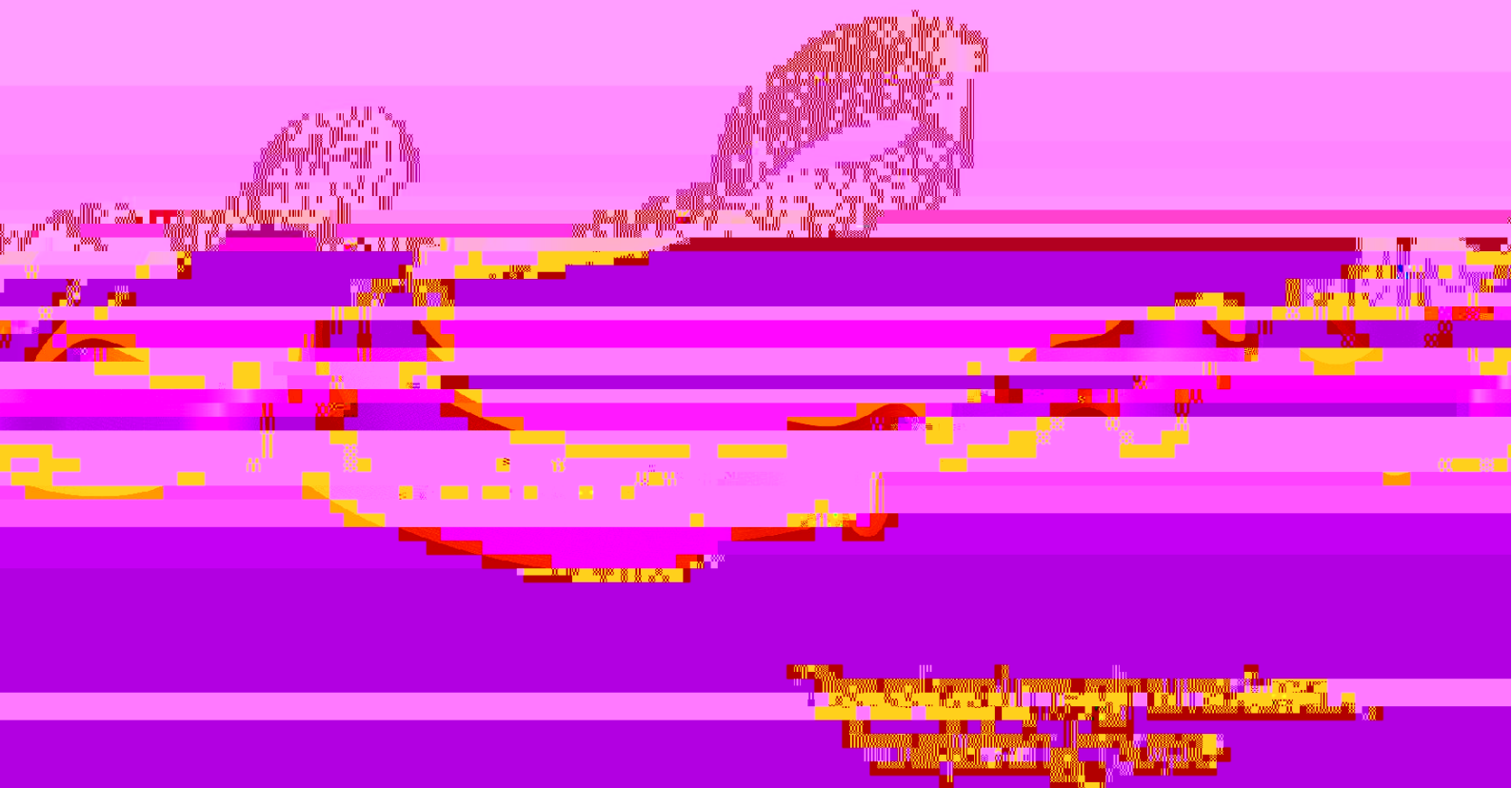




International Student Guide

Information contained in this document will be regularly reviewed and updated on our College Website: www.saintstephenscollege.net.au



Welcome to Saint Stephen's College International Student Guide!

I am sure you will find this guide helpful thro

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Saint Stephen's College is an independent, co-educational, Christian day school on the Gold Coast, Queensland, catering for students from Preparatory (Preschool) through to Year

Saint Stephen's College is an approved College under the Accreditation of Non-State Schools Act, 2001 and the Education (International Students) Act, 1996.

Saint Stephen's College is registered on the Commonwealth Register of Institutions and Courses for

Education agents are engaged to formally represent Saint Stephen's College under the following conditions:

1. The education agent agrees to comply with the requirements of Standard 4 in the 2018 National Code, including
 - a) Declaring in writing and taking reasonable steps to avoid conflicts of interests with any duties as an education agent representing Saint Stephen's College (St 4.3.1)
 - b) Observing appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students (St 4.3.2)
 - c) Acting honestly and in good faith, and in the best interests of the student (St 4.3.3)
 - d) Having appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics (St 4.3.4)
 - e) The education agent signs and abides by the conditions of the School's written agency agreement
 - f) The education agent responds appropriately at School monitoring activities and corrective and preventative action, and understands the grounds for termination of agreement as outlines in Standard 4.4 of the 2018 National Code
 - g) The education agent accurately promotes the services and facilities provided by the school and uses up to date marketing material as supplied by the school.

- 2.

ENTRY REQUIREMENTS POLICY

Saint Stephen's College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with conditions set by Saint Stephen's College, and taking into account legislative requirements of the State of Queensland and the Commonwealth of Australia. including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

Applications for Enrolment must be made via the Saint Stephen's College [Enroller](#) platform.

Application for Enrolment must be accurately completed through [Enroller](#), and be accompanied by the following documentation to support the application:

English Language Proficiency Requirements

Saint Stephen's College entrance requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course.

Applicants are assessed individually, based on the contents of their report cards and personal references, and may also be required to undertake an approved English Language Proficiency Test upon application.

If there is not a valid reason for travelling overseas, or if the School is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the School will advise if compulsory attendance requirements will or will not be affected by the student's absence.

2. The student will live in school approved accommodation and welfare arrangements and Saint Stephen's College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

Accommodation options that may be approved by Saint Stephen's College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age, minimum age 10 years old include:

- 2.1 Homestay Program managed by Australian Student Accommodation. Please see Additional Information, below.
- 2.2 Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

Saint Stephen's College will maintain approval of accommodation and care arrangements until:

- a) The student completes the course and departs Australia
- b) the student turns 18 years
- c) any appeals processes in relation to Saint Stephen's College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- d) the student has alternative welfare arrangements approved by another registered provider
- e) a parent or nominated relative approved by the Department of Immigration assumes care of the student
- f) Saint Stephen's College has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has tak 's Collellet

FEES POLICY

Changing Visa Type

You must remain on student visa status for your first full year

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

- o visitor sign in system
- o staff on bus and playground duty at all times during school hours
- o 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

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 the student (cB-2(SI4(l)4()-16(t)6(e)-6)-16(tc6-16(t)-3q0.000008873 0 595.44 845.Ea)TJESI4(l)4(968 reW* n

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.)

Where student's absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the student's attendance calculations for that study period.

Attendance for any period of exclusion from class will be assessed under Saint Stephen's College's Deferment, Suspending and Cancellation Policy.

- 1.5 Parents of students at risk of breaching Saint Stephen's College's attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have attendance falling below 90% in any study period. A letter will be sent advising attendance intervention meeting. Notes of this meeting are documented on the student file and formal notification will be sent to Parent, Agents and or host parents.
- 1.6 If the calculation at 1.4 indicates that the student has fallen below the 80% attendance threshold for the study period, Saint Stephen's College will assess the student against the provisions of item 1.8 (below). Where the student has failed to meet the minimum attendance requirement, and Item 1.8 does not apply, the school will promptly 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 Saint Stephen's College's internal complaints and appeals process
- 1.7 Saint Stephen's College will notify ESOS Agency via PRISMS of the student's attendance percentage

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 emergency travel that has impacted on their studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by a certificate from a medical professional)

2. Academic Requirement

Overseas students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Course Progress

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)

Tuition Fees

The current term and the following term tuition fees (i.e. 10 weeks) will be charged in full, and the remainder already paid in advance will be refunded.

Application and enrolment fees will not be refunded.

Non-Tuition Fees

The current term EOL fee will be charged in full, and the remainder already paid in advance will be refunded.

Current Homestay fees (if applicable) will be charged in full, and the remainder already paid in advance will be refunded less 2 weeks' notice to the homestay.

Homestay Placement Fees (if applicable) will not be refunded.

If Saint Stephen's College cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition including a higher degree of specialised support or care, any refund of tuition fees will be at the discretion of the College.

Notification of withdrawal from the course should be in writing and addressed to the Executive Director of International Education.

The Principal has the discretion and may approve a greater amount of refund than stated.

Provider Default

If for any reason Saint Stephen's College is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the College with respect to

3. Formal Internal Complaints Handling and Appeals Process
 - a) The

4. External Appeals Processes

2. School-initiated suspension of enrolment (CoE will be impacted)

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

3. School-initiated cancellation of enrolment (CoE will be impacted)

- a) Saint Stephen's College will cancel the enrolment of a student under the following conditions:
 - i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose information required by the school at the point of application or a pre-existing condition requiring a high degree of specialised support or care
 - ii) Failure to pay course fees
 - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [Alternatively schools may decide that they will not cancel enrolment for this reason]
 - iv) Any behaviour identified as resulting in cancellation in Name of School's Behaviour Policy/Code of Conduct
- b) Where Saint Stephen's College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Saint Stephen's College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) Saint Stephen's College is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at Saint Stephen's College will be cancelled and this may impact on the student's visa. Further information can be found in Saint Stephen's College's Course Progress and Attendance Policy.

- d) The student has not accessed the school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
- e) To apply for transfer to another provider, students need to:

Complete an Application for Student Transfer Form available from the International Department.

Give the completed application form and a valid offer of enrolment from another provider to the International Department for assessment.

If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.

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

Saint Stephen's College will assess the student's transfer request application and notify the student of a decision within 5 working days.

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Complete an Application for Student Transfer Form available from the International Department.

STUDENT CODE OF BEHAVIOUR

1. Respect
 - 1.1 Respect others by always being polite, courteous and responsive.
 - 1.2 Respect the property of others, e.g. equipment, lockers, bags and clothing.
 - 1.3 Respect your College environment, e.g. grounds, classrooms, locker areas and resources.
 - 1.4 Respect yourself, behave appropriately and maintain a fine reputation.
2. Common Sense
 - 2.1 Follow set policies and procedures e.g.