St Andrew’s Anglican College
Vision and Spirit

CRICOS: 02447G

International Student Guide

Student Contact Officer / Emergency Contact: Ms Claire Azzopardi 07 54495826 enrolments@saac.qld.edu.au
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40 Peregian Springs Drive, Peregian Springs, Queensland, 4573 Australia

St Andrew’s Anglican College CRICOS Number: 02447G
Primary Years 1 – 6 084797G
Junior Secondary Years 7 – 10 084797F
Senior Secondary Years 11 -12 084799E

St Andrew’s Anglican College markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry.

St Andrew’s Anglican College marketing materials do not make false claims or provide misleading information about itself, its courses or course outcomes, including:

- Claims of associations between providers
- Employment outcomes associated with a course
- Automatic acceptance into another course
- Possible migration outcomes

The College’s Legal Entity Name and CRICOS Number appear on all College written marketing and other required materials, as below, including in electronic form, as required by the National Code.
Welcome

Welcome to St Andrew’s Anglican College’s information guide for International Students wishing to enrol at the College. At St Andrew’s, the best aspects of a traditional Anglican School education is combined with a vision for what students need today and for their exciting futures. All of these considerations produce a learning environment, which is distinctively St Andrew’s, but with the standards of care, Christian values, academic rigour, focus on independent learning and positive environment exemplified by other leading independent schools across Australia.

Please read a message from our College Principal:

Dear Parents and Students
Thank you for your interest in St Andrew’s Anglican College which is situated on the beautiful Sunshine Coast of Queensland, just south of Noosa in the suburb of Peregian Springs. St Andrew’s is a dynamic and vibrant College that is fast developing a reputation for commitment to the educational needs of each and every child. Established in 2003, St Andrew’s has grown to cater for babies in the Early Learning Centre, through Prep to Year 12 with over 1200 students now enrolled. In order to achieve our strategic intent, we focus on a balance of high expectations and high relationships. We take time to appoint excellent staff who bring to St Andrew’s an incredible blend of experience and interests to ensure that all students are able to reach their personal best. Communication between all stakeholders is also an important aspect of our College. We believe that when the Community is strong, excellence in learning and pastoral care will occur.

I commenced at the College in 2007 and as a parent of four St Andrew’s students, I am thrilled to play my part as Principal, along with the team of staff in ensuring the realisation of the dreams and aspirations of the whole College community.
With best wishes
Reverend Chris Ivey
PRINCIPAL

Mission Statement
As an Anglican College we strive to provide opportunities for students to achieve their personal best and to learn and grow holistically. St Andrew’s is a supportive, inspiring Sunshine Coast community with a spirit based on principles of love of God and service to others. St Andrew’s has a vision of excellence promoted in all aspects of College life, management and governance.

Objectives
To encourage spiritual growth in students. To achieve the highest level of personal achievement and facilitation of the learning process. To engage dedicated and professional staff who are motivated to maximising opportunities and outcomes for students. To provide a balance of sporting, musical, cultural and artistic opportunities in a broad and balanced curriculum. To welcome involvement of the community in the life of the College. To develop a high calibre pastoral care and House system. To establish a campus which reflects Christian values, careful management of the natural ecosystems of the College campus, awareness of environmental issues, healthy lifestyle choices and a desire to be a contributing member of the wider community. To develop these objectives through sub-school goal statements.
LOCATION
St Andrew’s Anglican College is situated on the beautiful Sunshine Coast in the State of Queensland in the area known as Peregian Springs. Approximately one and a half hour’s drive north of Brisbane, Peregian Springs is 10km south of Noosa and an area which is renowned for its beautiful beaches and lifestyle. The College is situated 3km from the Pacific Ocean where the climate is tropical, offering year-round warm weather. The region offers many cultural and sporting opportunities and is home to a university.

Important Telephone Numbers
Main Administration 5471 5555
International Student Contact Officer: Claire Azzopardi 5449 5826 cazzopardi@saac.qld.edu.au
24hr Emergency Contact: Claire Azzopardi 0409 131 669
Emergency Police, Fire, Ambulance 000
Department of Immigration 131 881 5471 2100
Medical Centre: Peregian Family Medical Centre: www.sunbus.com.au
Transport: Peregian Springs Shopping Centre
ATM: Peregrine Beach Village
Public Telephones: Peregrine Beach Village
Post Office:
St Andrew’s Anglican College Policy on Entry Requirements

St Andrew’s Anglican College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with 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 on the College Registration Form for International Students. This must be correctly completed, and must be accompanied by the following documents to support the application:

- Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
- A completed Reference Form from the student’s current or most recent school. A letter from the Principal is also required if the student’s Report Cards do not record student behaviour or commitment to studies;
- A completed Subject Choices Form if appropriate;
- Appropriate proof of identity and age such as a certified copy of a passport or birth certificate;
- Written evidence of proficiency in English as a second language such as school reports or an English ability test;
- Registration Application Fee of AUD$110.

Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

An application for enrolment can only be processed when all of the above are received by the Enrolments Registrar.

Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.

Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application. Minimum academic and English language requirements are as follows:

**Academic Requirements**

Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Registration Form or offered as an alternative point of entry by the school in a Letter of Offer. For Prep – 12 students: A pass level or “C” grade or better for the majority of subjects.

**English Language Proficiency Requirements**

St Andrew’s Anglican College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

This evidence may be presented as evidence of previous study in English as the medium of instruction, or as results of an acceptable English language proficiency test. Where Migration Regulations do not apply, St Andrew’s Anglican College accepts results from the following test instruments or their equivalency:
Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course at another provider at their own cost before beginning mainstream studies.

Students wishing to enter the school below year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school such as an AEAS test or Skype interview.

**WRITTEN AGREEMENTS**
St Andrew’s Anglican College enters written agreements with students about services to be provided, fees payable and information in relation to refunds of course money.

**COURSE CREDIT**
St Andrew’s Anglican College will assess all applications for entry into the College. Course credit may only be offered as outlined below:

- For students transferring from interstate up to Year 10, the school does not offer course credit and entry into any course is subject to the assessment of the school.

- For students transferring from interstate in Year 11 and the beginning of year 12, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.
FACILITIES

St Andrew’s Anglican College is a leading Anglican College in the State of Queensland. In its 13 years the College has built a solid academic track record with 95% of its students receiving a 1 – 15 OP in the last 4 years. St Andrew’s Anglican College offers full time, on-campus tuition for boys and girls from Preparatory to Year 6 in the Primary School and Years 7 to 12 in the Secondary School. There are over 1240 students at the College participating in a wide range of academic and co-curricular activities such as music, sport and the arts.

All buildings are designed to reflect and be in keeping with the stunning coastal environment in which they are situated. In 2015, St Andrew’s facilities include general classrooms, IT integrated across the College with IT labs featuring a range of different technologies, 4 Science Laboratories, a Music Centre including Drama, a Learning Centre, Art and Sport facilities, including a new sports hall with a full equipped gym. A learning hub housing a state of the art library and student services is being constructed. There are two sports fields, 5 multipurpose sports courts and a sustainable vegetable garden with livestock. All general classrooms are air-conditioned and equipped with the latest in technology including smart boards, audio visual equipment, internet access and modern, functional furniture. All students from Year 5 onwards are issued a College laptop to use at school and at home under a lease agreement.

EDUCATION AGENTS

St Andrew’s Anglican College Policy about Education Agents

Education agents are engaged to formally represent St Andrew’s Anglican College under the following conditions:

- The education agent agrees to comply with the requirements of Standard 4 in the 2007 National Code
- The education agent signs and abides by the conditions of the College’s written agency agreement
- The education agent responds appropriately to College monitoring activities and corrective and preventative action, and understands the grounds for termination of agreement as outlined in Standard 4.4 of the 2007 National Code
The education agent accurately promotes the services and facilities provided by the college and uses up to date marketing materials as supplied by the College. St Andrew’s Anglican College will not accept a student from an education agent if it is known or suspected at any time that the agent engages in or has previously engaged in dishonest practices; deliberately attempts to recruit a student within the first six months of that student’s study in their principal course with another provider; facilitates the enrolment of a student he/she believes will not comply with visa conditions, or is not a bona fide student, or provides immigration advice where he/she is not authorised to do so under the Migration Act 1958.

St Andrew’s Anglican College may receive a student enrolment application from an education agent on behalf of the parent. As the education agent has not been engaged by the school to formally recruit students on the College’s behalf, such an agent would fall outside the scope of NC St 4.

A list of education agents with whom the school has a formal written agreement will be listed on the home page of St Andrew’s Anglican College’s website should the College engage an education agent. St Andrew’s Anglican College does not have a formal agreement with any education agents at present and no education agents represent St Andrew’s Anglican College to date.

**CURRICULUM**

**The Primary Years: Prep to Year 6**

The Primary School at St Andrew’s Anglican College caters for boys and girls from Prep to Year 6. The students are carefully nurtured by caring, dedicated and professional staff who focus on each individual’s academic, physical, social and emotional needs. The children are encouraged to do their best in all of their endeavours.

The Primary School offers a stimulating curriculum to its students. We aim to foster in each child a love for learning in a safe and secure environment. This is achieved through the delivery of an integrated learning approach by each class teacher and within the caring culture and varied opportunities which exist within the school. There is a strong emphasis on Literacy and Numeracy within the academic program.
Senior School: The Junior Secondary Years – Year 7 to Year 10

The Secondary Schooling provides a vibrant, friendly environment where students are provided with development appropriate opportunities and experiences that encourage personal development and positive growth. In the Middle Years (Years 7 to 9) students explore who they are and how they can develop and change.

The Academic Program for the Middle Years is tailored to allow students to become confident, focussed, independent learners who develop not only the skills for success in Years 11 and 12 but also the skills for success in their post school lives.

The core subjects including English, Mathematics, Humanities and Science are constants throughout these three years as are Music, Christian Education, Student Wellbeing and Physical Education.

In Year 7 and Year 8 every student ‘tastes’ the remaining subjects that will become elective subjects in Years 9 and 10. This allows students to be able to select wisely in Years 9 and 10 based on their interests and talents. Of course at all times the requirements and needs of Middle Years students are integrated into the curriculum of all subjects and teachers complete professional development in these areas.

The Academic Program in Year 10 is designed to provide a challenging yet accessible course for all ranges of abilities and backgrounds. Students are required to study the core academic subjects: Mathematics, Science, English, Geography, History, with key Information Technology skills embedded contextually within appropriate subjects. These courses are designed to prepare students for the rigor of the criteria-based senior subjects they will encounter in the Senior Phase of Learning (Years 11 and 12). Students are provided with opportunities to extend themselves through extra investigations, competitions and academic clubs. All Year 10 students will complete their Bronze Duke of Edinburgh Awards.
As one of our goals is to produce responsible global citizens, the teaching program also encompasses Christian Education, a regular participatory Chapel Service, Health and Physical Education and Student Wellbeing. Christian Education is an inclusive exploration of personal spirituality in an environment of support and collaboration. In addition to Health and Physical Education, students are required to participate in a Sport/Activities program on a Tuesday afternoon within school hours, either competing against other Independent schools in the SCISSA (Sunshine Coast Independent Schools Sports Association) sports program or through involvement in a non-competitive activity that emphasises participation, health and well-being. The Student Wellbeing program concentrates on developing those crucial areas of an adolescent’s education that prepare them for success in an increasingly competitive world. The students learn about study skills, goal setting, job application skills, career planning, family planning, time management, team building and community service and awareness. During Year 10, students create their Senior Education and Training (SET) Plan as part of the career planning program. Near the end of the year, all Year 10 students are expected to undertake a week’s Structured Workplace Learning (SWL) to help with career pathway planning.

In addition to the core academic subjects (Mathematics and English) and the specialist areas (Sport, HPE, Personal Development, Chapel/Assembly) students choose 5 elective subjects each Semester. Electives run for a Semester, although a small number can be taken as whole-year subjects:

- Visual Art
- Business Studies
- Music
- Legal Studies
- Drama
- Philosophy
- History (Ancient & Modern)
- Mandarin Chinese
- Design Technology
- Information Technology Systems
- Geography
- Marine Studies
- Graphics
- Biology
- Hospitality
- Sustainability
- Biototechnology
- Chemistry
- Physics
- Sports Science
- Health & Sports Science
- English Extension

Belonging:
Each student belongs to one of four houses where they and their peers will have strong relations with a Head of House and other House staff.

**Senior School: The Senior Secondary Years - 11 to 12**
Academic success is a cornerstone of the College’s ethos, and all students will be given every opportunity to achieve their potential through a dedicated teaching staff and a strong curriculum program. Most of our senior teachers are involved in regional curriculum panels and are thus up to date with the latest education requirements and techniques. We are very proud of all our Year 12 graduates. While their academic results are outstanding and rank us in the top schools in Queensland, more pleasing was that the students were able to achieve these results while still strongly contributing to College life. These results have gone from strength to strength with the College being ranked consistently among the best schools in Queensland.

**REPORTING AND ASSESSMENT**
Student assessment will be a continual process based on observation, consultation, focussed analysis, self assessment and peer assessment. Teachers will report to parents with an interim report at the end of Term 1 and then a detailed report at the end of Term’s 2 and 4. Parents are encouraged to contact teachers via email at any time to discuss students’ progress or concerns.
**Assessment Policy**

**Non-Submission of Assessment Consequences**

- **Failure to hand in draft when due (without official exemption)**
  - Communication with parents (HOF)
  - Student required to write down whatever they know (in class time) as their draft. No feedback given
  - Hand in ‘Work in Progress’ OR Draft is marked to determine result for that item OR If not possible, student to complete whatever they can and submit.
  - Lunchtime detention
  - Draft is retained by teacher as evidence of work completed to date.

- **Failure to hand in assignment when due**
  - Communication with parents (10-12 HOF), (7-9 DHS)
  - Hand in ‘Work in Progress’ OR Draft is marked to determine result for that item OR If not possible, student to complete whatever they can and submit.
  - Afternoon detention

**Assessment Policy**

**Draft Assignments, Final Assignments and Exams Procedures to follow due to Illness/Other**

- **Inability to hand in or present assignment or draft due to illness (or other)**
  - Before due date apply for an extension if needed
  - If a hard copy is unable to be handed in at the due time, work must be submitted electronically
  - If above steps are not followed, consequence for non-submission of an assignment will be followed
  - Permission obtained through DP/DHS or Medical Certificate required
  - Medical certificate and Amendment of Conditions Form to be attached to exam in folio
  - HOF will arrange a catch-up exam (where appropriate to do so)

- **Inability to attend examination due to illness**
  - A parent must contact the College to advise of the absence
  - Arrangement with DP or DHS or Medical Certificate required

Please see Mr Sjogren for a Special Consideration form if your illness is ongoing, or your illness affects a number of assessment items, or if extenuating circumstances prevent you meeting the submission requirements of an assessment task.
COMMONWEALTH GOVERNMENT REQUIREMENTS
Students must comply with the requirements of DIBP regarding regulations governing international student entry to Australia. They should also seek prior approval of DIBP before commencing a new course or changing courses. Please ensure that you have read and familiarised yourself with all requirements for international students on their website: www.immi.gov.au

St Andrew’s Anglican College is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

In order to be registered on CRICOS St Andrew’s Anglican College is required to
a) have the principal purpose of providing education; and
b) clearly demonstrate capacity to provide education of a satisfactory standard.
The National Code can be viewed at www.aei.deewr.gov.au/esos/

Please read the ESOS framework for your rights and responsibilities as an international student in Australia attached at the end of this guide.

ATTENDANCE AND PARTICIPATION

College hours are as follows:

<table>
<thead>
<tr>
<th>PERIOD</th>
<th>TIME</th>
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</thead>
<tbody>
<tr>
<td>House Tutor Group</td>
<td>08.30 – 08.45</td>
</tr>
<tr>
<td>1</td>
<td>08.45 – 09.20</td>
</tr>
<tr>
<td>2</td>
<td>09.20 – 10.00</td>
</tr>
<tr>
<td>3</td>
<td>10.00 – 10.40</td>
</tr>
<tr>
<td>MORNING TEA BREAK</td>
<td>10.40 – 11.05</td>
</tr>
<tr>
<td>4</td>
<td>11.05 – 11.45</td>
</tr>
<tr>
<td>5</td>
<td>11.45 – 12.25</td>
</tr>
<tr>
<td>6</td>
<td>12.25 – 13.05</td>
</tr>
<tr>
<td>LUNCH BREAK</td>
<td>13.05 – 13.40</td>
</tr>
<tr>
<td>7</td>
<td>13.40 – 14.20</td>
</tr>
<tr>
<td>8</td>
<td>14.20 – 15.00</td>
</tr>
</tbody>
</table>

International students are expected to attend College camps and participate in co-curricular activities similar to other students in their year level. This will ensure that all students participate in a well rounded education.
St Andrew’s Anglican College Course Progress and Attendance Policy

This policy is available to staff and to students.

1. Course Progress

   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.
      - To demonstrate satisfactory course progress, Secondary students will need to achieve competency in at least 60% of units in any study period. Competency is a C Grade or higher and Very High to High level of Achievement for Secondary School (Please see the St Andrew’s Anglican College Assessment Summary below for further information)
      - Primary Students need to obtain a Working Towards or Working at Year Level Expectations with or without assistance.

   d) If a student does not achieve at least 60% of units in a study period or a High Level of Achievement for Secondary School or a Working Towards or Working At Year level expectations for Primary, the Head of House or Head of Secondary/Primary will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
      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

   e) A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.

   f) The student’s individual strategy for academic improvement will be monitored over the following study period by [insert role of school staff member] and records of student response to the strategy will be kept.

   g) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, St Andrew’s 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 St Andrew’s Anglican College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 20 days. Please see St Andrew’s Anglican College’s Complaints and Appeals Policy for further details.

   h) 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

2. 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:

d) 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 St Andrew’s Anglican College 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.

b) Student attendance is:
   i. checked and recorded daily
   ii. assessed regularly
   iii. recorded and calculated over each study period.

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 3 consecutive days without approval will be investigated.

f) Student attendance will be monitored by Sub-school administrator every month 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 will not be included in student attendance calculations. [See Sample School Deferment, Suspension and Cancellation Policy points 5 and 6.]

g) Parents of students at risk of breaching St Andrew’s Anglican College attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totalling 15% any study period.

h) i) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, St Andrew’s 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.

j) 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.
k) [If applicable: see NC St 11.9] 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.

l) 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%.

m) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Head of Secondary / Primary will assess whether a suspension of studies is in the interests of the student as per St Andrew’s Anglican College Deferment, Suspension and Cancellation Policy.

n) If the student does not obtain a suspension of studies under the St Andrew’s Anglican College 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.

4. 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 police or psychologists’ reports)

v. where the school was unable to offer a pre-requisite unit

vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student’s progress through a course.

b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

c) School day – any day for which the school has scheduled course contact hours.

d) Study period – a discrete period of study within a course which cannot exceed 24 weeks. St Andrew’s Anglican College defines a “study period” for the purposes of monitoring course attendance and progress as a semester.

ENGLISH AS A SECOND LANGUAGE

As St Andrew’s Anglican College does not have an 'English as a Second Language' (ESL) support department, it is imperative that all international students have sufficient language skills to operate in a normal school classroom. Please see the Policy on Written Entry Requirements (pg 5) for acceptable levels of English. Every effort will be made to assist international students through our Learning Support department; however students having language difficulties may be asked to take extra language classes outside of school time at the student’s expense.
ACCOMMODATION AND WELFARE

St Andrew’s Anglican College is only able to enrol international students who are able to live in Australia with a relative or friend who is nominated by the student’s parents and approved by the College.

St Andrew’s Anglican College Accommodation and Welfare Policy

St Andrew’s Anglican College approves the following accommodation and care options for overseas students:

1. The student will live with a parent, relative or friend nominated by the parent and approved by St Andrew’s Anglican College and the Department of Immigration.

   In this case:
   i. The College does not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to Department of Immigration for the purposes of visa application.
   ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student Guardian visa (subclass 580), all obligations and conditions of this visa must be met, including:
      o not leaving Australia without the nominating student unless the College has first approved alternative welfare and accommodation arrangements for the student for the adult’s period of absence, and
      o advising the Department of Immigration of any change of address, passport or other changes of circumstances.

2. The student will live in parental nominated and College approved accommodation and care arrangements and the College will generate the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE).

   In this case:
   i. Any accommodation, welfare and other support arrangements for the student must be approved by the College, including arrangements provided by third parties
   ii. Any changes to approved arrangements must also be approved by the College. This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12
   iii. If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx.)

College approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:
i. Private accommodation and care arrangements nominated by the parents and approved by the College which meet all requirements under relevant state and commonwealth legislation.

ii. For College vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age for whom the College has issued a CAAW:

   i. Student returns home to parents
   ii. Student continues to live in / is placed in Private accommodation arranged and approved by the College and parents.
   iii. Student may spend vacation with relatives or a friend’s family if all requirements are met in order to attain College approval.
   iv. Student may attend a supervised College excursion, camp, etc., if all requirements are met in order to attain College approval.

i. Accommodation options for full fee paying 571 visa subclass students 18 years and older include:
   - Parent nominated and College approved Private accommodation arrangements

3. For College vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students 18 years or older:

   i. Student returns home to parents
   ii. Student continues to live in / is placed in parent approved private accommodation, details of which are recoded by the College
   iii. Student may spend vacation with friend’s family or relatives, provided details are given
   iv. Student may attend a supervised excursion, camp, etc., provided details are given

Additional Information:

**Private Accommodation Arrangements**

The Private accommodation arrangements approved by St Andrew’s Anglican College meets Queensland legislative requirements for child protection as well as Standard 5 of the National Code. These include:

- Continuous dates for approved welfare arrangements
- Documented procedures for checking suitability of accommodation, support and general welfare arrangements
  - Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student’s enrolment at the College
  - Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
- Bluecard for adults living in the private arrangement other than overseas students.

**Student Guardian Visas**

St Andrew’s Anglican College requires holders of Student Guardian Visas to:

   i. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
   ii. immediately advise the College of any change to address or contact details
   iii. immediately advise the College if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the College is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder’s absence, the College will provide documentation approving temporary care arrangements for the student for the Department of Immigration.

If there is not a valid reason for travelling overseas, or if the College 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 College will advise if compulsory attendance requirements will or will not be affected by the student’s absence.

**COST OF LIVING**

Students are expected to have an income of approximately $100-$150 per week for personal spending money and to cover incidental living expenses and transport to and from College.

![Image](image.jpg)

**OVERSEAS STUDENT HEALTH COVER**

The Overseas Student Health Cover Levy (OSHC) is required by the Commonwealth Government and is payable in full, for the duration of the student’s course, prior to commencement at the College. Students must maintain current OSHC for the period covered by their Visa. Medibank Private is the preferred provider for OSHC. This charge is included in the Fee schedule and is compulsory. The College will arrange OSHC on behalf of the student in advance.

**COURSE FEES**

All fees are quoted in Australian dollars per student, per annum and are current for 2015.
# INTERNATIONAL STUDENTS
## 2015 SCHEDULE OF FEES

### Primary School

<table>
<thead>
<tr>
<th>Tuition Prep - Year 6</th>
<th>$15,700.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Does not include uniforms, co-curricular music instrumental lessons, instrument hire and non-compulsory sporting activities)</td>
<td></td>
</tr>
</tbody>
</table>

### Non-Tuition Fees (All year levels unless otherwise stated)

- **Building Development** - per family: $500.00
- **General Purpose Levy**: Includes technology devices, software, sport, camps, excursions, textbook hire, photocopying, materials.
  - Prep - Year 2 (per student): $860.00
  - Year 3: $1,000.00
  - Year 4: $1,090.00
  - Year 5: $1,620.00
  - Year 6: $1,200.00
- **Canberra Trip (Year 6 students)**: $1,200.00
- **Uniform Allowance**: $1,500.00
- **Health Cover - per student (12mths as per 2015 Medibank Private Premiums)**: $510.00

### Secondary School

<table>
<thead>
<tr>
<th>Tuition Years 7 – 9</th>
<th>$21,500.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Does not include uniforms, co-curricular music instrumental lessons, instrument hire and non-compulsory sporting activities)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tuition Years 10 – 12</th>
<th>$20,500.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Does not include uniforms, co-curricular music instrumental lessons, instrument hire and non-compulsory sporting activities)</td>
<td></td>
</tr>
</tbody>
</table>

### Non-Tuition Fees (All year levels unless otherwise stated)

- **Building Development** - per family: $500.00
- **General Purpose Levy**: Includes technology devices, software, sport, camps, excursions, textbook hire, photocopying, materials.
  - General Purpose Levy Years 7 - 9: $1,740.00
  - General Purpose Levy Years 10 – 12: $2,000.00
- **Uniform Allowance**: $1,500.00
- **Health Cover - per student (12mths as per 2015 Medibank Private Premiums)**: $510.00
- **QSA Moderation Fee (Year 11 & 12 students)**: $350.00
- **Hospitality Years 11 & 12**: $350.00
- **Geography Year 12**: $350.00
- **Marine Studies Years 11 & 12**: $600.00
- **Music Extension Year 12**: $160.00
- **VET Course Certificate III only** (as per cost to College):
Tuition & Non-tuition Fees

All tuition and non-tuition fees will be invoiced per semester prior to commencement of the study period, and will become payable in accordance with applicable visa requirements.

Where the study period is less than 6 months, payment in full of all tuition and non-tuition fees payable will be required prior to commencement. Where the study period is greater than 6 months, the following will apply:
- 50% of all tuition and non-tuition fees will be payable prior to the commencement of the first study period/semester
- The remaining 50% of all tuition and non-tuition fees payable, must be paid within two weeks of the commencement of the second study period/semester

Finance Policy

It is the intention of the College Council that the costs set in this current fee schedule will remain for the whole school year. However, the right is reserved to change the fees during the course of the year if circumstances outside the control of the Council impact significantly upon the cost of College operations.

Payment Methods

The school's preferred method of payment is by Direct Deposit, Credit Card (Visa, MasterCard, Amex & Diners) or Cheque. Visa & MasterCard attract a 1% fee, Amex incurs a 1.65% fee and Diners 2.2%.

Registration Fee

A registration fee of $110.00 (including GST) must be paid with each enrolment registration. This is not refundable and does not guarantee a place at the College.

Enrolment Fee

If the registration is accepted, and all due processes have been met, a written agreement must be completed and signed by the parents and student where applicable along with payment of the $1,000 non-refundable Enrolment Fee.

Change of Status – Australian Residency

Funding requirements dictate that a change of status for an International student cannot occur after the school year has commenced, any changes will only take place at the beginning of the following year. If a student changes visa status e.g. becomes a temporary or permanent resident, he/she will continue to pay full international fees for the duration of the current year.

Termination of Enrolment

Please see St Andrew’s Anglican College’s Deferment, Suspension and Cancellation Policy in the International Student Guide or on the College website.

Uniforms

Uniforms must be purchased by the student from the Uniform Shop. The shop does not sell school shoes. The cost will depend on the number of items purchased. Uniforms may be returned to the College for sale when the student leaves.

QSA Levy

The charge of $369 as required by the Queensland Studies Authority is payable prior to commencement for students completing Years 11 & 12 only. This levy is forwarded to the Board of Secondary School Studies for all year 11 and 12 students.

Health Cover

Overseas student health cover is required by the Commonwealth Government, this levy is payable prior to commencement. The 2015 annual charge is $510.00
REFUND POLICY

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school. *e.g., in the case of course fees collected by IDP.*

2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.

3. The enrolment application fee is non-refundable.

4. Payment of Course Fees and Refunds
   a) Fees are payable according to the College’s Fees Schedule.
   b) An itemised list of College fees is provided in the College’s written agreement [as per NC Standard 3.1.b]
   c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
   d) Refunds will be paid to the person who enters into the written agreement unless the College receives written advice from the person who enters the written agreement to pay the refund to someone else.

5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Enrolments Registrar.

6. Student default because of visa refusal
   a) If a student produces evidence of visa refusal (or provides permission for the College to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the College before the student’s default day, minus the lesser of
      o 5% of the amount of course fees received, or
      o AUD 500.
   b) If a student whose visa has been refused withdraws from the course after it has commenced, the College will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the College with respect to the student within the period of four weeks after the day of student default.

   *Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*

7. Student default
   a) Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
   b) Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
   c) If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, one term’s (or ten weeks) tuition fees will be refunded from the annual tuition fee.
   d) If tuition fees for up to two study periods have been received in advance by the College and the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the College will:
      (1) Retain an administration fee of 10% and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.
(2) **Refund 50 %** of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.

(3) **A pro-rata Refund will be issued on** any tuition fees received, if written notice is received before one (1) study period of the payment period has passed.

(4) No Refund is applicable if written notice is received after 1 study period of the payment period has passed.

e) If tuition fees have been received for more than two study periods, refund provisions under (d) will apply for the first two study periods and any balance of unused tuition fees after this will be refunded.

f) No refund of tuition fees will be made where a student’s enrolment is cancelled for any of the following reasons:

   i. Failure to maintain satisfactory course progress (visa condition 8202).

      Please see St Andrew’s Anglican College Course Progress and Attendance Policy

   ii. Failure to maintain satisfactory attendance (visa condition 8202).

      Please see St Andrew’s Anglican College Course Progress and Attendance Policy

   iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).

      Please see St Andrew’s Anglican College Welfare Policy

   iv. Failure to pay course fees.

   v. Any behaviour identified as resulting in enrolment cancellation in St Andrew’s Anglican College’s Code of Conduct. Please see St Andrew’s Anglican College’s Community Agreement and College Diary.

8. **Provider default**

   a) If for any reason the 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 the student will be made within 14 days of the agreed course starting day.

   b) If for any reason the College is unable to continue offering a course after the student commences a 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 the student will be made within 14 days of the College’s default day.

   c) In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government’s Tuition Protection Service. For information on the TPS, please see: [https://tps.gov.au/StaticContent/Get/StudentInformation](https://tps.gov.au/StaticContent/Get/StudentInformation).


9. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

**Definitions**

a. **Non-tuition fees** – fees not directly related to provision of the student’s course, including uniform fees, stationery fees, building development fund, text book hire, OSHC fees, registration and enrolment fees.

b. **Tuition fees** – fees directly related to the provision of the student’s course, tuition fees, general purpose levy which includes laptop charges, camp fees, sport and excursion fees and course levies in the secondary school.

c. **Course fees** – the sum of tuition fees and non-tuition fees received by the College in respect of the student in order for the student to undertake the course.

d. **Study period:** 2 Term’s (comprising 9 or 10 weeks)

   If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student’s fees for the duration of that year.
St Andrew’s Anglican College provides a safe and stimulating environment where all students have the opportunity to learn and grow. Expectations of student behaviour are based on a desire to protect the rights of all students, to create orderly atmosphere in which students can concentrate on the learning experience and to encourage all students to respect themselves, others and their physical environment. Politeness and courtesy to all, helpfulness to staff and fellow students, and friendliness to newco 0x0 0x0 mers and visitors should be the hallmarks of a St Andrew’s student. All students new to St Andrew’s should read and familiarise themselves with the Code of Behaviour which is included in the student diary and available upon arrival. If a student chooses not to adhere to the Code of Behaviour, the Principal, after a period of counselling and mediation, has the right to terminate a student’s Enrolment. Please see the College Deferment, Suspension and Cancellation Policy for the Code of Behaviour below.

ST ANDREW’S ANGLICAN COLLEGE DEFERMENT, SUSPENSION AND CANCELLATION POLICY

1. Deferment of commencement of study requested by student
   a) St Andrew’s 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).
   b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
   c) Deferment will be recorded on PRISMS within 14 days of being granted.

2. Suspension of study requested by student
   a) Once the student has commenced the course, St Andrew’s 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).
   b) Suspensions will be recorded on PRISMS within 14 days of being granted.
   c) The period of suspension will not be included in attendance calculations.
   d) The final decision for assessing and granting a suspension of studies lies with the College 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 Principal. Please see St Andrew’s Anglican College’s Refund Policy for information regarding refunds.

4. **Assessing requests for deferment or suspension of studies**
   
a) Applications will be assessed on merit by the relevant Head of School.
   
b) All applications for deferment or suspension will be considered within 14 working days.

5. **College initiated exclusion from class (1 – 28 days)**
   
a) St Andrew’s 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 St Andrew’s Anglican College Code of Behaviour:
      
      - Code 1: I will speak and behave politely and courteously to everyone.
      - Code 2: I will be aware and considerate of the feelings and rights of others.
      - Code 3: I will demonstrate personal responsibility in the classroom.
      - Code 4: I will wear the College uniforms neatly and with pride.
      - Code 5: I will respect the school environment and the property of others.
      - Code 6: For my own safety, I will stay within bounds.

   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 [insert position].
   
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.
   
e) 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.

6. **College initiated suspension of studies (28 days +)**
   
a) St Andrew’s 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 St Andrew’s Anglican College Code of Behaviour.

   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 relevant Head of School.

   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.immi.gov.au/contacts/australia/index.htm.)

   d) 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 relevant Head of School.

   e) Suspensions will be recorded on PRISMS.

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

7. **College initiated cancellation of enrolment**
   
a) St Andrew’s 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)

   iii. Any behaviour identified as resulting in cancellation St Andrew’s Anglican College Code of Behaviour.
b) St Andrew’s 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.

c) St Andrew’s 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.

College initiated cancellation of enrolment is subject to St Andrew’s Anglican College Complaints and Appeals Policy. Please see 8), below.

8. Complaints and Appeals

   a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to St Andrew’s Anglican College Complaints and Appeals Policy.

   b) Exclusion from class is subject to St Andrew’s Anglican College’s Complaints and Appeals Policy.

   c) College initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to St Andrew’s Anglican College’s Complaints and Appeals Policy.

   d) For the duration of the internal appeals process, the College will maintain the student’s enrolment and the student will attend classes as normal.

   e) If students access St Andrew’s Anglican College complaints and appeals process regarding a College initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the College need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if the College has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

   f) Extenuating circumstances include:

      i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)

      ii. the student is missing

      iii. the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student’s wellbeing

      iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others

      v. is at risk of committing a criminal offence, or

      vi. the student is the subject of investigation relating to criminal matters.

   g) The use of extenuating circumstances by St Andrew’s Anglican College to suspend or cancel a student’s enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

   h) The final decision for evaluating extenuating circumstances lies with the Principal.

9. Student to seek information from Department of Immigration

   a) Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website www.immi.gov.au/students/ for further information about their visa conditions and obligations.

10. Definitions

   a) Day – any day including weekends and public holidays in or out of term time.
ST ANDREW’S ANGLICAN COLLEGE COMPLAINTS AND 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 signed and again within 7 days of the commencement of student attendance in an enrolled course.

1) Purpose:
   a) The purpose of the St Andrew’s Anglican College Complaints and Appeals Policy is to provide a student or parent/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or a 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 College’s College Community Agreement and Code of Behaviour.

3) Informal Complaints Resolution
   a) In the first instance, St Andrew’s Anglican College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
   b) Students should contact their Head of House 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 and St Andrew’s Anglican College’s internal formal complaints and appeals 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 College in writing of the nature and details of the complaint or appeal.
   c) Written complaints or appeals are to be lodged with the Head of Secondary School.
   d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College 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 the student at no cost.
   f) Each complainant has the opportunity to present his/her case to the Principal.
g) Students and or the College 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.
i) Once the Principal 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, St Andrew’s Anglican College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
k) St Andrew’s Anglican College undertakes to finalise all grievance procedures within 20 working days.
l) For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

5) External Appeals Process

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. Students have two weeks with which to access this process. Students may contact Reverend Mark Calder:
Address: St Marys – 17 William St, Tewantin
Open 9am to 2:30pm – Tuesday, Wednesday, Thursday
Tel: (07) 5449 8009

b) If the student wishes to complain or lodge an external appeal about a decision made or action taken by St Andrew’s 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 or phone 1300 362 072 for more information.

c) If a student is concerned about the actions of the College, 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 provided. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager
International Quality (Schools) Unit
DETE
LMB 527
BRISBANE QLD 4001

6) Other legal redress
Nothing in the College’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, a Sunday or public holiday during term time

b) Student – a student enrolled at St Andrew’s 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.
POSTPONEMENT OF ENROLMENT
If a student wishes to postpone a date of entry after the enrolment has been confirmed, they must give the Principal notice in writing with an anticipated start date. The College can give no guarantee of a place for the proposed new entry date.

TRANSFERRING BETWEEN COURSES
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 College 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 to Ms Claire Azzopardi, Enrolments Registrar 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. St Andrew’s 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 College
b) It has been agreed by the College the student would be better placed in a course that is not available at St Andrew’s Anglican College.
c) Any other reason stated in the policies of St Andrew’s 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.

5. St Andrew’s 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) St Andrew’s 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 College support services which may assist with making adjustments to a new environment, including academic and personal counselling services
e) College fees have not been paid for the current study period.

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:

   Ground Floor
   299 Adelaide Street
   Brisbane QLD 4000

   Other contact details for Department of Immigration are:
   Tel: 131 881 and E: student.centre@immi.gov.au

8. If a letter of release is provided by this College 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.

9. All applications for transfer will be considered within 14 working days and the applicant notified of the decision.

10. 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 St Andrew’s Anglican College complaints and appeals policy. The complaints and appeals policy is available at International Student Handbook.

STUDENT SUPPORT SERVICES

Orientation

The College ensures that the student attends an orientation session upon commencement. The student will be welcomed by the Principal, Enrolments Registrar, Head of House and allocated buddy. At this time cross-cultural information may be included. Also at orientation the College Welcome Handbook (which includes information on College contacts, important dates, newsletter, chapel service, tuckshop, bus information, sick bay, evacuation procedures and co-curricular activities) is provided, along with the Homework Diary and copies of the Uniform Code, College Community Agreement, Refund Policy, and Change of Address process.

Pastoral care staff (where possible those who speak the student’s language) may be present to assist with clarification. The College has several staff on campus to assist overseas students, many of whom are trained in counselling. Students are advised as to who they need to contact if they need any information or have any concerns with personal, academic, or other issues. This forms part of the orientation process on arrival. The following support staff are involved in the care and support of overseas students:

- The Student Contact Officer is Claire Azzopardi. Claire Azzopardi is responsible for the provision of support services (including orientation and all enrolment, visa and homestay issues) to overseas students and will assist students with their adjustment to life in Australia. The Student Contact Officer will also assist students to resolve problems which could impede successful completion of their study programs. Claire Azzopardi can be contacted directly on 54495826 or cazzopardi@saac.qld.edu.au. Claire Azzopardi’s office is in the Main Administration Building.
- Deputy Principal, Mr Paul Sjogren (all secondary course issues). Mr Sjogren’s office is in the Main Administration building or he can be contacted at pjsjogren@saac.qld.edu.au or 5471 5555.
• Careers Advisor, Mrs Sheridan Sugden (all career guidance and further studies issues). Mrs Sugden’s office is in the Secondary I Block building, second floor and she can be contacted at sssugden@saac.qld.edu.au or 5471 5555.
• Head of Secondary, Mr Brad Bowen (all secondary academic progress and dispute resolution issues). Mr Bowen’s office is in the Secondary School Admin building and he can be contacted at bbowen@saac.qld.edu.au or 5471 5555.
• Heads of House (all house and student welfare related issues). The Heads of House at St Andrew’s are
  • Mr Cameron Piper, Burkett House and he can be contacted at cpiper@saac.qld.edu.au,
  • Mr Shaun Cleary, Hocknull House and he can be contacted at scleary@saac.qld.edu.au,
  • Ms Melanie Rothman, Rafter House and she can be contacted at mrothman@saac.qld.edu.au
  • Ms Lauren Norbury, Williamson House and she can be contacted at lnorbury@saac.qld.edu.au

ESOS FRAMEWORK

Australia welcomes international students
The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia’s education and training system offers high quality services and protection for international students to ensure they make the most of their time here. Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.
The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code.
The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at http://cricos.deewr.gov.au.
The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.
As well as enhancing Australia’s quality education and training services, ESOS supports Australia’s migration laws as they relate to international students.

What you need to know about being an international student in Australia
The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:
- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider’s contact officer or officers for overseas students
- what your provider’s requirements are for satisfactory attendance
Your responsibilities as an international student in Australia

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.


Requirements for younger students (under 18)

If you are under 18 years of age, to ensure your safety you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare for the length of your student visa or until you turn 18. This is a requirement of the Department of Immigration and Border Protection. Under Australia’s immigration laws, student visa applicants under the age of 18 must be able to demonstrate that they will be accompanied by a parent or a legal custodian or an eligible relative, or that their education provider approves of other arrangements made for the student’s accommodation, support and general welfare while he or she is in Australia on a student visa.

Under the ESOS National Code, education providers must advise the Department of Immigration and Border Protection as soon as possible where a student under 18 years old changes their living arrangements or where the education provider no longer approves of the arrangements for the student’s accommodation, support and general welfare.

If your living arrangements have been approved by your education provider, but you wish to change them, you should seek approval for any change from your provider beforehand. If the provider agrees to you changing your living arrangements, the provider must then inform the Department of Immigration and Border Protection of the change. If your provider has approved the change, the Department of Immigration and Border Protection will not take any action. However, if your provider does not approve the change or the arrangements, then you will be in breach of your student visa condition 8532 and your visa may be cancelled.


Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia’s international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Immigration and Border Protection’s website for more information at [http://www.immi.gov.au/Study/Pages/Study.aspx](http://www.immi.gov.au/Study/Pages/Study.aspx).

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.