



COOMERA  
ANGLICAN  
COLLEGE



# International Student Policies & Procedures

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Lisa Caulfield	International Student Liaison Officer

All staff, prospective and current families via College Portal/Passmarc/Handbooks & Policies

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## Visa Information

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Any person coming from overseas to study in Australia needs a visa. The type of visa they are granted by Immigration will depend on a variety of things:

- Type of study – schools, vocational, English language or higher education etc.
- Number of hours of study – full time or part time
- Length of stay in Australia and more

Any person coming from overseas to study in Australia needs a visa. The type of visa they are granted by Immigration will be a student VISA (Subclass 500)

The Department of Immigration has introduced one-student visa (subclass 500) previous types of VISA from varying institution and course as listed below:

*Types of visa*

Study Type	Visa Code
<b>Student VISA(subclass)</b>	<b>500</b>
Student VISA (formerly)	571
Higher Education (formerly)	573
Masters & Doctorate(formerly)	574
Non-award Foundation(formerly)	575
AusAID or Defence(formerly)	576

### **Student VISA (subclass 500 formerly 571)**

This visa type is for overseas students undertaking a course of study at a Primary or Secondary school including Junior and Senior secondary

### **Combined country and provider immigration risk model**

The combined immigration risk outcomes of the student's education provider and country of citizenship are used to guide the level of financial and English language capacity related documentation that the student needs to provide with their student visa application.

## ***Length of Stay***

### Tourist / Visitors Visa:

Students wishing to study for less than three months only need to have a tourist/visitors visa. Under this visa classification the *Commonwealth Register of Institutions and Courses for Overseas Students* (CRICOS) regulations do not apply and we can be fairly flexible in what we offer. Study tours fall into this category.

### Student Visa:

Students who want to study for more than three months *must* have a Student Visa. In this case CRICOS and Immigration requirements do apply and we must comply with these regulations.

## **Enrolled Students**

Students holding Student Visas have come to Australia for the main purpose of achieving an academic qualification. They are required to study full time (a minimum of 20 hours per week) and must have a minimum attendance at College of 80%. If a student falls below this level we need to take remedial action. If the student continues to fall below this level, we must inform the Department of Immigration.

Some common visa conditions are:

- Student must satisfy attendance requirements and maintain a valid enrolment (*see Risk Management Strategy: care for and services to students – page 19*)
- Student must maintain Overseas Student Health Cover (OSHC) (*see next section*)
- Student must leave Australia before the visa expires
- The student's visa is issued on the basis that they will be attending Coomera Anglican. Coomera Anglican College acknowledges students can transfer with no restrictions once they have completed 6 months of their principal course. Requests to transfer from the College within a 6-month period of commencing are subject to assessment under the College's Transfer Policy. If for some reason the student is dissatisfied with the College and wishes to attend another school, we are obliged to give the student a "Release Letter" and we must then make notation in PRISMS to this effect. (*see Compliance Issues below*)
- Student must advise education provider of their residential address within seven days of arrival and advise any changes to this address within one week. (*See also section on Homestay*).

### **"Package Study"**

- Sometimes a person may wish to (or be required to) undertake a number of different courses. For example a student coming to Australia to attend secondary school may need to take a few months of ELICOS or High School Prep classes before commencing at the High School.
- In this case the student is given a student visa to cover the total of the proposed *package* (both English language course and high school) only if they provide confirmation of enrolment for all courses. The visa classification given will depend on the principal course, for example if the student is studying ELICOS for 12 weeks before coming to secondary school for 12 months, the visa classification would be 500 (formerly 571). If we are recommending that the student take part in ELICOS/High School Prep programmes, we can make the arrangements on their behalf with a local provider. This ensures that we maintain control and 'ownership' of the student.

### Requirement to be under 18 years of age at the time of application:

- If the student is to undertake Year 9, then they must be under 17 when commencing Year 9 studies.
- If the student is to undertake Year 10, then they must be less than 18 when commencing Year 10 studies
- If the student is to undertake Year 11, then they must be less than 19 when commencing Year 11 studies
- If the student is to undertake Year 12, then they must be under 20 when commencing year 12 studies.

Source: [www.immi.gov.au/students/reforms\\_summary.htm](http://www.immi.gov.au/students/reforms_summary.htm)

## ***Compliance issues***

In order to obtain a *student visa* a student MUST comply with certain Department of Immigration conditions. These include:

- Attendance – students must be present at least 80% of the time. Coomera Anglican College is obliged to maintain attendance records (see monitoring progress & attendance)
- Performance – students maintain a given level of performance (set by COOMERA ANGLICAN COLLEGE – see Monitoring Progress & Attendance)
- Living arrangements – students must keep Coomera Anglican College informed of their current address at all times. They are not permitted to change their living arrangements without permission from Coomera Anglican College. (See Homestay section)
- The student's visa is issued on the basis that they will be attending Coomera Anglican. Coomera Anglican College acknowledges students can transfer with no restrictions once they have completed 6 months of their principal course. Requests to transfer from the College within a 6-month period of commencing are subject to assessment under the College's Transfer Policy. If for some reason the student is dissatisfied with the College and wishes to attend another school, we are obliged to give the student a "Release Letter" and we must then make notation in PRISMS to this effect.

Records must be kept to ensure that the student is meeting these conditions (see Risk Management Strategy)

## **International Student Health Cover**

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From 30 July, 2010 it is a condition of a new Student Visa that the student must have International Student Health Cover for the duration of the Visa. There are a variety of health funds that can supply this. For ease of operation, we have chosen to recommend Medibank Private, however Student and Parents are free to choose any OHSC provider within Australia for the duration of the student VISA.

[www.oshcaustralia.com.au](http://www.oshcaustralia.com.au)

### **Records**

- New students will be required to provide documented evidence of Health Insurance for the entire period of their Visa upon enrolment.
- A record of student health care cover is kept on the student paper file and in Redmap filing system.

## Home Stay

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All students under 18 years of age must be accommodated in an appropriate manner. **Coomera Anglican College policy** states that students must be accommodated either:

- with a parent
- with a parent appointed guardian or
- in College approved homestay

The most preferable situation is that the student stays with a Homestay family registered with Eastern Shores International (ESI). Family or friends nominated by the student's parents must be appointed by the parents in writing. Guardians appointed must be over the age of 21 years. All homestay families recruited by Eastern Shores are

- Blue Card holders
- visited or contacted on a regular basis by ESI staff
- provided with inductions and training by ESI staff
- given a 'Homestay Family Guidelines' booklet written by Coomera Anglican College and ESI.

Eastern Shores International consultancy has a current Homestay Risk Management Strategy which is available upon request.

**Records** of Homestay family details or guardian details are kept on paper file and electronic file (Redmap) and on TASS Database. Communications with guardians are stored in Redmap electronic file and in TASS if applicable.

### ***Homestay arrangements***

An arrangement for homestay services has been entered into with:

Eastern Shores International  
Phone: 5568 0835  
Email: [placements@esinternational.com.au](mailto:placements@esinternational.com.au)  
Internet: [www.esinternational.com.au](http://www.esinternational.com.au)

Eastern Shores International have a network of approx. 250 homestay families – all of whom have 'Blue Cards' and have been personally interviewed and assessed.

### ***Booking homestay accommodation***

There are a number of ways in which homestay can be booked:

1. **Online.** A link to Eastern Shores Homestay website and application form is available on our website. In this way students may apply for homestay



accommodation online. On receipt of an online application, Eastern Shores will send us a copy of the application form for our files.

2. **Via the College.** Ideally we would prefer students to deal directly with ES so as to make payments etc easier to handle. Alternatively, copies of the ES Application for Homestay Form will be made available to the College and these can be sent to the family/agent. If the student/agent completes this form and sends it to us with their enrolment form, we will forward the form on to ESI. No payment for ES is to be accepted by the College.

Example of Home Stay Application Form can be requested at anytime.

## ***Student Welfare Letter***

When students under 18 years of age are placed in homestay arrangements we must provide them with an “*Education Provider's Confirmation of Appropriate Accommodation/Welfare for a Student under 18 Years of Age*” or “***Student Welfare Letter***”. It is necessary for the student to have this letter in order to apply for their visa. This document is created in the PRISMS website ([www.prisms.education.gov.au](http://www.prisms.education.gov.au)) at the same time as the CoE (confirmation of enrolment) and is generated by the PRISMS system automatically. The main purpose of the Student Welfare Letter is to show proof to the Department of Immigration that the education provider has made arrangements for the student's care and accommodation whilst attending College.

## Entry Requirements

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Students wishing to enrol at Coomera Anglican College must

- supply at least their last years academic reports (preferably 2 years), showing a *minimum* result of 'pass' in subjects, as well as results of an English language test administered by the student's school or an accredited agency, or produce evidence that their level of English is of sufficient standard to enable them to cope with the Course they wish to undertake (refer to '*English Language Proficiency*' below)
- attend a High School Preparation (HSP) course at an Australian English language College for a minimum of 12 weeks.
- attend an interview at Coomera Anglican College with either the College Principal or Deputy Principal.

### ***English language proficiency.***

English language proficiency plays a vital role in the ability of an international student to succeed at Coomera Anglican College. Students must satisfy the English language proficiency requirement of the College by:

- producing certified evidence of English language achievement and / or
- undertaking a High School Preparation programme prior to commencing at Coomera Anglican College

#### **Acceptable standards**

##### For entry into Senior Secondary (Y10 – 12)

- TOEFL: 477 to 510
- IELTS: 4.5 to 5.0

##### For entry into Junior Secondary (Y7 – 9)

- TOEFL: 437 to 477
- IELTS: 4.0 to 4.5

TOEFL	IELTS
0 - 310	0 - 1
310 - 343	1 - 1.5
347 - 393	2 - 2.5
397 - 433	3 - 3.5
437 - 473	4
477 - 510	4.5 - 5
513 - 547	5.5 - 6
550 - 587	6.5 - 7
590 - 637	7.5 - 8
640 - 677	8.5 - 9
<b>Top Score</b>	<b>Top Score</b>
<b>677</b>	<b>9</b>

**TOEFL/IELTS Comparisons**

## Marketing & Student Recruitment

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Students will be recruited from a variety of sources:

- Via the Internet
- Other schools
- Via overseas agents
- Via local agents
- Referred by English Language College
- Direct enquiry from family

Our website has a page for international students. This page is continually updated and includes the facility for translation into a variety of languages of the current College prospectus. Our website is available to international students via links on international educational and government website sites.

We have forged excellent relationships with English Language Schools who offer ELICOS (English language for international course for overseas students) or High School Preparation (HSP) programmes for international students. Students can be referred to us when they enrol in a HSP course or when they have completed these courses.

### **Agents**

Agents will also play a role in recruiting students from other countries. These agents must provide an acceptable Company Profile and sign an Agency Agreement with the College. They are provided with a handbook with details about the College programmes and enrolment procedures.

A list of agents with whom we have an agreement is kept on our College Website/International Students page in accordance with government regulations.

Agents will be offered a commission level of 10% of the student's **tuition fees**. This can be increased up to 20% depending on the agent's productivity.

### **Payments where an agent is involved.**

When a student is recruited by an educational agent, the agent is entitled to a commission (as above). In accordance with QLD Government regulations the student should pay fees *directly* to the College. The agent will then send us a tax invoice for any commission that they are due. The agent will only be paid their commission as and when the student has paid the College for each semester and only for the first year of enrolment.

## Enrolment Process

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1. Information is provided to potential students in a variety of ways:
  - via agent
  - via English language college
  - via website
  - by mail – on request
  - via email
  
2. Once the student and family have looked at the information on our website/prospectus and completed the enrolment form, they must forward the signed forms and Enrolment Agreement to us along with:
  - \$99.00 registration fee (non-refundable)
  - English language test results and/or proof of enrolment in a HSP programme. Where these test results are not available at the time of application, the offer will be conditional upon satisfactory results.
  - Academic papers –school results for at least the past year (preferably two years)
  - Photocopy of passport
  
3. Upon receiving the above documentation the **Enrolment Officer** should;
  - pass the registration fee on to **Accounts** staff who will issue a receipt.
  - check the application for accuracy
  - check if student placement is possible in the desired year level.
  - pass application on to **Principal** or **Deputy Principal** for review of student's academic and English language test transcripts (see 'Entry Requirements')

If an enrolment interview cannot be conducted because the student is still overseas, results of academic/English language qualifications will be used to make a decision about enrolment offer and any offer will still be conditional upon a successful interview and a positive report from High School Preparation course.

- Issue a Letter of Offer to the student if a place is available. This letter will outline the need for student to successfully complete a High School Preparation programme before attending Coomera Anglican College.
  
- Issue an invoice for the remainder of the fees due;
  - \$800 Enrolment fee (non-refundable)\* except in the event of VISA refusal
  - First semester's course tuition fee (minimum), no greater than 50% of the total course cost
  - Any other relevant non-tuition fees.

All subsequent invoices for fees will be issued by **Accounts staff** approximately one month prior to the start of the next Semester. Invoices are stored on Hard Drive and payment details are stored in the College Management Database, TASS.

4. Student or Agent pays invoice. This can be done by:
  - Cheque / Money Order (AUD only)
  - Credit Card (Mastercard, Visa or American Express) 0.7% surcharge applies
  - Electronic Transfer into our bank account (International or Domestic).
  - Cash (AUD only)
  - BPAY (only available in Australia)
  - School Plan (only available in Australia)
5. When the amount as per our invoice has been paid, we issue a COE (Confirmation of Enrolment) to the student. This is done using the PRISMS website. ([www.prisms.education.gov.au](http://www.prisms.education.gov.au))

When the COE has been completed and entered online it is automatically sent to the Australian Embassy/Consulate in the city nominated on the COE form.

One copy of the COE should be sent (emailed) to the family or agent (for them to take to the Australian Embassy) together with their receipt for payment and any other relevant information and one copy should remain on file. At the same time, if the student is under 18, the system will generate a "Student Welfare Letter". This must be printed, signed by either the Principal or Enrolment Officer and sent to the family or agent with the COE.

6. The student then applies for the visa in their country of origin and advises us of the outcome.
  - If the student is *successful* in their application they must fax/post/email us a copy of the visa and advise us of their arrival details. Original passport and visa must be sighted by College staff, usually at interview.
  - If the student is *unsuccessful* in their application, their enrolment must be cancelled and a full refund of course monies paid and \$800 application fee\*, sent back to them.
7. All students are required to provide evidence of International Health Insurance for the duration of their Visa. The College refers students to the Medibank Private website for online application or OSHC Australia for comparisons. [www.oshcaustralia.com.au](http://www.oshcaustralia.com.au)
8. College staff liaise with Eastern Shores International Homestay regarding accommodation arrangements made by them. A letter of introduction is emailed to the Homestay/guardian in the format of "Welcome to Term Letter".
9. On arrival in Australia either Eastern Shores or the College providing HSP course will arrange transport from the Airport to the homestay family. A full list of procedures is used as a checklist for enrolment encompassing the following:
  - Check relevant details and signatures on forms and ensure subject selections are completed
  - Uniforms - Uniform and stationery purchase & fittings is arranged
  - Prior to the student's first day, the student will attend an interview with the **Principal or Deputy Principal** to introduce him/her to the College. The Principal will explain the obligations in regards to their student visa conditions and give the student a Student Induction Handbook for reference.

At the end of the interview, the student will be asked to complete a **Student Agreement** confirming their living arrangements and agreeing that all of the topics listed below were explained.

- Minimum attendance requirement – 80%
  - Monitoring of course progress.
  - Support mechanisms in place for their care whilst studying at Coomera Anglican College
  - Code of conduct and penalties for breaches of this code
  - Change of Address procedure
  - Grievance / appeals process.
- 
- Student to be given information pack with the following information or this pack is posted to the Homestay/guardian:
  - If start of year, student takes part in the general new student induction
  - If mid-year start, Head of Year Level to meet new student on the first day and introduce the Pastoral Care Teacher and International Liaison Officer and explain the timetable. PC Teacher will allocate a “Buddy” to assist the new student to settle in to College routines.
  - All International students receiving ESL have weekly contact with the International Student Liaison Officer where they have the opportunity to get assistance with academic or social difficulties.

## Pre & Post Enrolment Procedures

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### ***Pre-enrolment engagement of students***

#### **Marketing information**

Information about Coomera Anglican College is available to prospective families by way of:

- information kits (in paper format) sent by mail or in person
- College website's international page.
- College website's enrolment page
- College prospectus translated into Korean, Japanese, Chinese and English via website or printed.

This includes information about:

- Entry requirements
- Course content and duration
- Campus location, general description, facilities and resources
- Course fees, Tuition fees and non-tuition fees
- Enrolment procedures and forms
- International Enrolment Agreement and Fee policy
- Homestay arrangements and risk management strategy
- Link to ESOS information on website
- International Student Refund Policy

#### **Written agreement**

Written agreements between Coomera Anglican College and the student/parent are available in the form of:

- International Enrolment Agreement and Fee policy<sup>^</sup>
- Application for Registration and Enrolment form<sup>^</sup>
- International Student Refund Policy<sup>^</sup>
- Student Agreement<sup>\*</sup>
- Text book hire form<sup>\*</sup>
- Emind contract<sup>\*</sup>
- Student Medical form<sup>\*</sup>
- International Student Enrolment Contract<sup>\*</sup>
- Confirmation of Enrolment form<sup>\*</sup>

These forms set out

- tuition fees and charges<sup>^</sup>
- terms of payment<sup>^</sup>
- refund policy<sup>^</sup>
- enrolment requirements<sup>^</sup>
- privacy policy<sup>^</sup>
- grievance & complaints policies<sup>^</sup>
- conditions of ongoing enrolment<sup>^</sup>
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<sup>^</sup>These are available online on the College website and in paper format on request. <sup>\*</sup>Are emailed to the Parent/Agent at the time of offer.

#### **Maximum number of students**

In accordance with CRICOS registration, Coomera Anglican College can enrol up to 40 international students.

## **Care For and Services to Students**

### **Students under 18 years of age**

Coomera Anglican College ensures that arrangements have been made to protect the personal safety and social well being of students through the following process:

- Dates for which Coomera Anglican College accepts responsibility for approving student's accommodation, support and general welfare are provided in an electronic Confirmation of enrolment (COE) issued in the PRISMS system. The COE is automatically lodged with the Immigration office listed in the COE approval.
- Adherence to Coomera Anglican College policy on homestay arrangements for students which states that students must be either:
  - living with parent(s)
  - living with parent appointed guardians (signed letter of appointment is required from parents)The College prefers this to be a family member or relative
  - living with a homestay family provided by Coomera Anglican College via Eastern Shores International consultancy (ESI).

#### **Coomera Anglican College**

- has a signed agreement with ESI
- has ESI issue a homestay family guidelines book to all families looking after Coomera Anglican College students
- has a copy of the ESI Homestay Risk Management Strategy available on the common drive, in paper format and on the College website for all staff and potential international students to view.

### **Students over 18 years of age**

- Must still show written approval from parents and gain approval from the College if they are not living in any of the other approved means of accommodation prescribed above
- The College may refuse the right of a student over the age of 18 years old to reside by themselves or in alternative accommodation not listed above, due to the College's duty of care pertaining to the student.

### **Student Induction**

- Principal discusses routine, expectations and subject selections at interview. He also ensures that students understand Visa requirements, pointing all of these out in the Information Booklets. Students are given these booklets.
- Enrolment Officer takes student on tour of facilities following interview and explains where various activities take place
- Student receives a Student Induction Booklet via the Enrolment Officer, Student Liaison officer or their guardian to introduce them to the College and a package of further information including College map, canteen information, IT information. Information is given in simple format. Students can keep this for referral.
- If start of new year, student attends general new student induction with all other new students where they meet teachers, Heads of House and Head of Campus.
- If Mid-Year start, students are met on first day by Head of House and Head of Campus and introduced to International Student Liaison Officer/ESL teacher. They are shown their



timetable, taken to class and introduced to Pastoral Care teacher and a class buddy who will help to introduce them to other students and find their way around the College.

### **Ongoing Student Welfare and Support**

In accordance with Government requirements, Coomera Anglican College have designated a member of staff to be the official point of contact for International Students needing assistance.

Our International Student Liaison Officer is the ESL teacher and monitors how students are settling into College life and managing their studies each week at their ESL class. He/She refers students having difficulties to other relevant teachers, Head of Campus, Student Counsellor or administration staff to assist, where necessary.

After a settling in period of at least one term, Students will be asked to complete a Student Feedback Form and hand it to the Liaison Officer to indicate if there are some issues that need action and to help us improve our International programme. Any concerns will be passed on to the Head of Campus or other appropriate party for action.

Our Chaplain and our College Counsellor are available for students if they need some additional social/emotional or career advice/support. Students may be referred by any staff member or make an appointment themselves.

Our College provides after school tutoring and is available to students on campus for English, Mathematics. Our English and Mathematics tutor groups are available on College grounds after school hours and the library and computer laboratories are open at breaks and after school.

### **Agent:**

In most instances the student will have been recruited by an agent. This agent should also be available to assist the student if problems arise and will be able to relate to them and their parents in their home language. If a problem arises that is not easily dealt with by the College, the agent should be contacted to see how they can help. Agent details are listed on the student's enrolment form and in our College database.

A list of all agents with whom a the College has a written agreement is available from the College website/International Students.

### **Incident/Accident Procedures**

If a student has an accident on College grounds or is involved in an incident with a student, staff member or community member on College grounds, they must report it to the nearest (other) staff member at the time, preferably a witness. This staff member must complete an Incident Report Form with the student and a witness, if necessary and submit it to the Administration for recording by Workplace Health and Safety Officer.

### **Staff Access to Policy Documents Pertaining to International Students**

Copies of the following documents are available to all staff

- National Code of Practice for Providers of Education and Training to Overseas Students
- Coomera Anglican College International Students Policies & Procedures
- ESOS Act and ESOS guidelines (Education Services for Overseas Students)

These documents are kept on file as follows and this information is contained in Staff Handbook.

- common drive / admin / international students / international policies.
- Manage Point filing system
- Hard copy available from the Enrolment Office
- Policies and Procedures on College Portal (guest entry to Passmarc document system)

### **Course Progress and attendance**

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment.
- c) Students who have begun part way through a semester will be assessed after one full study period.
- d) To demonstrate satisfactory course progress, students will need to show commitment to their studies, consistency in their work and effort, engage in College life and events, complete required assignments and homework in any study period.
- e) Satisfactory Course Progress for 085039D - Primary School Studies (P-6) students are required to sufficiently meet QCAA curriculum standards, thereby allowing them to progress to the next year level of education.
- f) Satisfactory Course Progress for 085040M- Secondary School Studies (Yr 7-10) students must achieve at least a passing grade in all core subjects studied in each semester thereby allowing them to progress to the next year level of education.
- g) Satisfactory Course Progress for 085041K - Senior Secondary School Studies (Yr 11-12) students must be consistent with the minimum requirements that allow a student to progress towards the qualification for which they are enrolled. To give students the best chance of obtaining their QCE, the College requires a sound passing achievement across all subjects studied in each semester, thereby allowing them to progress to the next year level of education
- h) If a student does not achieve or demonstrate satisfactory course progress as listed above in a study period the Head of Year level and/or Head of Senior Secondary will formally contact the parent(s) / Homestay family / Agent to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include and not limited to;
  - i. After hours tutorial support
  - ii. Subject tutorial support in class time
  - iii. Mentoring
  - iv. Additional ESL support
  - v. Change of subject selection, or reducing course load (without affecting course duration)
  - vi. Counselling – time management
  - vii. Counselling -academic skills
  - viii. Counselling - personal
  - ix. other intervention strategies as deemed necessary

- i) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- j) The student's individual strategy for academic improvement will be monitored over the following study period by Head of Year level and/or Head of Senior Secondary and records of student response to the strategy will be kept.
- k) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Coomera Anglican College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Coomera Anglican College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days. Please see Coomera Anglican College's Complaints and Appeals Policy for further details.
- l) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days, or
  - ii. withdraws from the complaints and appeals process, or
  - iii. the complaints and appeals process results in favour of the school

### **Completion within expected duration of study**

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because of:
  - i. compassionate or compelling circumstances (see Definitions below)
  - ii. student participation in an intervention strategy as outlined in 1.e.
  - iii. an approved deferment or suspension of study has been granted in accordance with

Coomera Anglican College's Deferment, Suspension and Cancellation Policy.

- e) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required.
3. Monitoring Course attendance
- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours in a study period.
  - b) Student attendance is:

- i. checked and recorded daily
  - ii. assessed regularly
  - iii. recorded and calculated over each study period.
- c) Late arrival at school will be recorded and may be included in attendance calculations.
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored electronically daily and checked by Student Services each week over a study period to assess student attendance using the following method;
- i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.]
  - ii. Any period of exclusion from class for up to 5 days will not be included in student attendance calculations. See School deferment, Suspension and Cancellation Policy points 5 and 6
- g) Parents of students at risk of breaching Coomera Anglican College's attendance requirements will be contacted by email and/or phone and students will be counselled and offered any necessary support when there absences have been identified at risk and at specific intervention points as stated below;

#### WARNING 1 - 90% Attendance

Students whose attendance falls to 90% or less will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with the Head of Senior Secondary

#### WARNING 2 - 85% Attendance

Students whose attendance fall to 85% will be contacted by letter/email warning them that they are now at risk of being reported to DIBP and they must make an appointment with the Head of Senior Secondary ASAP for assistance/advice. Students may take along a support person.

#### Intention to Report (Less than 80% Attendance)

As soon as Coomera Anglican College is aware a student will not achieve 80% attendance, CAC will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access the College's complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.

- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Coomera Anglican College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.

- i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days
  - ii. withdraws from the complaints and appeals process
  - iii. the complaints and appeals process results in a decision for the school.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
  - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
  - ii. the student's attendance has not fallen below 70% for the study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, Head of Year level and/or Head of Senior Secondary will assess whether a suspension of studies is in the interests of the student as per Coomera Anglican College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the Coomera Anglican College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

## **Deferral, Suspension or Cancellation of Enrolment**

### College Deferment, Suspension and Cancellation of Study During Enrolment

1. **Deferment of commencement of study requested by student**  
Coomera Anglican College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - i. illness, where a medical certificate states that the student was unable to attend classes
  - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
  - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
  - a) The final decision for assessing and granting a deferment of commencement of studies lies with the College Principal or Deputy Principal.
  - b) Deferment will be recorded on PRISMS within 14 days of being granted.
2. **Suspension of study requested by student**  
Once the student has commenced the course, Coomera Anglican College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- i. illness, where a medical certificate states that the student was unable to attend classes
- ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- a) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- b) The period of suspension will not be included in attendance calculations.
- c) The final decision for assessing and granting a suspension of studies lies with the Principal.

### **3. Student initiated cancellation of enrolment**

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the College Principal and Enrolments Officer. Please see Coomera Anglican College's International Student Refund Policy for information regarding refunds.

### **4. Assessing requests for deferment or suspension of studies**

- a) Applications will be assessed on merit by the College Principal
- b) All applications for deferment or suspension will be considered within 14 working days.

### **5. School initiated exclusion from class ( 1 – 28 days)**

- a) Coomera Anglican College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Coomera Anglican College Behaviour Policy/Code of Conduct
- b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the College Principal or Deputy Principal.
- c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- d) Exclusions from class will not be recorded on PRISMS. Periods of 'exclusion from class' will not be included in attendance calculations as per Coomera Anglican College Course Progress and Attendance Policy

### **6. School initiated suspension of studies (28 days +)**

- a) Coomera Anglican College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Coomera Anglican College Behaviour Policy/Code of Conduct.
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the College Principal or Deputy Principal
- c) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>)



- d) Students who have had enrolment cancelled are advised to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>)
- e) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the College Principal or Deputy Principal
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

#### **7. School initiated cancellation of enrolment**

- a) Coomera Anglican College will cancel the enrolment of a student under the following conditions:
  - i. Failure to pay course fees
  - ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [Alternatively schools may decide that they will not cancel enrolment for this reason]
  - iii. Any behaviour identified as resulting in cancellation in Coomera Anglican College's Behaviour Policy/Code of Conduct. [Schools should list the criteria here]Coomera Anglican College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student's visa.  
Coomera Anglican College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.  
School initiated cancellation of enrolment is subject to Coomera Anglican College's Complaints and Appeals Policy. Please see 8), below.

### ***Complaints & Appeals Policy***

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

#### **1. Purpose**

- a) The purpose of Coomera Anglican College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

#### **2. Complaints against other students**

- a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.

#### **3. Informal Complaints Resolution**

- a) In the first instance, Coomera Anglican College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact their teacher/Head of House/Head of School/PC teacher in the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal/ Deputy Principal / College counsellor / Head of Year / Head of Campus / PC Teacher and Coomera Anglican College's internal formal complaints and appeals handling procedure will be followed.

#### 4. **Formal Complaints Handling Procedure**

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal/ their teacher/Head of House/Head of Campus/ College counsellor and/or PC teacher.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal/ their teacher/Head of House/Head of Campus/ College counsellor and/or PC teacher.
- g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal/ their teacher/Head of House/Head of Campus/ College counsellor and/or PC teacher.
- i) Once the Principal/ their teacher/Head of House/Head of Campus/ College counsellor and/or PC teacher has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- j) If the grievance procedure finds in favour of the student, Coomera Anglican College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k) Coomera Anglican College undertakes to finalise all grievance procedures within 21 working days or as soon as is practicable.
- l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

#### 5. **External Appeals Processes**

- a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost. The student has a timeline of within 2 for accessing the external appeals process in the case of Standards 10 and 11.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Coomera Anglican College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.
- c) If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:
  - d) The Manager  
International Quality (Schools) Unit  
DETE  
LMB 527



BRISBANE QLD 4001

**6. Other legal redress**

- a) Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

**7. Definitions**

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at Coomera Anglican College or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) Support person – for example, a friend/teacher/relative not involved in the grievance.

### **Student Transfer Request Policy**

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
  - a) If the student's course or school becomes unregistered
  - b) The school has a government sanction imposed on its registration
  - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
  - d) If the student is granted a Letter of Release.
2. Students can apply the Principal and/or Enrolments Officer for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.
3. *Coomera Anglican College* will only provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
  - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
  - b) It has been agreed by the school the student would be better placed in a course that is not available at *Coomera Anglican College*.
  - c) Any other reason stated in the policies of *Coomera Anglican College*.
4. Students under 18 years of age MUST also have:
  - a) Written evidence that the student's parent(s)/legal guardian supports the transfer
  - b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative
  - c) Evidence that the student is always in Department of Immigration approved welfare and accommodation arrangements.

See also [Transfer between registered providers Explanatory Guide for Standard 7, in particular: Transfer policy – what is reasonable and Reasons for refusing a letter of release](#) ]

5. *Coomera Anglican College* will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
  - a) The student's progress is likely to be academically disadvantaged
  - b) *Coomera Anglican College* is concerned that the student's application to transfer is a consequence of the adverse influence of another party
  - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
  - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
  - e) School fees have not been paid for the current term/semester.
6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.
7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is:
8. See <http://www.border.gov.au/about/contact/offices-locations/australia> for street addresses of Department of Immigration Offices in Brisbane, Ground Floor, 299 Adelaide Street, Brisbane Qld 4000 and Regional centres.

Students can also contact the Department of Immigration through their web enquiry form:

<https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>
9. If a letter of release is provided by this School it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.
10. All applications for transfer will be considered within 14 working days and the applicant notified of the decision.
11. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with *Coomera Anglican College's* complaints and appeals policy. The complaints and appeals policy is available at International Student policies and procedures, International Student Induction handbook and via the website.