Head of Boarding and Enrolment Officer is responsible for maintaining all records related to accommodation details, verification and approval, and ongoing monitoring in each international student's file.

The College approved welfare and accommodation: selecting, screening and monitoring third parties.

1. The selection and approval of a third party to provide accommodation will be assessed by the Principal. The Principal's decision is final.
2. Enrolment Officer will maintain a written agreement/contract with any approved third party.
3. Enrolment Officer will maintain all communication with any approved third party.
4. Enrolment Officer will maintain a list of approved third parties in international student file and review the written agreements/contracts and the approved third party list at least annually.
5. During the selection and screening process, third parties must provide requested documentation including but not limited to the below documents:
 - ASIC or ABN information
 - marketing information and other material used by the third party
 - references from past clients
 - WWCC clearances for adults involved in providing accommodation. The College will conduct its own verification processes (see steps above re: Working With Children Checks)
 - medical care arrangements
 - documentation that shows buildings comply with relevant legislation
 - security of the building
 - current information about all residents in the accommodation/household
6. At any point, the College may request the third party to provide updated or additional documentation.
7. Enrolment Officer may also request physical visits, including visits to an official place of business, meetings with representatives, or visits to typical accommodation facilities.
8. Before an international student enters third party accommodation, the third party must provide:
 - the accommodation verification accommodation report to demonstrate the accommodation is appropriate to the international student's age and needs
 - current WWCC clearances for any adults involved in or providing accommodation and welfare arrangements to international students.
9. Human Resources will ensure Working With Children Check clearances have been verified. (see steps above re: Working With Children Checks)
10. A copy of the CAAW letter identifying the verified accommodation will be stored in the international student's file by Enrolment Officer.
11. A third party accommodation provider must issue Enrolment Officer with a 6-monthly report on the accommodation of each student.
12. Head of Boarding also conducts monitoring by regular verbal confirmation with international students regarding their third-party accommodation.
13. Records of selecting, screening and monitoring of third parties will be stored in international student management file by Enrolment Officer.

Concerns about or disruptions to approved accommodation and welfare arrangements

1. If the College is no longer able to approve welfare/accommodation arrangements, Enrolment Officer will make every effort to contact the international student's parents/legal guardians immediately.
2. Contact will be by phone, email, registered post and any other form of communication usually used with that family. Enrolment Officer will maintain records of correspondence in the international student's file.
3. Enrolment Officer will contact the Department of Home Affairs (Immigration) within 24 hours in the form required by that department if the College is unable to approve the international student's welfare arrangements. Records of contact with Immigration will be stored in the student's file by Enrolment Officer.
4. If The College suspends or cancels the enrolment of an international student, and a CAAW has been issued, the CAAW arrangements remain in place until any of the following apply:
 - the international student has alternative welfare arrangements approved by another registered provider
 - care of the international student by a parent or nominated relative is approved by Immigration
 - the international student leaves Australia
 - Enrolment Officer has notified Immigration under National Code Standard 5.3.6 that the College is no longer able to approve the international student's welfare arrangements or under National Code Standard 5.5 that it has taken the required action after not being able to contact the international student.
5. Enrolment Officer will advise Immigration in the form required by that department as soon as practicable if the international student will be cared for by a parent or nominated relative approved by Immigration and CAAW is no longer required.
6. Enrolment Officer will maintain all records of contact with Immigration which will be stored in the international student's file.

International Students Support

St Scholastica's College assist international students to adjust to study and life in Australia and have appropriate orientation programs that help international students to access the information and services they require.

Orientation session with the Head of Boarding

- Prior to commencing study at St Scholastica's College, the Head of Boarding meets with individual or small groups of new students as part of the orientation program. During this session, students are introduced to:
 - Support available to students to assist and help them adjust to study and life in Australia
 - Boarding in Schols Handbook
 - English language and study assistance programs that exist at the College
 - Relevant personnel at the College who will assist with wellbeing and academic challenges that students may face as an international student
 - Emergency contact points at the College and after hours
 - Safety precautions that students can take to ensure their physical and emotional wellbeing after school hours (including catching public transport, homestay curfews, emergency procedures)
 - The ways students can report critical incidents and how they can access support
 - Access to relevant emergency, health and legal services
 - St Scholastica's College's facilities and resources
 - Complaints and appeals processes
 - Requirements for course attendance and progress
 - Support services available to assists students with general or personal circumstances that are adversely affecting their study in Australia
 - Services students can access for information on employment rights and conditions, and how to resolve workplace issues
 - Student code of conduct and expectations regarding attendance, coursework, uniform and behaviour
 - Processes and procedures to ensure students are safe and also fulfilling their visa obligations
 - General operational information including: IT set up, Student ID cards, lockers, understanding the timetable, locating building and facilities
- At the end of the session, student have an opportunity to ask questions or clarify information
- During the orientation session, the new international student(s) saves emergency contact numbers into their phones. These numbers include: The Head of Boarding (24-hour emergency contact) and the Deputy head of Boarding and Boarding Supervisor.

School Tour

New international students are taken on a tour of the College by the EAL/D Teacher as part of the orientation program to ensure they are aware of how to access support services at the College. Key facilities include:

- Student Services (sign in/out; medical; ID cards)
- Library (Career Advisor's office; academic support through after school tutoring; study spaces)
- IT Services (Laptop set up; email; Portal; software; online textbooks)
- Wellbeing Office (Head of Year and Counsellor)
- Canteen
- Uniform shop
- Enrolment Office
- Classrooms (building names)
- Toilets/ change rooms

These key 'points-of-contact' areas are accessible to the students throughout the school day. The personnel have up-to-date details of support services and direct where they can access appropriate assistance.

During the tour, students are introduced to the key personnel responsible in these areas. Students meet their Head of Year who provides them with a locker for their personal belongings.

Buddy System

Students are introduced to a local and/or international student buddy who is either in their Pastoral Care (PC) class or in a majority of their timetabled classes.

Buddies are carefully selected by the Head of Year and/or Head of Boarding. The buddy is responsible for welcoming the new international student and assisting them in locating classrooms and introducing them to other classmates.

The buddy also instructed by the Head of Year and/or Head of Boarding to help students access support services if required.

Wellbeing Networks Established

- The Enrolment Officer emails teachers about the commencement of new international students to ensure they are welcome and nurtured in their learning environments
- Communication networks are established between the Head of Boarding, Assistant Principal Pastoral Care and Wellbeing, Head of Year, classroom teachers and parents/legal guardians
- Guardians are the first point of contact for international students under 18 and homestay parents if there is a wellbeing, health or safety concern.
- The Guardian communicates concerns to both the Head of Boarding and Head of Year who will respond to the specific needs of the student. Students are referred to appropriate support services, whether academic or wellbeing.
- Pastoral issues of concern are addressed in a timely manner by the Assistant Principal Pastoral Care and Wellbeing or Head of Year and support systems are established for individual international students, specific to their needs. Issues and support plans are documented by the Head of Year and kept in the student's file in the Compass.
- Students who may require further wellbeing support may be referred to the College Counsellor or suitable support services outside the College including medical professionals. The guardian accompanies under 18 international students, to attend medical appointments.
- Students requiring academic support will be referred to the one of the following:
 - Assistant Principal Learning
 - Head of Department
 - Classroom teacher
 - After School tutoring in the library (at no expense to the student)
 - Teacher Librarian EAL/D support teacher
- International students under 18, will access the appropriate academic support with the support of their guardian.

Ongoing Wellbeing and Support

- Within the first week of commencement, the Head of Boarding 'checks in' with the new international student to ensure she is settling into life at the College.
- The international student's guardian will make regular contact with the student ensure the ongoing support of each international student enrolled at the College.
- Classroom and Pastoral Care teachers are aware of the procedure of informing the Head of Boarding if there is an academic or wellbeing concern for an international student.
- Students receive regular information via the College Portal and emails to inform them about College activities, tutoring support and upcoming events that enhance their experience of studying in Australia and support their learning.

Academic Programs that support International Students

St Scholastica's College offers academic support services to enable international students to achieve expected learning outcomes, at no additional cost to the student.

This support includes:

- EAL/D classes are offered in Years 10-12 with an EAL/D qualified

- teacher
- EAL/D support classes are provided and timetabled for international students in Years 10-12 (4-5 periods a cycle) this focuses on the skills necessary for students to achieve course outcomes across the curriculum
- EAL/D support classes do not exceed 20 students to ensure personalised support and interactive style learning
- EAL/D support can also be arranged at lunch break, during study periods or after school. Students can access this support via email or by visiting the EAL/D Teacher
- Modified classwork and assessments tasks are provided across the curriculum in Years 7-10 to ensure learning outcomes can be successfully achieved
- Courses that are appropriate to an international cohort is offered in Years 11-12. These subjects include EAL/D, Chinese and Literature
- After school tutoring. On Monday- Thursday a graduated St Scholastica's Student (international and local) offers free tutoring in the library
- The Duke of Ed Reading Program. Volunteer students work with the Learning Support Reading Program. Teachers can recommend students to attend these sessions to improve their reading comprehension skills
- Research and referencing assistance is offered through the Library. Students can access the Teacher Librarian at lunch breaks, after school or through the EAL/D support classes
- St Scholastica's College provides learning booths in the library for students who are undertaking an Open High (NSW School of Languages) course in Years 11-12. This space provides access to a telephone for communication with external educators
- Study areas are provided in the library and in the Campus to support collaborate learning or silent study

Critical Incidents International Students

College Policy

The College's Critical Incident Policy and Procedures refers to the management and response procedures for critical incidents that apply to all students who attend the College. The College also manages critical incidents that could affect the international student's ability to undertake or complete a course.

This policy should be read in conjunction with the suite of policies and procedure documents produced by the College and updated from time to time, as they apply to the totality of the experience of an international student for the duration of their enrolment at the College.

Procedure

The National Code defines a critical incident for an international student as a "traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury". This does not include academic misconduct. Critical incidents could include, but are not limited to:

- managing emergency situations
- welfare arrangements disrupted for students under 18 years of age
- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- issues such as domestic violence, physical, sexual or other abuse, and
- other non-life-threatening events
- incidents that may cause physical or psychological harm.

In the event of a critical incident, the College's Critical Incident Policy and Procedures will be implemented. A critical incident response plan will be generated. The College recognises that a critical incident could affect an international student's ability to undertake or complete a course in the expected duration nominated on their Confirmation of Enrolment (CoE). This will be considered if a critical incident response plan is developed for a student. Other policies and procedures that may be relevant in the event of a critical incident, include:

- Child Safeguarding Policies
- Student Duty of Care
- Evacuation and Lockdown

In the event of a disruption to approved accommodation and welfare arrangements for international students the relevant policies and procedures for accommodation and/or welfare arrangements will be implemented. The Principal, or the Head of Boarding, will make all contact as specified in the critical incident response plan. This may include:

- contact with the international student, the Host family, the manager of Homestay accommodation or other individuals overseeing accommodation. Contact details are in the international student's file.
- Police: 000
- Department of Home Affairs
- the international student's parent/legal guardian. Emergency contact details are in the international student's file.

The College will maintain records of any critical incident and remedial action taken for an international student for at least 2 years after the international student ceases to be enrolled at the College.

Enrolment Officer will maintain records of critical incidents and remedial action in the student's file and make an amendment to an international student's CoE or other information reported in PRISMS as soon as practicable or within the required timeframe if a critical incident response requires reportable action.

International Student Transfers

College Policy

The College will not knowingly enrol an international student wishing to transfer from another registered provider's course until after the first 6 months of their first school course, except in certain circumstances noted in the procedures below. The College will consider requests from an international student seeking to transfer to another school as required by the National Code Standard 7. The processing of applications to transfer to another school provider will be at no cost to the international student and parent/legal guardian.

Procedure

Transferring into the College within the first 6 months at another school (receiving provider)

1. If an international student requests a transfer into the College in the first 6 months of their first school course at another school, the transfer request must be made in writing using "International Student Application for Transfer of Studies Form" that is available in our website and must be submitted to Enrolment Officer.

Additional documentation that must be submitted with the form includes:

- application for enrolment for an international student
 - all requirements from the Recruitment of International students Procedures
 - written confirmation the international student's parent/legal guardian supports the transfer if the international student is under 18
 - documentation supporting/outlining grounds for transfer.
2. If the international student is within the first 6 months of their first school course at another school, Enrolment Officer will only consider an application for enrolment if any of the following apply:
 - the releasing school provider, or the course in which the international student is enrolled, has ceased to be registered
 - the releasing school provider has had a sanction imposed on its registration by the ESOS agency that prevents the international student from continuing the course at that registered provider
 - any government sponsor of the international student considers the change to be in the international student's best interests and has provided written support for the change
 - the releasing school provider has agreed to the international student's release and recorded the date of effect and reason for release in PRISMS.
 3. Enrolment Officer may request additional information to assess the request, including but not limited to:
 - documentation from the current school provider
 - phoning or meeting with a representative of the current school provider
 - using PRISMS/VEVO to search for the international student's study details and history
 - contacting the DHA
 - other methods as necessary.
 4. The Principal will make a decision about the transfer request within 2 weeks from the date received.
 5. Enrolment Officer will inform the applicant of the result of the application in writing.
 6. The Principal may make a conditional offer of enrolment.
 7. Enrolment Officer will provide the international student with all required pre-enrolment material with any conditional offer made. A conditional offer will include that the releasing provider approve the transfer request and release the student in PRISMS. Other conditions may be included.
 8. If a conditional offer of enrolment is made, the written communication will:
 - confirm that the College will accept responsibility for approving welfare and accommodation
 - inform the international student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect
 - note the date of the transfer.
 9. Enrolment Officer will confirm in PRISMS the international student's transfer has been approved by the releasing provider. If it has been approved in PRISMS, Enrolment Officer will:
 - negotiate the date of transfer of welfare and accommodation with the releasing provider

- create a CoE in PRISMS and follow procedures in the Younger International students Policy and Procedures to create a CAAW
- communicate in writing to the international student and parent/legal guardian that:
 - the condition of enrolment has been met and the enrolment will proceed or that the offer remains conditional
 - provide the international student and parent/legal guardian with the new CoE and CAAW
 - inform the international student of their visa obligation to maintain their current welfare arrangements until the transfer date or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.

Transferring out of the College within the first 6 months (releasing provider)

1. If an international student requests a transfer from the College in the first 6 months of the first course, the transfer request must be made in writing using International Student Application for Transfer of Studies Form and must be submitted to Enrolment Officer.

Additional documentation required to be submitted with the transfer request includes:

- an offer of enrolment from a receiving a school provider
 - written confirmation the parent/legal guardian supports the transfer if the international student is under 18
 - if the student has been issued a CAAW by the College, written confirmation that the receiving school provider will issue a CAAW, noting the date on which this will take effect
 - documentation supporting/outlining grounds for transfer.
2. The College will approve the transfer request of an international student in first 6 months of study of the first course if one or more of the following apply:
 - The College, or the course in which the international student is enrolled, has ceased to be registered
 - The College has had a sanction imposed on its registration by the ESOS agency that prevents the international student from continuing their course
 - any government sponsor of the international student considers the change to be in the international student's best interests and has provided written support for the change
 - The College has agreed that compelling or compassionate circumstances exist including but not limited to:
 - serious illness or injury
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the international student's studies
 - involvement in, or witnessing of a serious accident
 - witnessing or being the victim of a serious crime, and this has impacted on the international student (these cases should be supported by police or psychologists' reports)
 - failure to offer a pre-requisite unit, or the international student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
 - failure to deliver the course as outlined in the written agreement
 - there is evidence that the international student's reasonable expectations about their current course are not being met
 - there is evidence that the international student was misled and the course is therefore unsuitable to their needs and/or study objectives
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the international student
 - other reasons as determined by the school provider
 3. The circumstances in which a transfer request will be refused may include, but are not limited to:
 - supporting documentation not submitted or application incomplete
 - none of the grounds for a transfer apply

- identify any other reason/s for which the school provider will refuse a transfer.
- When assessing the transfer request, Enrolment Officer may request additional information including but not limited to:
 - requesting documentation from the proposed new school provider
 - phoning and/or meeting with the proposed new school provider
 - using PRISMS/VEVO to search for the student and study history
 - contacting the DHA
 - other methods as necessary.
- 4. Enrolment Officer will communicate an intention to refuse a transfer request in writing. The communication will identify the reason/s for the intention to refuse and will advise the international student of the right to access the College's *Complaints and Appeals Process* within 20 working days.
- 5. The Principal will decide transfer requests within 2 weeks from the date of receipt.
- 6. Enrolment Officer will inform the international student and parent/legal guardian of the result of the request in writing.
- 7. Approved requests are at no cost to the international student and parent/legal guardian and written communication will include:
 - that the international student must contact Immigration to seek advice on whether a new student visa is required
 - the transfer date.
- 8. Enrolment officer will finalise the transfer request in PRISMS.
 - If the outcome of the transfer request is approval, finalisation in PRISMS will occur as soon as is practicable.
 - If the outcome of the transfer request is refusal, this finalisation will only occur once:
 - a complaint or appeal finds in favour of The College **OR**
 - a complaint and appeal has not been made within 20 working days **OR**
 - the student withdraws from the complaints and appeals process.
- 9. If the transfer request is approved, Enrolment Officer will consult the *Refunds, cancellations and defaults policy* to determine if a refund is required.

Transferring into the College after the first 6 months of study

1. If an international student requests a transfer into the College after the first 6 months of their first course at another school, the transfer must be made in writing. A written request to transfer must be submitted to Enrolment Officer. An interview will need to take place before a letter of offer from the School can be given. An interview does not guarantee that the student will be offered a place at the College.

Additional documentation that must be submitted with the form includes:

- application for enrolment for an international student
 - all requirements from the *Recruitment of International students Procedures*
 - written confirmation the international student's parent/legal guardian supports the transfer if the international student is under 18.
2. Enrolment Officer will check PRISMS to confirm the international student has completed 6 months of study in their first school course.
 3. The Principal will review the transfer request and decide whether to make an offer of enrolment.
 4. The international student and parent/legal guardian will be informed of the result of the application in writing by Enrolment Officer within 48 hours of receipt of the application.
 5. If the application for enrolment and transfer request is approved written communication will:
 - provide the international student with all required pre-enrolment material
 - provide an offer of enrolment (which may be a conditional offer subject to welfare arrangements being finalised)
 - confirm that the College will accept responsibility for approving welfare and accommodation if the student requires a CAAW
 - inform the international student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect
 - note the date of the transfer.

6. Following receipt of the acceptance of the offer of enrolment from the international student and parent/legal guardian Enrolment Officer will:
 - negotiate the date of transfer of welfare and accommodation with the international student's current school provider
 - create a CoE in PRISMS and follow procedures in the *Younger International students Policy and Procedures* to create a CAAW and provide a copy to the international student and parent/legal guardian
 - communicate in writing to the international student and parent/legal guardian:
 - confirmation that enrolment will proceed or that the offer still remains conditional
 - that the international student's visa obligations require them to maintain their current welfare arrangements until the transfer date or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect remain.

Transferring out of the College after the first 6 months

1. If an international student plans to transfer from the College to another school provider after the first 6 months of their first school course with the College, documentation must be provided to Enrolment Officer regarding the transfer of enrolment.

Documentation includes:

- cancellation/transfer of enrolment form
 - offer of enrolment from the new school provider
 - written confirmation the parent/legal guardian supports the transfer if the international student is under 18
 - written confirmation that the receiving school provider will accept responsibility for approval of the student's accommodation, support and general welfare, noting the date on which this will occur if a CAAW is required.
2. The Enrolment Officer will review the documentation to ensure the College has all information to complete PRISMS reporting requirements.
 3. The international student and their parent/legal guardian will be issued a letter by Enrolment Officer informing them that:
 - all required documentation has been submitted
 - that the international student must contact Immigration to seek advice on whether a new student visa is required
 - the transfer date.
 4. Enrolment Officer will record the transfer in PRISMS. Enrolment Officer will confirm and complete any other reporting requirements such as cancellation of CAAW.
 5. Enrolment Officer will consult the *Refunds, cancellation and defaults policy* for refund eligibility and required actions.
 6. If all required documentation is not submitted, Enrolment Officer will consult other relevant policies and procedures. Additional reporting in PRISMS and/or contact with the parent/legal guardian may be required.

Staff informed of policy and procedures

Risk and Compliance Officer will make the *international student transfers policy and procedures* available to staff at during staff induction and students in during international student orientation.

Records maintained

Enrolment Officer will maintain the following records in the international student's file:

- request for transfer to another registered school provider
- written approval from a parent/legal guardian for the transfer if the student is under 18
- decision of the transfer request if the request is made in the first 6 months of the first school course
- communication of the outcome of the request to the international student and parent/legal guardian if the student is under 18
- change to the international student's enrolment in PRISMS.

International Student Visa Requirements

– Monitoring Attendance and Course Progress

College Policy

Attendance and course progress definitions

The College supports international students to complete their course within the required duration and to fulfil their visa requirements for course progress and attendance.

The College monitors international students course progress and attendance rates.

Students are informed if they are at risk of not meeting the requirements for course progress or attendance. The College will implement interventions to support students who have been identified as 'at risk' of not meeting requirements, always attempting to support them to improve their course progress and attendance rates.

If required, the College will report international students for not meeting attendance or course progress visa requirements.

Attendance requirement – international students must maintain a rate of at least 80% attendance as a visa requirement. A rate of less than 80% will be reported to the Australian Government for breach of visa conditions through PRISMS unless there are compelling or compassionate circumstances. Any international student whose attendance rate drops to 70% or less will be reported to the Australian Government for breach of visa conditions.

Course progress requirement – at the College a student must meet achievement of 65% in each key learning area, or an overall achievement of 50% across all subjects studied. Students who do not meet the course progress requirement will be reported to the Australian Government for breach of visa conditions through PRISMS.

Modes of delivery

The College does not use online learning as a format for course delivery, but from time to time may implement aspects of online learning to benefit learning outcomes for international students. If online learning is required, it will not disadvantage international students.

The College does not provide online or distance learning to enrolled students.

Duration of study

The expected duration of study specified in an international student's Conformation of Enrolment (CoE) will not exceed the CRICOS registered duration of a course.

Procedure

Communication of visa requirements for course progress and attendance to international students

Enrolment Officer provides international students with information about visa requirements for course progress and attendance before they commence their course via orientation day and International Student Handbook.

Monitoring course attendance

1. Daily attendance for each student is recorded in the daily attendance register for Schols (see *Student Attendance Policy and Procedures* for processes).
2. If an international student is absent for 5 consecutive days or more without prior approval Head of Year and Assistant Principal Pastoral Care and Wellbeing will be notified by Compass alert.
3. Attendance rates are determined each term during the formal reporting period and the attendance rate is available via Compass.
4. International student attendance rates are reviewed by the Head of Year, by reviewing attendance data in Compass.
5. An international student is defined as 'at risk' of not meeting attendance requirements if their attendance rate is 85% or less in one term.

Triggering interventions

1. If Head of Year identifies that an international student is at 'at risk', that is, their attendance rate is 85% in one term, the *Interventions to improve course progress and attendance* will apply.
2. If an international student is absent for 5 consecutive days or more without prior approval Head of Year will contact the international student and parent/legal guardian. This absence will immediately trigger a meeting to implement an attendance intervention plan.

Monitoring of satisfactory course progress

International student's course progress will be monitored and assessed by Assistant Principal Learning every semester. International student course progress will be monitored by one or more of the following methods:

- Reviewing academic reports
- Communication with and feedback from the international student's teachers and Head of Department
- Reviewing assessment results
- Reviewing homework and class work
- Other methods as determined by the Assistant Principal Learning

Assistant Principal Learning will identify if an international student is 'at risk' of not meeting satisfactory course progress requirements as defined in this policy. See section for *Interventions to improve course progress and attendance*.

Interventions to improve course progress and attendance

1. If an international student is identified as being 'at risk' of not meeting course progress and/or attendance requirements Head of Boarding will contact the parents/legal guardian and the international student to arrange a meeting.
2. If required, an interpreter will be available at the meeting.
3. Other relevant people may also be invited to the meeting such as any local guardian or other key adult to support the student and/or relevant school support services staff, school counsellor and Head of Department may be included.
4. At the meeting, Assistant Principal Learning will coordinate the development of an intervention plan with relevant staff, the student and their parent/legal guardian, including a timeframe for review and assessment, to support the international student.
5. A record of the meeting and a copy of the intervention plan will be stored in the international student's file by Enrolment Officer. The student and their parent/legal guardian will be provided a copy. It will be translated if required.
6. Assistant Principal Learning and Head of Department will monitor implementation of the intervention plan.
7. If the student's attendance/course progress improves, Assistant Principal Learning and Head of Department will determine next steps. Any continuing intervention will be recorded, communicated to the parent/legal guardian (including translation if required) and records will be stored in the international student's file by Enrolment Officer.
8. If there is no or minimal improvement Assistant Principal Learning will determine if the international student remains 'at risk' of not achieving satisfactory course progress and/or attendance requirements.
9. A second intervention plan may be implemented. Parents/legal guardians will be provided all communication (including translation if required) and all records placed in the international student's file by Enrolment Officer.
10. Assistant Principal Learning will determine if the intervention plan is still required, OR if the student is determined as not meeting satisfactory course progress/attendance requirements. Timeframes for this decision will vary according to the individual intervention plan.
11. If Assistant Principal Learning has determined that the student has not met course progress/attendance requirements the procedures for *Reporting unsatisfactory course progress or unsatisfactory course attendance* will be implemented.

Intervention strategies

1. The College implements a range of attendance monitoring and improvement strategies to increase engagement in school and learning.
2. Strategies included in an intervention plan to improve attendance/course progress may include:
 - participation in tuition activities
 - homework club
 - English language support
 - planning for homework and assessment tasks
 - study skills support
 - developing organisational and time management skills
 - counselling
 - mentoring
 - other strategies negotiated with the student.
3. The College will implement policies and procedures for attendance (developed in compliance with the *NSW Registered and Accredited Individual Non-government Schools Manual*) for all international students as students enrolled in the school.

Reporting unsatisfactory course progress or unsatisfactory course attendance

1. Enrolment Officer is responsible for reporting international students for unsatisfactory course progress and/or unsatisfactory course attendance in PRISMS.
2. Assistant Principal Learning will provide written notice to a student and their parent/legal guardian of an intention to report unsatisfactory progress and/or attendance in PRISMS **before** making a report and only **after** the above *Interventions to improve course progress and attendance* procedures have been implemented.
3. The written notice will include:
 - a statement that the College intends to report the international student for unsatisfactory course progress and/or unsatisfactory course attendance
 - the reasons for the intention to report
 - advice that the international student and the parent/legal guardian can access the College's complaints and appeals process, in accordance with National Code Standard 10, within 20 working days.
4. If required, communications to the parent/legal guardian will be translated.
5. A record of the written notice will be filed in the international student's file by Enrolment Officer.
6. Enrolment Officer will only make the report unsatisfactory course progress and/or attendance in PRISMS if:
 - any internal and external complaints process is complete, and the decision or recommendation supports the College or
 - the international student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
 - the international student withdraws from the internal or external appeals processes by notifying Enrolment Officer in writing.
7. If the above conditions (point 6) have been met, Enrolment Officer will make the unsatisfactory course progress/attendance report in PRISMS.

Compassionate or compelling circumstances

1. If a student has an attendance rate of at least 70%, and compassionate or compelling circumstances exist, the College may decide not to report an international student for breaching the visa attendance requirement.
2. The Principal will make the decision about whether circumstances are compassionate and compelling for the College not to report the student.
3. The Principal may require documentation when deciding if a circumstance is compassionate or compelling.
4. Compassionate or compelling circumstances could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the international student was unable to attend classes

- bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the international student's studies; or
 - a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the international student (these cases should be supported by police or psychologists' reports)
5. The Principal decision is final.
 6. Records related to reporting attendance rates will be maintained in the international student's file by Enrolment Officer.

Course duration

1. Enrolment Officer reviews all CoEs during Term 1 each calendar year to confirm alignment of CoE end date and expected completion of course date for students.
2. Enrolment Officer completes reviews by checking CoE dates in PRISMS.
3. International students will be issued CoE dates that align with the usual length of time appropriate to the usual duration of the course for a domestic student undertaking the same course/credential at the College. For example, for the award of the Record of School Achievement, 4 years/ for the Higher School Certificate, 2 years school.

Allowable extensions of course duration

1. The College will not extend the duration of the international student's enrolment if a student is unable to complete the course within the expected duration, unless:
 - there are compassionate or compelling circumstances, as assessed by Principal based on demonstrable evidence, or
 - Assistant Principal Learning has implemented, or is in the process of implementing, an intervention strategy for the international student because the international student is 'at risk' of not meeting course progress requirements, or
 - an approved deferral or suspension of the international student's enrolment has occurred under National Code Standard 9 (Deferring, suspending or cancelling the international student's enrolment).
2. If the College extends the duration of an international student's enrolment, Enrolment Officer will advise the international student and parent/legal guardian in writing. The written notice will include a statement that the student and parent/legal guardian should contact Immigration to seek advice on any impact on the student's visa, including the possible need to obtain a new visa.
3. All correspondence will be provided in English and translated if required. A copy of correspondence will be stored in the international student's file by Enrolment Officer.

Deferring, Suspending or Cancelling Enrolment

College Policy

The College manages the enrolment of international students appropriately and provides all necessary information about enrolments to the relevant government department by maintaining information in the Provider Registration and International Student Management System (PRISMS) database.

Definitions

1. Deferral – to delay the international student’s commencement date for a course, initiated by the student through a request to the College prior to commencement of study on the grounds of compassionate or compelling circumstances.
2. Suspension – temporary suspension of study of an international student and putting their enrolment on hold for a defined period after the enrolment has commenced, initiated by the international student (on compassionate or compelling circumstances) or by the College (due to disciplinary reasons, misbehaviour of the international student or a breach of course progress or attendance requirements).
3. Cancellation – the termination the international student’s enrolment in a course, may be initiated by the student or the College.

Procedure

Student initiated – deferment, suspension or cancellation

1. An international student can request to defer the commencement of their study, suspend their study or cancel their enrolment.
2. To initiate any of these options the international student must submit International Student Application for Deferment, Suspension or Cancellation of Studies Form with supporting documentation including agreement from their parent/legal guardian if the student is under 18, to Enrolment Officer.
3. Enrolment Officer may request additional documentation to assess a request.
4. The College may agree to the request of the international student if it believes there are compassionate or compelling circumstances.
5. Compelling and compassionate circumstances may include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the international student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the student’s home country requiring emergency travel and this has impacted on the international student’s studies; or
 - a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the international student (these cases should be supported by police or psychologists’ reports)
 - if the College was unable to offer a pre-requisite unit, or the international student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
6. A decision about an international student-initiated deferment, suspension of study or cancellation of enrolment will be made by the Principal by reviewing the documentation provided.
7. If an international student-initiated deferral, suspension or cancellation of enrolment is approved, Enrolment Officer will advise the student and their parent/legal guardian in writing. This will include advising the international student of the need to seek advice from Immigration on the potential impact on the international student’s visa.
8. If an international student-initiated deferral, suspension or cancellation of enrolment is not approved, Enrolment Officer will advise the student and their parent/legal guardian in writing. This will include the right to appeal through College’s internal *Complaints and appeals policy and procedure*, in accordance with National Code Standard 10, within 20 working days.

9. If an appeal is lodged, the *Complaints and appeals policy and procedure* will be implemented.
10. If a student-initiated deferral, suspension or cancellation of enrolment is approved, Enrolment Officer will report the change in PRISMS.

Reasons for the College initiated suspension of study or cancellation of enrolment

The reasons the College may suspend or cancel an international student's study may include, but are not limited to:

- misbehaviour by an international student
- an international student's failure to pay an amount due as stated in the written agreement
- a breach of course progress or attendance requirements
- significant concern for the health, safety and/or wellbeing of the international student

Assessment of the College initiated suspension or cancellation of enrolment

1. If the College is considering a suspension or cancellation of enrolment for an international student, a procedurally fair process will be implemented.
2. Enrolment Officer may direct the international student not to attend school while the process takes place.
3. The process will include the international student and the parent/legal guardian being provided all relevant information, including the reasons for the potential of suspension or cancellation. Enrolment Officer will provide the international student and parent/legal guardian an opportunity to respond.
4. Enrolment Officer will consider all information and make a recommendation to the Principal about whether the enrolment of the international student should be suspended or cancelled.
5. The Principal will make the decision. Enrolment Officer will communicate the decision to the international student and their parent/legal guardian in writing.
6. If the Principal decides to suspend study or cancel the enrolment of an international student the following will occur:
 - the international student and parent/legal guardian will be informed of the decision and the reasons for the decision in writing
 - the international student and the parent/legal guardian will be given information about the right to appeal through the *Complaints and appeals policy and procedure* within 20 working days.
7. If an appeal is not lodged within 20 working days, Enrolment Officer will finalise the matter and advise the international student and parent/legal guardian of the finalisation in writing.
8. If an appeal is lodged the *Complaints and appeals policy and procedure* will be implemented.

Notifications in PRISMS of the College initiated suspension or cancellation of enrolment

1. The suspension or cancellation of an international student's enrolment under National Code Standard 9.3 cannot take effect until the College's internal complaints/appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
2. The outcome of an appeal will be communicated to the international student in writing by Enrolment Officer. This correspondence will inform the international student and parent/legal guardian of the need to seek advice from Immigration on the potential impact on the international student's visa.
3. If a suspension or cancellation is initiated by the College, and the appeals process has been completed and the decision is in the favour of the College or no appeals process has been sought, will report in PRISMS.

Refund due to student default

Enrolment Officer will consult the *Refunds, cancellation and default policy and procedures* in the case of a suspension or cancellation of an international student's enrolment.

Records

Enrolment Officer will maintain all records of applications, processes, and correspondence related to a deferment, suspension of study or cancellation of enrolment in the international student's files.

Complaints and Appeals: International Students

College Policy

Issues or concerns may arise because of a misunderstanding, miscommunication, or mistake and the College would prefer that a student first addresses an issue or concern informally.

The College will always provide students with access to professional, timely, inexpensive processes for handling complaints and appeals, to protect international students' right to natural justice and procedurally fair processes.

Procedure

An international student can approach any member of staff at the College and can Head of Boarding for an initial discussion at any time about an issue or concern.

Other informal ways that issues or concerns can be resolved include:

- identify informal ways to resolve a matter.

If informal approaches have not worked or are not appropriate, an international student may wish to make a formal complaint.

A student can make a formal complaint about:

- the College
- the Boarding House
- staff member

How to submit a formal complaint/appeal

Please refer to our Complaint Handling policy in our website. The international student may submit accompanying documentation to support the complaint/appeal.

Assessment of a formal complaint/appeal

1. When a complaint/appeal is received, Executive Assistant to Principal will provide a written acknowledgement to the international student and parent/legal guardian. The following details or documentation will be in the acknowledgement:
 - an assessment of the issues raised will commence within 10 working days of the complaint/appeal being made and the outcome will be finalised as soon as practicable
 - the international student's enrolment will be maintained while the complaint/appeal is being assessed
 - a summary of the assessment process
 - the international student can present their case at no cost and be accompanied or assisted by a support person at any meetings
 - further documentation may be requested during the assessment of the complaint/appeal
 - a copy of the *Complaints and appeals policy and procedures*.
2. Head of Boarding will commence an assessment of the complaint/appeal within 10 working days of it being submitted and the outcome will be finalised as soon as practicable.
3. Head of Boarding will investigate a complaint/appeal. An investigation may include, but is not limited to, interviews and reviewing relevant documentation submitted by the international student or others.
4. The international student will have the opportunity to formally present their case and be accompanied by a support person in all meetings. Teacher EALD will explain the process to the student.
5. Head of Boarding will make a recommendation to the principal who will decide the outcome of a complaint/appeal.

Communication of the decision about a complaint/appeal

1. The international student and the parent/legal guardian will be given a written statement of the decision about the complaint/appeal, including reasons for the decision.
2. If the decision is not in favour of the international student Head of Boarding will advise the international student and the parent/legal guardian in writing within 10 working days of concluding

the investigation, of their right to access an external complaint handling and appeals process at minimal or no cost.

3. The contact details of The International Student Ombudsman will be provided to the international student in this communication.

Decision in favour of the international student

1. If the internal or any external complaints/appeal process results in a decision in favour of the international student and their parent/legal guardian, the College will immediately implement the decision or recommendation.
2. The College will immediately take the preventative or corrective action required by the decision and advise the international student and their parent/legal guardian of that action in writing.

Records

Records relating to complaints, appeals, preventative or corrective actions will be stored in the international student's file by Enrolment Officer.

Additional Registration Requirements

College Policy

The College continues to meet the requirements for CRICOS registration. The College provides NESAs with required information within timeframes and in the form required by NESAs. All information related to specific aspects of the Scholastic's college's courses and operations are kept up to date with NESAs and the Commonwealth as required.

Procedure

1. If there are any proposed changes to the College's CRICOS registration for a school course, Assistant Principal Learning will submit the notification or application to NESAs via RANGS Online at least 30 days prior to the time at which those changes are proposed to take effect. Changes to the College's scope of approval may include:
 - adding/removing registered courses
 - adding/removing registered delivery sites
 - increasing/decreasing the maximum number of international students that can be enrolled.
2. Assistant Principal Learning will notify NESAs in writing via RANGS online:
 - of a change of the Principal Executive Officer (PEO) within 7 days of the change, the notification will include a copy of a statutory declaration signed by the new PEO declaring that they are fit and proper using NESAs CRICOS PEO statutory declaration template located in RANGS Online
 - when the College or an associate, or a high managerial agent who has been, is, or will be involved in the business of delivering programs to international students:
 - has been convicted of an offence
 - has been convicted of an offence under the ESOS Act at any time during the past five years
 - has ever had its CRICOS registration cancelled or suspended under the ESOS Act
 - has ever been issued with an Immigration Minister's suspension certificate
 - has ever had conditions imposed on its registration under the ESOS Act
 - has been bankrupt
 - has ever been disqualified from managing a corporation under the Corporations Act
 - has been involved in the business of provision of course by another provider that was subject to any of the points above.
 - of any change in the name or address of the College at least one month before such a change is to take effect
 - of any intention to relocate premises (including the head office or principal place of business) at least three months before the relocation
 - of any change in the school name and/or name of a delivery site at least one month before such a change is to take place
 - of any prospective changes to the ownership of the College as soon as practicable before the change is to take effect
 - of any change to the details of courses approved including changes to course duration and course cost at least one month before such a change is to take place
 - to request the cancellation or suspension of the College's approval and registration to deliver courses to international students, at least three months before the cancellation or suspension
 - to add or withdraw a course at the College at least one month before implementing the change
 - to request an increase or decrease to international student capacity of the College, at least one month before implementing the change
 - to request to re-distribute the College's approved capacity across delivery sites, at least one month before implementing the change
 - to request to add to or remove a delivery site from the College at least three months before implementing the change.
3. Records of notifications to NESAs will be stored by Assistant Principal Learning.