

STUDENT SUPPORT SERVICES

Saint Stephen's College provides students with support services to assist in adjusting to study and life in Australia and to enable students to achieve expected learning outcomes.

Saint Stephen's College provides a safe environment for students and supports students in the following ways:

- On campus security measures
 - visitor sign in system
 - staff on bus and playground duty at all times during school hours
 - after hours security service / lighting
- International Centre for on-going support
- Pastoral Care System
- Buddy system
- Academic / Careers Counselling Program for Years 10, 11 and 12
- Specialist counselling staff / health professional

Privacy of Personal Information

Saint Stephen's College will meet all requirements of the *Privacy Act 2001* in relation to the way it handles personal and sensitive information about students.

COURSE PROGRESS AND ATTENDANCE POLICY

1. Attendance

It is a condition of the Student Visa that the student is enrolled as a full-time student. International students must attend at least 80% of the contact hours for each study period of the course. Attendance at Saint Stephen's College is monitored regularly on an online roll system. If an international student is absent and has not contacted the College prior to 9am an SMS from the College will be sent to the family/host family to verify this absence. If the student is unable to provide an acceptable reason for this failure to attend school 5 TD.0004 Tcept. red to 5.4(makde an ppolin)TJ-2.3494 0 TD(m04 Tco)-(i)26.3ith theExecutive Di(rctfor ofli days), an explanatory communication from the student's carer or approved by the Executive Director of International Education.

Consecutive days without approval will be investigated.

Approved by the Executive Director of International Education daily over attendance using the following method.

If over 5 days the student would have to be absent to fall below the 80% attendance for the study period (semester) e.g. 20 week study period with 5 days a week school days. 20% of this is 20 school days.

- The monitoring process will include a review of the reasons given for student absence, including a determination of whether compassionate and compelling circumstances apply (as per Definition, below.)
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Definitions

- a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
 - i. serious 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 (with evidence of death a certificate if possible)
 - iii. major political upheaval or natural disaster in the home country requiring their

Senior School Studies Years 11 to 12

Students must remain eligible for a Queensland Certificate of Education (QCE). Eligibility for a QCE is contingent upon the student achieving the set amount of learning, to the set standard, in the set pattern, while meeting literacy and numeracy requirements. Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being 'at risk' of not achieving satisfactory course progress anytime the student does not demonstrate a 'pass' or 'satisfactory' grade for a subject they rely on to meet either literacy or numeracy requirements or are counting on to meet the required credit points to be awarded a QCE.

Study Abroad Years 10 to 12

At the end of each semester, students must demonstrate:

- A minimum overall achievement of a C- grade in English (Literacy) and Mathematics (Numeracy) and
- A minimum overall achievement of a C- grade, with no more than two other subjects studied below a C- grade.

2.5 If at the end of a study period a student does not achieve satisfactory course progress as described above, the Executive Director of International Education will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;

- a) After hours tutorial support
- b) Subject tutorial support in class time
- c) Mentoring
- d) Additional EOL support
- e) Change of subject selection, or reducing course load (without affecting course duration)
- f) Repeating a year level
- g) Counselling – time management
- h) Counselling -academic skills
- i) Counselling - personal
- j) other intervention strategies as deemed necessary

2.6 A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents, host parents and agent (if applicable). Parents will be advised if the proposed strategy has any implications for fees payable, the student's progression through a package of courses, or the student's visa. Where a proposed intervention plan has significant implications for the student's course of study (as originally agreed), a new written agreement will need to be established. A new CoE may also be required.

2.7 The student's individual strategy for academic improvement will be monitored over the following study period by Executive Director of International Education and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.

- 2.8 If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Saint Stephen's College will advise the student/parent/host parent and agent (if applicable) 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 Saint Stephen's College's internal complaints and appeals process. Within 7 days the notification of intention to report will be issued to the student prior to the commencement of the next semester. 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 Saint Stephen's College, he/she may contact the Overseas Student Ombudsman at no cost. Please see Saint Stephen's College Complaints and Appeals Policy for further details.
- 2.9 The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
- a) the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the *Principal of Saint Stephen's College* in writing, or
 - b) the complaints and appeals process, including any external appeal made by the student, results in a decision in favour of the school.

4 Completion within expected duration of study

- 4.1 As noted in 2.1., Saint Stephen's College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- 4.2 Part of the assessment of course progress at the end of each study period will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- 4.3 Saint Stephen's College will only extend the duration of the student's study where the student will not be able to complete their course by the expected date because:
- 4.3.1 the student can provide evidence of compassionate or compelling circumstances (please refer to page 4 for the definition)
 - 4.3.2 the student has, or is, participating in an intervention strategy as outlined in 2.3.
 - 4.3.3 an approved deferment or suspension of study has been granted in accordance with Saint Stephen's College's Deferment, Suspension and Cancellation Policy.
- 4.4.4 Where Saint Stephen's College decides to extend the duration of the student's study, Saint Stephen's College will report via PRISMS (change needs to be lodged within 14 days) and/or issue a new COE if required. In this case, the student will need to contact