



St Columban's College

International Student Program Policy Documents

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St Columban's College is a trading name under The Corporation of the
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CRICOS Provider: 03347



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Please note that for all International Students, the first point of contact for any concerns should be the Staff at the Student Counter. Depending on the nature of the query, these staff will be able to direct you to the appropriate staff member.



Entry Requirements and Enrolment Policy

1. St Columban's 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 College, 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.
2. Applications for enrolment must be made on *the International Student Enrolment Form*. This must be correctly completed, and must be accompanied by the following documents to support the application:
 1. Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 2. A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 3. A completed Subject Choices Form, if appropriate;
 4. Appropriate proof of identity and age (EG Copy of Birth Certificate/Registration);
 5. Written evidence of proficiency in English as a second language;
 6. Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
 7. Letter of Offer from another registered provider, if applicable
 8. Enrolment Application Fee;
 9. Application for Course Credit (if applicable);
 10. Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the Enrolments Officer.
5. Applications from overseas students are processed according to established policy and procedure and are dealt with on their merits.



6. 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 College may require relevant testing of the applicant to assess the application.
7. Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.
8. Offshore applications for enrolment in Years 11-12 will not be considered after the Yr 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.

St Columban's College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B Standard 2. Minimum academic and English language requirements are as follows:

Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the College in a Letter of Offer.
 - i) Applicants are to have successfully completed a minimum of six years of primary education.
 - ii) Applicants are to have achieved satisfactory academic performance and demonstrated behaviour appropriate to entry to the year level requested on the Application for Enrolment.
 - iii) Applicants are to have achieved success in a year level comparable to the year level preceding that to which they are applying for entry.
 - iv) The applicant will have completed study in Australia of the year level prior to that for which entry to St Columban's College is sought, or successful completion of equivalent study in their own country.
 - v) Success is indicated by at least a pass in all subjects or average results as indicated by the home country grading system.
 - vi) Applicants are to have shown application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum.
 - vii) To demonstrate the required academic levels for entry the applicant is to provide evidence in the form of report cards from the previous 2 years of study; if the report cards do not record student behaviour or commitment to studies a Reference from the applicant's current or most recent school Principal is also required.



English Language Proficiency Requirements

1. Applicants 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.
2. If supplied, St Columban’s College will assess evidence of English language proficiency presented by a student at the time of application but reserves the right to confirm the student’s English language proficiency through additional tests.
3. If not presenting appropriate evidence of English language proficiency at the time of application, St Columban’s College will assess the student’s application for entry based on satisfactory test results as follows:

Acceptable Test	Minimum Test Result	For Entry to
NLLIA	4	Junior Secondary Years [Years 7-9]
NLLIA	5+	Senior Secondary Years [Years 10-12]

**An equivalent result on an accepted English Proficiency Scale may be accepted*

4. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
5. If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student’s level of proficiency is sufficient to allow them to commence their mainstream course.

Course Credit Policy

St Columban’s College will assess all applications for course credit for students enrolling in Senior Secondary Studies.

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.

St Columban’s College assesses and records course credit, according to requirements of the Queensland Curriculum and Assessment Authority (QCAA).

Accommodation and Welfare Policy

Care for younger students under 18 years

St Columban's College is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations St Columban's College must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

These obligations include ensuring that all overseas students under 18 years of age are given age- and culturally-appropriate information on:

- who to contact in emergency situations, including contact number/s of a nominated staff member, and
- how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

St Columban's College has documented procedures relating to child welfare and safety and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

Any concerns over the Accommodation and Welfare of an International Student's welfare at St Columban's College should be addressed to the Assistant Principal of Wellbeing in the first instance.

Accommodation and care options for overseas students under 18 years

St Columban's College approves the following accommodation and care options for overseas students:

1. The student will live with a parent or relative approved by the Department of Immigration.
In this case:
 - i. The School 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:
 - not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence; and
 - advising the Department of Immigration of any change of address, passport or other changes of circumstances.



St Columban's 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 School of any change to address or contact details
- iii. immediately advise the School 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 School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Immigration via PRISMS.

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.

Deferment, Suspension and Cancellation Policy

1. Communicating with families about changes in enrolment status

- a. All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.
- b. Parents must therefore keep St Columban's College informed of their current contact details, as per the conditions of the student visa.
- c. Where relevant and where approved by the parents, the school may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

STUDENT-INITIATED CHANGES IN ENROLMENT

2. Deferment of commencement of study requested by student

- a. St Columban's 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; or
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
 - v. after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b. All applications for deferment will be considered within 7 working days.
- c. The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see St Columban's College's Complaints and Appeals policy).
- d. Deferment will be recorded on PRISMS within 14 days of being granted.

3. Suspension of study requested by student

- a. Once the student has commenced the course, St Columban's 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 bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - ii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
 - iii. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - iv. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education Suspensions will be recorded on PRISMS within 14 days of being granted.
- b. Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c. Temporary suspensions of study cannot exceed 6 months duration.
- d. Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e. The period of suspension will not be included in attendance calculations.
- f. Applications will be assessed on merit by the Principal.
- g. Some examples of circumstances that are not considered compassionate and compelling at St Columban's College include:
 - i. Requests for early departure or late return from vacation, including inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
- h. As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.



- i. All applications for suspension will be considered within 7 working days.
- j. The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see St Columban's College's Complaints and Appeals policy).

4. Student-initiated cancellation of enrolment

- a. All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the EA to Principal/Enrolments Officer. Please see St Columban's College's Refund Policy Cancellation Policy for information regarding refunds and cancellation fees.
- b. A student will be deemed to have inactively notified St Columban's College of cancellation of enrolment where:
 - i. the student has not yet finished his/her course/s of study with the school, and
 - ii. does not resume studies at the school within 14 days after a holiday break, and
 - iii. the student has not previously provided the school with written notification of withdrawal.
- c. Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to St Columban's College's Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

5. School initiated exclusion from class

- a. St Columban's 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 the College's Partnership of Excellence document.
- b. Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c. Where St Columban's College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access St Columban's College's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.



- d. 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 Deputy Principal.
- 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.
- f. Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

6. School initiated suspension of studies

- a. St Columban'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 St Columban's College's Behaviour Policy/Code of Conduct.
- b. Students 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 St Columban'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 St Columban'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 Principal.
- e. Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations> .)
- f. Suspensions will be recorded on PRISMS.
- g. The period of suspension will not be included in attendance calculations.



7. School initiated cancellation of enrolment

- a) St Columban'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 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 St Columban's College's Behaviour Policy/Code of Conduct.
- b) Where St Columban'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 St Columban's College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) St Columban'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 St Columban's College will be cancelled and this may impact on the student's visa. Further information can be found in St Columban's College's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, St Columban's College will maintain the student's enrolment and the student will attend classes as normal.
- e) If a student decides to access St Columban's College's complaints and appeals process because they have been notified of a school-initiated suspension or cancellation of enrolment under Standard 9, 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 (see Definitions below).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but *Name of School* need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.



- g) The use of extenuating circumstances by St Columban's 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.

8. 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 <http://www.border.gov.au/Trav/Stud> for further information about their visa conditions and obligations.

9. Definitions

- a) **Day** – any day including weekends and public holidays in or out of term time
- b) **Extenuating circumstances** - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Examples include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
- the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence, or
- the student is the subject of investigation relating to criminal matters.

Course Progress and Attendance Policy

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.

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 semester of enrolment according to St Columban's College course assessment requirements.
- c) Students who have begun part way through a study period / semester will be assessed according to St Columban's College's course assessment requirements after completing one full Semester.
- d) Students will need to demonstrate satisfactory course progress in any study period / semester. For Years 11-12 satisfactory progress means to achieve a C in at least 5 subjects and demonstrate sufficient progress towards achieving the QCE.
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Assistant Principal (Teaching and Learning) 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:
 - 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



- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the Assistant Principal (Teaching and Learning) and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- h) If the student does not achieve satisfactory course progress by the end of the next study period, St Columban's 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 Columban's College, he/she may contact the Overseas Student Ombudsman at no cost. Please see St Columban's College's Complaints and Appeals Policy for further details.
- i) The school will notify the ESOS agency 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 the student withdraws from the complaints and appeals process by notifying the Principal of St Columban's College in writing, or
 - ii. the complaints and appeals process results in a decision 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 studies 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:
 - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.



- iii. an approved deferment or suspension of study has been granted in accordance with St Columban's College's Deferment, Suspension and Cancellation Policy.
 - d) 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. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
- 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.
 - c) Late arrival at school will be recorded and will be included in attendance calculations.
 - d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.
 - e) Any absences longer than [5] consecutive days without approval will be investigated.
 - f) Student attendance will be monitored by the Student Admin team every 14 days 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. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.
 - ii. Attendance for any period of exclusion from class will be assessed under St Columban's College's Deferment, Suspension and Cancellation Policy.
 - g) Parents of students at risk of breaching *St Columban's College's* attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totalling 15% in any study period.



- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, St Columban's College will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. 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 the school's internal complaints and appeals process
- i) The school will notify the ESOS agency 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. the student withdraws from the complaints and appeals process by notifying the Principal St Columban's College in writing,
 - iii. the complaints and appeals process results in a decision in favour of the school.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
 - ii. the student's attendance has not fallen below 70% for the study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%, or number of study days x number of days per week x 30%.
- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, Deputy Principal will assess whether a suspension of studies is in the interests of the student as per St Columban's College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the St Columban's 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** – St Columban's College defines a "study period" for the purposes of monitoring course attendance and progress as a *semester*.
- i) *for the purpose of monitoring attendance in a Senior Secondary School course, a study period is a Unit or course of study (i.e. Unit 1 or Unit 2 in Year 11 or Units 3 and 4 in Year 12)*
- e) **Learning Outcomes** - the range of subjects and programs as outlined in Learning Options 1.2.2 of the Queensland Curriculum and Assessment Authority (QCAA) QCE and QCIA Handbook.

Transfer Request Policy

St Columban's College's Overseas student transfer policy and processes apply to:

- overseas students requesting to transfer prior to completing the first six months of their first registered school sector course; or
- where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course:

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
 - a) If the student's course or school becomes unregistered
 - b) The school has a government sanction imposed on its registration
 - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
 - d) If the student is granted a release in PRISMS.
2. Students can apply to be released by submitting a Student Transfer Request Application 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 first registered school sector course of study or is under 18 years of age, conditions apply.
3. St Columban's College will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
 - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with *St Columban's College*'s intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
 - c) The student provides evidence of compassionate or compelling circumstances.
 - d) *St Columban's College* fails to deliver the course as outlined in the written agreement.
 - e) The student provides evidence that their reasonable expectations about their current course are not being met.



- f) The student provides evidence that he / she was misled by St Columban's College or an education or migration agent regarding St Columban's College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
 - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
 - h) Any other reason stated in the policies of St Columban's 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 application; and
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative.
5. St Columban's College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
- a) The student's progress is likely to be academically disadvantaged;
 - b) St Columban's College is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
 - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer;
 - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services; or
 - e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the Enrolments Officer.
 - b) Give this completed application form and a valid offer of enrolment from another provider to the EA to Principal / Enrolments Officer for assessment.
 - c) 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 also 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 St Columban'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.



7. St Columban's College will assess the student's transfer request application and notify the student of a decision within 14 working days.
8. If St Columban's College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
9. If St Columban's College intends to refuse the student's transfer application request, St Columban's College will provide the student with reasons for refusal in writing and include a copy of St Columban's College's complaints and appeals policy (available on: the college website). The student has the right to access St Columban's College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
 - a) the student confirms in writing they choose not to access St Columban's College's complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) the appeals process is completed and a decision has been made in favour of the student or St Columban's College.
10. 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: *[Insert contact details as appropriate. See <http://www.border.gov.au/about/contact/offices-locations/australia>.* Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

Students who are no longer subject to the transfer restriction but where St Columban's College holds welfare responsibility via a CAAW.

11. Students under 18 years of age MUST have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application; and
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative.



12. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from the Enrolments Officer;
 - b) Give this completed application form and a valid offer of enrolment from another provider to the EA to Principal / Enrolments Officer for assessment and response within 14 working days.
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.

In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from St Columban'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.
13. St Columban's College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 21 working days.
14. Transfers 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. See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

Fees and Refund Policy

1. This policy outlines refunds applicable to course fees paid to the College.
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 and Refund Policy, and are due to be paid within 30 days of an invoice being issued to the Account Holder;
 - b) An itemised list of College fees is provided in the College's written agreement
 - 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 Principal of the College. One term's notice is required for withdrawal from a course.
6. Student default because of visa refusal
 - a) If a student produces evidence of visa refusal (or provides permission for the school 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
 - 5% of the amount of course fees received; or
 - AUD 500.

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 30 days 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, up to 15% of tuition fees will be retained from tuition fees received by the College.
- d. If tuition fees for up to two terms 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:
 - ii. Retain an administration fee of \$500 and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.
 - iii. Refund 90% of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
 - iv. Refund 50% of any tuition fees received, if written notice is received **before** one (1) terms of the payment period has passed.
 - v. Refund 25% if written notice is received **after** 1 term of the payment period has passed.
- e. If tuition fees have been received for more than two terms, refund provisions under (d) will apply for the first two terms 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 Course Progress and Attendance Policy;
 - ii. Failure to maintain satisfactory attendance (visa condition 8202) - Please see Course Progress and Attendance Policy;
 - iii. Failure to pay course fees; and
 - iv. Any behaviour identified as resulting in enrolment cancellation in St Columban's College's Behaviour Policy. Please see – Positive Behaviour Support Plan.



If St Columban'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 requiring a high degree of specialised support or care, any refund of tuition fees will be at the discretion of the school

8. Provider default

Any default by the College must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).

- 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 school 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>.

**Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*
<http://www.comlaw.gov.au/Details/F2014L00907>.

9. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.



10. Definitions

- a. **Account Holder** means the person who is responsible for payment of the fees to the College (usually the person with whom the College entered into the Written Agreement)
- b. **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.
- c. **Non-tuition fees** – fees not directly related to provision of the student’s course, including *but not limited to Uniform Costs, Queensland Curriculum Assessment Authority Fees, and Payments for non-curriculum based activities such as Formal and Graduation Ceremonies.*
- d. **Term** is a period of 9-11 weeks as prescribed by Brisbane Catholic Education at:
<http://www.bne.catholic.edu.au/students-parents/Pages/TermDates.aspx>

Tuition fees – fees directly related to the provision of the student’s course, including *Student Fees, Technology resource levies, Confirmation of Enrolment fees, Parent & Friends Association Levies, Building Fund Levies, Technology Infrastructure Levies, Vocational Education & Training Levies and Curriculum-based excursions.*

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.



Complaints and Appeals Policy

1. Purpose

- a) The purpose of *St Columban's College's* Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving *St Columban's College*, or an education agent or third party engaged by *St Columban's College* to deliver a service on behalf of *St Columban's College*.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

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

3. Informal Complaints Resolution

- a) In the first instance, *St Columban's College* requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact their Pastoral Care teacher in the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal/other and *St Columban's College's* internal formal complaints and appeals handling procedure will be followed.

4. Formal Internal Complaints Handling and Appeals Process

- a) The process of this grievance procedure is confidential, and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal.

- g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/other and will be finalised within *10 working days* or as soon as practicable.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.

However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) Once the Principal/other 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.
- k) If the complaints and appeals procedure finds in favour of the student, St Columban's College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by St Columban's College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by St Columban's College that relates to:



- i) refusal to approve a transfer application (under Standard 7), or
- ii) suspension or cancellation of the student's enrolment (under Standard 9)

any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

6. Other legal redress

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

7. Definitions

- a) **Working Day** – any day other than a Saturday, Sunday or public holiday during term time
- b) **Student** – a student enrolled at Name of School 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.