

St Ignatius Catholic Primary School Policies and Procedures for FFPIS

CRICOS Registration – Policies & Procedures

Version V210714

Location of copies:

- Administration
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CRICOS Provider No: 01347J

The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane

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CRICOS responsibilities and written policy about code of ethics

E(OS)Reg 98 s11

ESOS Act 2000 s9 & s9A,s.23 & s24

ESOS (Reg Charges) Act 1997 s.5

ESOS (TPS Levies) Act 2012 Part 2 s5-10.

NC St 6, St 14, St 15

St Ignatius Catholic Primary School 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 Ignatius Catholic Primary School* is required to

- a) have the principal purpose of providing education; and
- b) clearly demonstrate capacity to provide education of a satisfactory standard.

Evidence of *St Ignatius Catholic Primary School's* ability to meet these requirements is provided in

- (i) the school's Annual Report to Commonwealth and State governments, available at St Ignatius Catholic Primary School
- (ii) Non State-Schools Accreditation Board documentation – the school's Cyclical Review Report and NSSAB confirmation letter.

St Ignatius Catholic Primary School CRICOS Registration details:

The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane trading as St Ignatius Catholic Primary School

CRICOS Provider No: 01347J

CRICOS Course No: 017928A

Period of CRICOS Registration: 14/11/1994 to 30/06/2015

St Ignatius Catholic Primary School is registered to enrol a maximum of 20 full fee paying 571 visa subclass students.

N.B., Calculations regarding capacity should include Confirmations of Enrolment (CoEs) for current students as well as approved and visa granted CoEs for future students.

The Principal Executive Officer (PEO) appearing on the CRICOS website (<http://cricos.deewr.gov.au>) in School Contact Details is:

<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>
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PRISMS

There are three different levels of access to the Provider Registration and Overseas Student Management System (PRISMS).

New PRISMS users must complete an online training course before being allowed access.

News alerts for changes to PRISMS can be found on the PRISMS home page:

<https://prisms.deewr.gov.au/Logon/Logon.aspx> or in the [Provider User Guide](#)

PRISMS should be checked **regularly** for alerts relating actions required for CoEs, as these will not be seen until logged in.

The following Staff members have access to PRISMS:

<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>	<i>Principal Executive Officer</i>
<i>Mrs Janelle Cashmere</i>	<i>Administrative Assistant</i>	<i>eBusiness Contact</i>
<i>Mrs Sarah Murphy</i>	<i>Finance Secretary</i>	<i>eBusiness Contact</i>

It is the responsibility of the following officer to notify the International Quality Unit (CRICOS) and all overseas students enrolled of any intention to relocate premises at least 20 days before the relocation.

NC D
St 14.3

Mrs Roycelyn Wilden

Principal

Change of Ownership/High Managerial Agent

It is the responsibility of the following officer to advise the International Quality Unit (CRICOS) in writing of:

- a) any prospective changes to the ownership of the School as soon as practicable prior to the change taking effect, and
- b) any prospective or actual change to a “high managerial agent” of the School soon as practicable prior to the change taking effect, or within 10 working days where the change cannot be determined until it takes effect, and
- c) any information on the new owner or high managerial agent as per section 9(6) of the ESOS Act.

NC D
St 15.1.a
St 15.1.b
St 15.2

Mrs Roycelyn Wilden

Principal

Annual Fees and Charges

There are two sets of fees payable annually that are related to CRICOS registration:

- a) Annual Registration Charge (ARC)

This fee has four components, which are subject to indexation annually:

- i. A base fee, originally set at \$1300* plus
- ii. A fee per student enrolment for the previous calendar year, originally set at \$10 per student
- iii. A fee for each course registered on CRICOS at the start of each year per location, originally set at \$100 per course
- iv. A penalty fee for any action taken against the school in the previous year under s.83 of the ESOS Act 2000, originally set at \$1000

The ARC is payable by COB of the last business day of February each year.

*Non-government schools that did not have any enrolments in the previous calendar year but maintained a registration pay a lesser base fee (e.g., \$381 in 2013).

Information about payment of the ARC is provided by PRISMS alerts at different times of the year and at [Registration fees and charges](#).

- b) Tuition Protection Service (TPS) Levy.

ESOS Act 2000
[s.23](#)

ESOS (Reg
Charges) Act
1997 [s.5](#)

[Registration
fees and
charges](#)

ESOS Act 2000

<p>This fee has four components, which are subject to indexation annually:</p> <ol style="list-style-type: none"> i. An administrative fee, originally set at \$100, plus a fee per student enrolment for the previous calendar year, originally set at \$2 per student ii. A base fee that is the sum of a prescribed amount, originally set at \$200, plus a fee per student enrolment for the previous calendar year, originally set at \$5 per student* iii. A risk premium component that is determined by the TPS Director each year, and iv. A special tuition protection component, originally set at \$0 <p>The first TPS levy is scheduled for introduction in the first quarter of 2013.</p> <p>Further information is available at: https://tps.gov.au/StaticContent/Get/ProviderLevy *Registered schools with no international students are exempt from this component.</p> <p>N.B. Schools considering allowing CRICOS registration to lapse should be aware the ENTRY TO MARKET CHARGE will apply for an application to re-register after registration has been allowed to expire. This fee is payable annually in each of the first three years of CRICOS registration:</p> <ul style="list-style-type: none"> · \$7,650 at the time the provider first becomes registered; · \$5,100 on the first anniversary of the day on which the provider was registered; and · \$2,550 on the second anniversary of the day on which the provider was registered. <p>See Registration fees and charges for further information.</p>	<p>S.24</p> <p>EOS (TPS Levies) Act 2012 Part 2 s.5-10</p>
<p>It is the responsibility of the following officer(s) to ensure annual registration fees and charges are paid by the due dates:</p>	
<p><i>Mrs Sarah Murphy</i></p>	<p>Financial Secretary</p>
<p>Information in this section should be checked and updated whenever there is a change made to fee components or payment dates</p>	

Student Contact Officer		
The following Staff member(s) is the designated official point of contact for overseas students:		NC D St 6.5
<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>	
These staff members undertake the following roles and responsibilities in relation to overseas students:		NC D St 6
Staff Member in this Role	Area of Responsibility for Overseas Students	Method to Contact / make Appointment
Roycelyn Wilden	Orientation on arrival	Appointment 07 33711094
Christina Brown	ESL Support	Appointment 07 33711094
Fiona Keatinge	Other tutorial support	Appointment 07 33711094
Dr Sasha Lynn	Personal Counselling	Appointment 07 33711094
Roycelyn Wilden	Complaints and appeals	Appointment 07 33711094
Roycelyn Wilden	Visa / Passport issues	Appointment 07 33711094
Roycelyn Wilden	OSHC	Appointment 07 33711094
<p>Information about the roles of support services and staff in the School, including how to access services, is given to students:</p> <ul style="list-style-type: none"> • During orientation • Information and Policy Document, Student and Parent Handbook • Website www.stignatiustoowong.qld.edu.au 		
The following staff member is responsible for keeping details in Section 1 and on the CRICOS website up to date:		
<i>Mrs Janelle Cashmere</i>	<i>Administration Assistant</i>	
Information in this section should be checked and updated whenever there is a change of staff member in the roles above.		
<i>THIS SECTION WAS LAST UPDATED BY Janelle Cashmere</i>		<i>ON 21/07/2014</i>

<h2>Marketing information and practices</h2>	NC D St 1; St7
<p><i>St Ignatius Catholic Primary School</i> markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry.</p> <p><i>St Ignatius Catholic Primary School's</i> marketing materials do not make false claims or provide misleading information about itself, its courses or course outcomes, including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Claims of associations between providers <input type="checkbox"/> Employment outcomes associated with a course <input type="checkbox"/> Automatic acceptance into another course <input type="checkbox"/> Possible migration outcomes <p><i>St Ignatius Catholic Primary School</i> will not actively seek to recruit a student who is already enrolled with another registered provider.</p> <p><i>St Ignatius Catholic Primary School</i> will assess any enrolment enquiry from a student already enrolled with another registered provider according to the requirements of Part D, Standard 7 of the National Code of Practice.</p> <p>The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane/<i>St Ignatius Catholic Primary School</i> and CRICOS Provider Number appear on all School written marketing and other required materials, as below, including in electronic form, as required by the 2007 National Code in the following format:</p> <p>The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane <i>St Ignatius Catholic Primary School</i> <i>CRICOS Number: 01347J</i></p> <p>Offers of enrolment can only be made for registered courses that are listed on the CRICOS.</p>	NC D St 1.1 NC D St 1.2.b NC D St 1.3 St 7 NC D St 1.2.a
<p>Marketing information is provided to students prior to enrolment and is provided in the following ways:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Student and Parent Handbook 	

- Enrolment Information Pack
- School Website www.stignatiustoowong.qld.edu.au

See *St Ignatius Catholic Primary School website for copies of pre-enrolment and marketing materials*
<http://www.stignatiustoowong.qld.edu.au/>

The following staff member / department is responsible for reviewing and updating marketing materials:

Mrs Roycelyn Wilden

Principal

Information in this section should be checked and updated whenever there is a change of information in the Checklist - a change in course registration, in regulations relating to information in the checklist, or when new marketing materials are produced.

THIS SECTION WAS LAST UPDATED BY Janelle Cashmere

ON 21/07/2014

MARKETING MATERIALS WERE LAST REVIEWED AND UPDATED BY Roycelyn Wilden ON 21/07/2014

Checklist for Marketing information and practices

NC D

St 1; St 2;St5:St7,St8;St10,
St11,St13;

E(OS)Reg 98 s6,s9;ESOS
Act 2000 s.5,s.7,s.22,s.27

Registered Provider Name legal entity name as registered on CRICOS and trading name of school and CRICOS code are provided on: (NC D St 1)

- School Handbook CRICOS Registration Policies & Procedures
- Student/Parent handbook
- Enrolment Information Pack
- School Website www.stignatiustoowong.qld.edu.au

The following information is provided to a student prior to enrolment

REQUIREMENT	WHERE INFORMATION IS GIVEN	REF
1. Requirements For Acceptance Into A Course		
<input type="checkbox"/> Minimum level of English language proficiency	Student/Parent Handbook School Website	NC D St 2.1.a E(OS)Reg 98 s6
<input type="checkbox"/> Educational Qualifications	Student/Parent Handbook School Website	NC D St 2.1a E(OS)Reg 98 s6
<input type="checkbox"/> Advice as to whether course credit is applicable	Student/Parent Handbook School Website	NC D St 12
2. Course information		
<input type="checkbox"/> Course content and duration	Student/Parent Handbook School Website	NC D St 2.1.b
<input type="checkbox"/> Qualification / exit statement offered	Student/Parent Handbook School Website	NC D St 2.1.b
<input type="checkbox"/> Modes of study	Student/Parent Handbook School Website	NC D St 2.1.b

<input type="checkbox"/> Assessment methods	Student/Parent Handbook School Website	NC D St 2.1.b
3. Campus information		
<input type="checkbox"/> Campus location(s)	Student/Parent Handbook School Website	NC D St 2.1.c
<input type="checkbox"/> General description of facilities, equipment, learning and library resources available to students	Student/Parent Handbook School Website	NC D St 2.1.d
4. Arrangements with other providers		
<input type="checkbox"/> Details of any arrangements with another provider to provide the course or part of the course	Student/Parent Handbook School Website	NC D St 2.1.d
5. Fees information		
<input type="checkbox"/> Indicative course-related fees	Student/Parent Handbook School Website	NC D St 2.1.e ESOS Act 2000 s5
<input type="checkbox"/> Advice for the potential for fees to change during the student's course	Student/Parent Handbook School Website	s7 s22 s27
Applicable refund policies (see also NC D St 3) including refund provisions in the case of a written agreement, visa refusal and student or provider default	Student/Parent Handbook School Website	
6. Grounds on which a student's enrolment may be deferred, suspended or cancelled		
<input type="checkbox"/> Deferment, suspension and cancellation policy	Student/Parent Handbook School Website	NC D St 2.1.f NC D St 13

<input type="checkbox"/> Behavioural policy/Code of Conduct	Student/Parent Handbook Student Behaviour Support Plan School Website	
<input type="checkbox"/> Information regarding 'exclusion from class' if applicable	Student/Parent Handbook Student Behaviour Support Plan School Website	
7. Description of the ESOS framework		
<input type="checkbox"/> NATIONAL ESOS AUTHORITY description of the ESOS framework	Student/Parent Handbook School Website	NC D St 2.1.g
8. Relevant information on living in Australia		
<input type="checkbox"/> Indicative costs of living	Student/Parent Handbook School Website	NC D St 2.1.h
<input type="checkbox"/> Accommodation options	Student/Parent Handbook School Website	
<input type="checkbox"/> Where relevant, schooling obligations and options for dependants, including possibility of school fees	Student/Parent Handbook School Website	
9. Complaints and appeals policy		
<input type="checkbox"/> Provided to students prior to enrolment	Student/Parent Handbook School Website	NC D St 8 and E(OS)Reg 98 s8
<input type="checkbox"/> Provided to students again within 7 days of arrival	Student/Parent Handbook School Website	
<input type="checkbox"/> Internal complaints and appeals policy	Student/Parent Handbook School Website	
<input type="checkbox"/> External complaints and appeals policy providing contact details for Overseas Students Ombudsman: http://www.oso.gov.au/		
10. Welfare and accommodation arrangements		
<input type="checkbox"/> Condition for under 18 year old students to maintain adequate welfare and accommodation arrangements	Student/Parent Handbook School Website	NC D St 5 and E(OS)Reg 98 s9

11. Student transfer request assessment policy		
<input type="checkbox"/> Policy must be available to staff and students at orientation	Student/Parent Handbook School Website School Handbook CRICOS Registration Policies & Procedures	NC D St 7.2 NC D St 7 and E(OS)Reg 98 s10
12. Course Progress and Attendance Policy		
<input type="checkbox"/> Documented course progress policy and intervention strategy must be available to staff and students at orientation	Student/Parent Handbook School Website	NC D St 10 and St 11 NC D St 10.2 & 10.4
<input type="checkbox"/> Documented attendance policy and procedures must be available to staff and students at orientation	Student/Parent Handbook School Website	NC D St 11.3
CHECKLIST WAS LAST UPDATED BY Roycelyn Wilden		ON 21/07/2014

Other materials listed below

<h2>Policy about written entry requirements for registered courses</h2>	<p>NC D St 2.a</p> <p>E(OS)Reg 98 s6</p>
<p>St Ignatius Catholic Primary School informs intending students of all requirements for acceptance into a course, and assesses applications for enrolment according to School procedures to determine appropriateness of educational qualifications, experience and English language proficiency for the course for which enrolment is sought.</p>	<p>NC D St 2.a</p> <p>St 2.2</p> <p>E(OS)Reg 98 s6</p>
<p>This information is provided to students prior to enrolment and is provided in the following ways:</p> <ul style="list-style-type: none"> <input type="checkbox"/> School Handbook CRICOS Registration Policies & Procedures, Student and Parent Handbook <input type="checkbox"/> Enrolment Information Pack <input type="checkbox"/> School Website www.stignatiustoowong.qld.edu.au 	<p>NC D St 2.1</p>
<p>See <u>below</u> for a copy of the School's Policy about written entry requirements for registered courses</p>	
<p>The following staff member / department is responsible for reviewing and updating written entry requirements and processes:</p>	
<p><i>Mrs Roycelyn Wilden</i></p>	<p><i>Principal</i></p>
<p>Information in this section should be checked and updated whenever there is a change in admissions procedures, English levels for entry to mainstream classes or in regulations about entry requirements or for entry requirements for AL 3 and 4 countries.</p>	
<p>THIS SECTION WAS LAST UPDATED BY Janelle Cashmere</p>	<p>ON 21/07/2014</p>
<p>POLICY ON ENTRY REQUIREMENTS WAS LAST UPDATED BY Roycelyn Wilden</p>	<p>ON 21/07/2014</p>



St Ignatius Catholic Primary School Policy about written entry requirements for registered courses

- *St Ignatius Catholic Primary School* 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 Application for Enrolment. 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 Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - Appropriate proof of identity and age – students must turn five years of age prior to 30 June the year they wish to enrol in the preparatory year as outlined by DIAC
 - Written evidence of proficiency in English as a second language
 - Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - Enrolment Application Fee
- 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 in the hands of the Administration or the School Office.
- 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 Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.

St Ignatius Catholic Primary School requires evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum.

Students are to provide evidence in the form of report cards of satisfactory performance at their previous school.

English Language Proficiency Requirements

St Ignatius Catholic Primary School 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.

Evidence of English Language Assessment must meet the requirements of the Migration Regulations where required. In the case of AL4 applicants 16 years of age or older, as of 1 April, 2004, Migration Regulations must be met.

Students entering any class at St Ignatius Catholic Primary School must be able to demonstrate basic interpersonal communicative requests, questions and responses in English and be able to perform simple reading and writing tasks as required by the class teacher. In addition, students entering Years 5, 6 and 7 should be able to understand the essential vocabulary of the Key Learning Areas.

Evidence must be provided in support of the student/s level of English Proficiency. Where students have undertaken English as a Foreign Language class at a previous school or other institution, written confirmation may be sought, which would include the following:

- . Amount of time per week engaged in English Instruction
- . Level of Proficiency achieved

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.

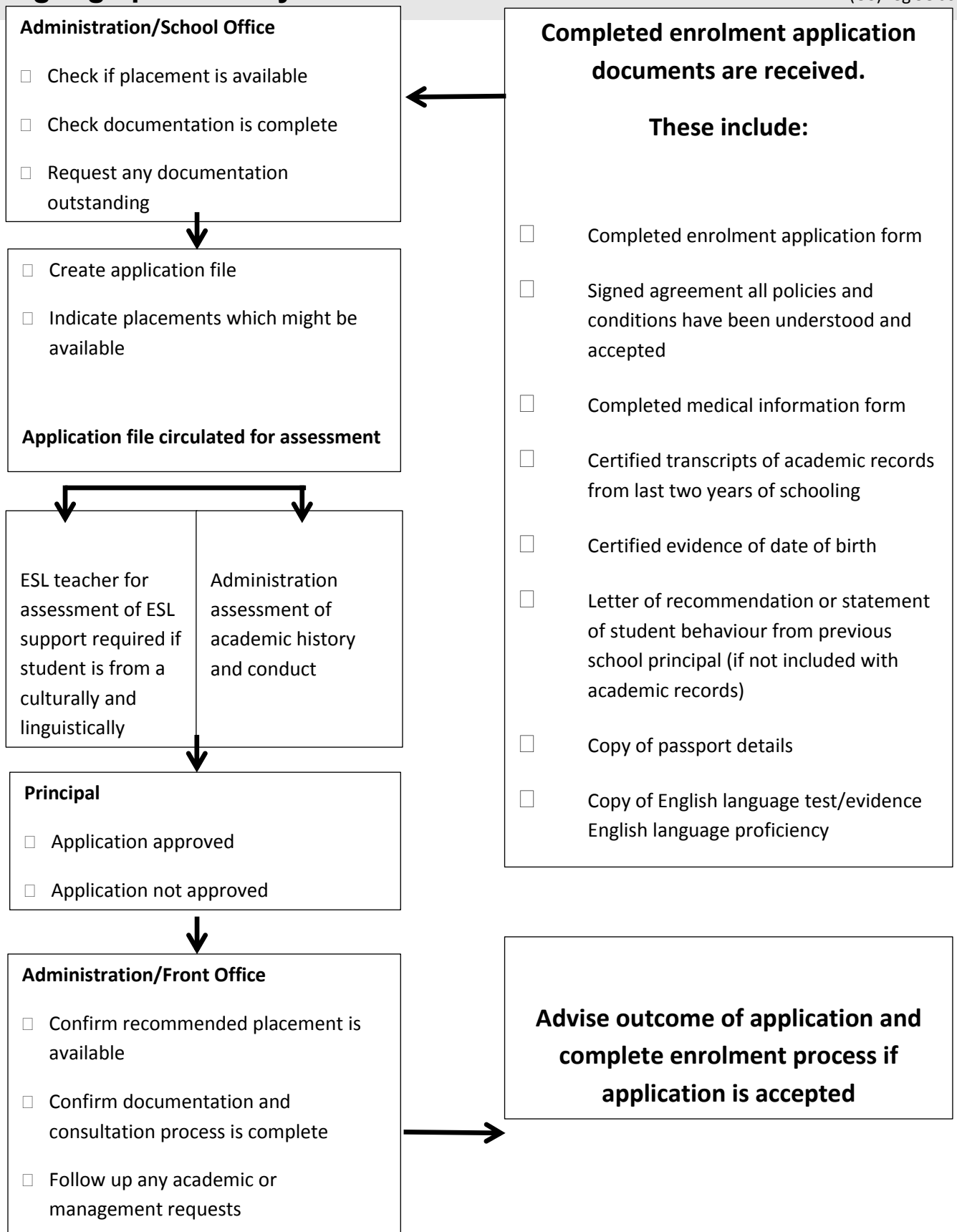
Students wishing to enter the school below year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.

POLICY ON ENTRY REQUIREMENTS WAS LAST UPDATED BY Roycelyn Wilden

on 21/07/2014

Statement regarding course credit		NC D St 2.1.a
		St 12
<p><i>St Ignatius Catholic Primary School</i> does not offer exemption from enrolment in a particular year level of study due to any other previous study undertaken or prior knowledge. No academic credit is given. Students are placed into specific classes related to age requirements as outlined in the section 'Entry Requirements'.</p>		
<p>This information is provided to students prior to enrolment and is provided in the following ways:</p> <ul style="list-style-type: none"> • Student and Parent Handbook • Enrolment Information Pack • School Website www.stignatiustoowong.qld.edu.au 		
<p>The following staff member / department is responsible for reviewing and updating the School's policy and statement about course credit:</p>		
<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>	
<p>Information in this section should be checked and updated if there is a demand demonstrated in student applications and in response to any relevant changes in legislation.</p>		
<i>THIS SECTION WAS LAST UPDATED BY Roycelyn Wilden</i>		<i>ON 21/07/2014</i>
<i>STATEMENT ON COURSE CREDIT LAST UPDATED BY Roycelyn Wilden</i>		<i>ON 21/07/2014</i>

Procedure for assessing student's qualifications, and language proficiency

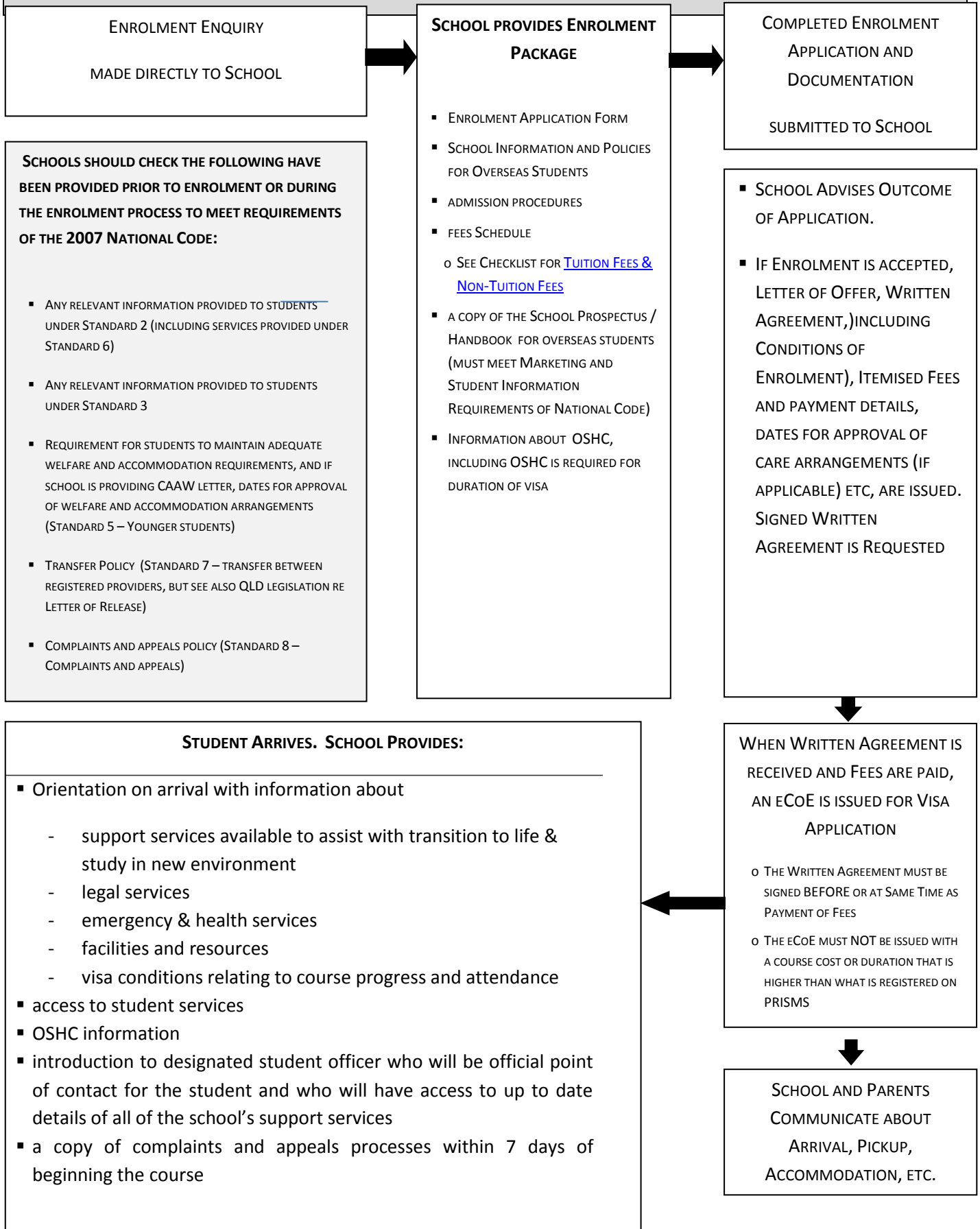


THIS DIAGRAM WAS LAST UPDATED BY Roycelyn Wilden

ON 21/07/2014

Enrolment Procedure Overview

Refs: NC D St 2, St 3;



Enrolment Procedure Checklist

Refs: NC D St 2.2; E(OS)Reg 98 s6

1) Respond to enquiry	<ul style="list-style-type: none"> ○ Request further details ○ Clarify any special requirements or conditions of enrolment, e.g., additional English language tuition
2) Initial check of school capacity	<ul style="list-style-type: none"> ○ Check capacity for placement specific year levels if DOB or year level is known
3) Provide Enrolment information and application package to parent	<p>[List documents/links]</p> <ul style="list-style-type: none"> ○ Application Form ○ Student handbook / Information ○ Enrolment Process ○ Policies and School Information ○ Fees Information ○ OSHC ○ Uniforms ○ Invoice for Application Fee
4) Record enquiry details	<ul style="list-style-type: none"> ○ Date, contact details ○ Follow up as necessary
5) On receipt of application	<ul style="list-style-type: none"> ○ Check Documentation is complete and follow up if necessary ○ Create File / Enter details in database
6) Check availability of placement	<ul style="list-style-type: none"> ○ DOB, Year level capacity ○ Date of entry, length of time for visa application to be processed ○ Any special support / subjects / activities requested
7) Assess application	<ul style="list-style-type: none"> ○ Assess Academic requirements according to Entry requirements policy ○ Assess English language proficiency according to Entry requirements policy ○ Assess Welfare requirements (is CAAW needed) ○ Confirm if placement is available
8) Advise parents if application is unsuccessful	<ul style="list-style-type: none"> ○ Student does not meet entry requirements or no place available ○ Refund any fees owing
9) Create Letter of Offer and individualised written agreement if application is successful.	<p>Must include DIAC requirements:</p> <ul style="list-style-type: none"> ○ Tuition costs ○ Course duration ○ Course description ○ Education provider code ○ Conditional offer of a place if applicable <p>Also</p> <ul style="list-style-type: none"> ○ Written agreement to be signed (See Checklist for contents of Written Agreement) ○ Information re payment of fees, including invoice

	<ul style="list-style-type: none"> ○ Information on how to progress the enrolment from this point
10) When offer of place is accepted	<ul style="list-style-type: none"> ○ Check Written agreement and any attachments are complete and signed ○ Check fees have been paid (if applicable) ○ Check / complete OSHC arrangements ○ Confirm receipt of written agreement and fees ○ Create eCoE (and CAAW if applicable) ○ Check course cost or duration on eCoE is not greater than what is registered on PRISMS ○ Enter fees received in PRISMS ○ Forward eCoE to parents for student visa application
11) When advice of visa grant is received	<ul style="list-style-type: none"> ○ Record details in database ○ Provide pre-arrival information ○ Ongoing liaison with family until arrival
12) On arrival	<ul style="list-style-type: none"> ○ Check arrival arrangements ○ Confirm course start date in PRISMS
13) Begin student Orientation	<ul style="list-style-type: none"> ○ Provide Student/Parent handbook
14) Within 14 days of agreed commencement date	<ul style="list-style-type: none"> ○ Confirm course start date in PRISMS
<p>ONGOING</p> <ul style="list-style-type: none"> ○ Run PRISMS reports every 6 months ○ Enter required information in PRISMS within required timelines (see <u>Checklist of Record Keeping and Reporting Obligations</u>, below). ○ Confirm student contact details every 6 months 	

Letter of Offer

Date _____

Student Name _____

DOB: _____

Dear _____

St Ignatius Catholic Primary School has assessed _____ enrolment application for _____ and is pleased to confirm an offer of enrolment as follows:

Course:	<i>01347J</i>	CRICOS Course Code: 017928A
Year Level(s):	<i>Start date:</i>	<i>Finish date:</i>
Estimate of Total Course Costs	<i>Tuition Fees:</i>	<i>Non-tuition fees:</i>

Continuing enrolment will depend on

- i. meeting any student visa conditions, including satisfactory course progress and attendance requirements,
- ii. agreeing to *St Ignatius Catholic Primary School's* policies, including maintaining approved welfare and accommodation arrangements, and any further conditions of enrolment detailed in *Acceptance of Enrolment / Written Agreement* attached, and
- iii. payment of tuition and non-tuition fees by the due date.

To accept *St Ignatius Catholic Primary School's* offer of enrolment, please sign and return the attached *Acceptance of Enrolment / Written Agreement* and arrange for fees to be paid as per invoice attached by *[insert date]*.

[insert Payment details:]

Prior to accepting this offer of enrolment, please check all contact details on the *Acceptance of Enrolment / Written Agreement*, and ensure detailed information about any medical conditions or learning needs has been provided.

On receipt of a completed and signed *Acceptance of Enrolment / Written Agreement* and payment of fees, *St Ignatius Catholic Primary School* will issue a Confirmation of Enrolment for *[insert name of student]*'s student visa application.

Please advise date of visa grant and *[insert name of student]*'s arrival details so final arrangements can be made in preparation for *his / her* commencement of studies at *St Ignatius Catholic Primary School*.

Yours sincerely

St Ignatius Catholic Primary School

General Provider Obligations

ESOS Act 2000 S19, ESOS Regs 2001 Div 3.1, ESOS Act 2000, S21 (2) and (3), ESOS Reg 3.04

Giving information about accepted students

The PRISMS Administrator is responsible for notifying the National ESOS Authority via PRISMS within 14 days after the event specified occurs:

ESOS Act 2000

[s19](#)(1) (c)(d)

19 Giving information about accepted students

(1) A registered provider must give the Secretary the following information within 14 days after the event specified below occurs:

- (a) the name and any other prescribed details of each person who becomes an accepted student of that provider;
- (b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;
- (c) the prescribed information about an accepted student who does not begin his or her course when expected;
- (d) any termination of an accepted student's studies (whether as a result of action by the student or the provider or otherwise) before the student's course is completed;
- (e) any change in the identity or duration of an accepted student's course;
- (f) any other prescribed matter relating to accepted students.

For s19.1.f, see ESOS Regulations 2001 3.03 Other prescribed matters relating to accepted students:

http://www.comlaw.gov.au/Details/F2012C00430/Html/Text#_Toc329254926

Record Keeping

The PRISMS Administrator is responsible for ensuring required records of student details are kept for at least two years after the student ceases to be enrolled. (However, records do not need to be kept up to date after cessation of enrolment.)

ESOS Act 2000

[S21](#) (2) and (3)

ESOS Act s21(2)

The records must consist of the following details for each accepted student:

- (a) the student's current residential address;
- (b) the student's mobile phone number (if any);
- (c) the student's email address (if any);
- (d) any other details prescribed by the regulations.

ESOS Reg 3.04

Details of which a registered provider must keep records

For subsection 21 (2) of the Act, the records of each accepted student who is enrolled with a provider or who has paid any tuition fees for a course provided by the provider must include the following details:

- (a) the amount of money that the student has paid to the provider, including the separate identification of tuition fees and non-tuition fees;
- (b) for an amount of tuition fees that the student has paid to the provider for a course:
 - (i) whether the amount was paid for the full course or part of the course; and
 - (ii) if the amount was paid for the full course, the duration of the course; and
 - (iii) if the amount was paid for part of the course, the duration of that part of the course;
- (c) copies of written agreements to which the provider and student are parties;
- (d) any amounts that:
 - (i) have become payable, directly or indirectly, to the provider by the student for the student to undertake a course; and
 - (ii) have not been paid;
- (e) the amount that a student will be charged to access the student's records.

ESOS Regs 2001
[3.04](#)

See also [Checklist of Record Keeping and Reporting Obligations](#)

Checklist of Record Keeping and Reporting Obligations

- Notify PRISMS and TPS Director of Provider Default within 3 business days of default occurring.
- Attend to obligations in case of Provider Default within Provider Obligation Period of 14 days from day of Provider Default.
- Report how Provider Default obligations have been met within 7 days after Provider Obligation Period.
- Notify PRISMS and TPS Director of Student Default within 5 business days of default occurring.
- Attend to obligations in case of Student Default within Provider Obligation Period of 28 days from day of Student Default.
- Report how Student Default obligations have been met within 7 days after Provider Obligation Period.
- All changes to PRISMS records must be made within 14 days of the change coming into effect, including student course variations (SCVs). (See [SCV Quick Reference Guide](#) for details.)
- Details of any payments of tuition fees received in a calendar month must be entered into PRISMS within 14 days of the end of the calendar month.
- Student contact details (and contact details for a parent / legal custodian if the student is under 18 years of age) must be confirmed in writing and updated as necessary at least every six months.
- Student assessment records must be retained for at least two years after the student ceases to be enrolled.
- Student details prescribed under s21(2) of the ESOS Act 2000 must be retained for at least two years after the student ceases to be enrolled.
- School Administration should be aware there are serious penalties for failure to meet provider obligations.

Fees, refunds and TPS obligations

NC D St 2.1.e St 3.1.c St 3.2 ESOS Act 2000 s19,s21,s22,s27 – s47b, 47d, s47e,s47h;LI-ESOS Act 2000 s47h ESOS Reg 2001 2.01.2(b)&(c),3.03&3.04; E(OS)Reg 98 s7;[PRISMS Provider User Guide](#); [Recent ESOS Changes FAQs](#)

St Ignatius Catholic Primary School collects fees in accordance with requirements under ESOS legislation.

This includes:

- a) having a written agreement with a student or intending student that sets out the length of each study period and tuition fees for each study period for a student's course
- b) not receiving more than 50% of the student's total tuition fees for a course before the student has begun the course, and
- c) once the student begins a course, not requiring any of the remaining tuition fees for the course to be paid more than 2 weeks before the beginning of the student's second study period for the course.

St Ignatius Catholic Primary School refunds course monies in accordance with requirements under ESOS and state legislation.

Information on tuition and non-tuition fees payable and *St Ignatius Catholic Primary School* fees and refund policy is provided to students prior to enrolment and is part of the written agreement between the student and the school.

St Ignatius Catholic Primary School refunds course monies in accordance with requirements under ESOS and state legislation.

Information on the School's fees and refund policy is included in school documentation in The Refund Policy appears in School documentation in

Pre-enrolment information:

- The School's Written Agreement
- Student and Parent Handbook
- Enrolment Information Pack
- School Website www.stignatiustoowong.qld.edu.au

NC D

St 2.1.e

St 3.1

ESOS Act
2000

[s22](#)

[s27](#)

Providing Information About Fees for a Course

The *PRISMS Administrator* is responsible for notifying the National ESOS Authority via PRISMS of the required information about the estimated totals of tuition fees and non-tuition fees payable by the student for the course.

ESOS Reg 2001

[2.01.2\(b\)&\(c\)](#)

Record Keeping Requirements in Relation to Fees

Refer to [Overview](#) and [Checklist](#) of Tuition Fees and Non-Tuition Fees, and [Recent ESOS Changes FAQs](#) for details about record keeping requirements in relation to fees.

ESOS Reg
2001

[3.04](#)

See **below** for a copy of the School's Written refund policy

Reporting Requirements – Provider Default - ESOS Act 2000 s46b(2), LI-ESOS Act 2000 s46b

In accordance with subsection 46F(5) of the Act Section this determination specifies the requirements for a notice a provider must give to the Secretary and the TPS Director reporting whether, and if so how, they have discharged their obligations after a provider default.

If students have accepted a place in an alternative course, the provider must confirm they have evidence of this acceptance and where possible specify the new Confirmation of Enrolment. If they met their obligations by paying a refund, the refund amount and date of payment must be included in the notice. The notification is to be made in the Provider Registration and International Student Management System (PRISMS).

Timely information about provider defaults forms part of an effective tuition protection service, helping to facilitate prompt and effective responses by providers and if necessary by the Tuition Protection Service in placing students in an alternative course or providing a refund.

Notification of Default

In the Case of Provider Default St Ignatius Catholic Primary School must:

- In accordance with the ESOS Act 2000 and ESOS Regulations 2012 (as amended) section 46B Registered providers to notify of provider default:
 - 1) The provider must notify, the National ESOS Authority and the TPS Director via PRISMS of the default **within 3 business days of the provider default occurring** as required under s46B(2) of the ESOS Act:

ESOS Act 2000 S46B(2) LI-SOS

Requirements for a notice of provider default

For subsection 46B(2), the provider must enter, for each CoE, the information below into the specified fields in PRISMS:

- (a) The date of the default
- (b) The reason for the default
- (c) The following contact details if known:
 - (i) Physical address
 - (ii) Email address
 - (iii) Home phone number
 - (iv) Mobile phone number

Notifying students

- 2) The provider must also notify, in writing, of the default the students in relation to whom the provider has defaulted.

Notice requirements

- 3) A notice given under subsection (2) or (4) must comply with any requirements of a legislative instrument made under subsection (6).

Provider Obligation Period

Within 14 days:

- Offer the student an alternative place at the provider's expense, that is accepted by the student in writing; or
- Refund the student the unused portion of the prepaid fees using the instrument below:

Calculation of the amount of unspent pre-paid fees – provider default

- a. For subsection 46D(7) of the Act, the specified method for working out the amount of unspent pre-paid fees is:

(a) Pre-paid amount for a particular period / Number of weeks¹ to which the payment relates

= Tuition fee per week

(b) Tuition fee per week X number of weeks² between the date of default and the end of the period to which the payment relates

= unspent pre-paid tuition (the refund amount)

¹The number of weeks to which the pre-paid amount relates is to be calculated by rounding up the number obtained by dividing the number of days between the start and end dates of the period to which the payment relates (inclusive) by 7.

²The number of weeks between the date of default and the end of the period to which the payment relates is to be calculated by rounding up the number obtained by dividing the number of days between the date of default and the end date of the period to which the payment relates (inclusive) by 7.

Notify Outcome of Provider Default

The school will notify the National ESOS Authority and TPS director via PRISMS of the outcome of provider default **within 7 days of the provider obligation period** as required under s46F of the ESOS Act: giving details of the alternative course accepted or refund given.

ESOS Act
2000

[s46F](#)

Reporting Requirements – Student Default

In accordance with subsection 47H(5) of the Act this determination specifies the requirements for a notice a provider must give to the Secretary and the TPS Director reporting whether, and if so how, they have discharged their obligations after a student default.

If they have met their obligations by paying a refund, the refund amount and the date of payment must be included in the notice together with information about any written claim the student has made and the basis on which the refund amount was calculated. The notification is to be made in the Provider Registration and International Student Management System (PRISMS).

Timely information about student defaults forms part of an effective tuition protection service, helping to facilitate prompt and effective responses by providers and if necessary by the Tuition Protection Service in determining if a refund is due and if so making the payment.

Notification of Default

In the case of Student Default St Ignatius Catholic Primary School must:

- In accordance with the ESOS Act 2000 and ESOS Regulations 2012 (as amended) section 47C Registered providers to notify of student default
 - i. A registered provider must give a notice in accordance with this section if an overseas student or intending overseas student defaults in relation to a course provided by the provider at a location.
 - ii. The provider must notify, in writing, the Secretary and the TPS Director of the default **within 5 business days of the default occurring**.
 - iii. A notice given under this section must comply with any requirements of a legislative instrument made under subsection (4).

Refund Payments

The *School Bursar/Finance Manager* is responsible for administering refund requests within the stated timeframe (**28 days from default day**) at the authority of the Principal

- *Refunds under a written agreement*

Where there is a valid written agreement in place, all refunds will be calculated in accordance with the school's refund policy and within the stated timeframe (above).

- *Refunds in other cases (visa refusal or no agreement)*

Where the student defaults on the course prior to commencement the calculation of fees as pursuant to subsection 47E(4) of the *Education Services for Overseas Students Act 2000* (the Act), specify the method for working out the amount of unspent pre-paid fees for the purposes of subsection 47E(2) of the Act.

Calculation of the amount of unspent pre-paid fees – other cases

- The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student *less* the following amount:

ESOS
Act
2000

[s47D](#)

ESOS
Act
2000

The lesser of:

- (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- (b) the sum of \$500.

Notify Outcome of Student Default

The school will notify the Secretary (or delegate) and TPS Director of outcome of discharge of obligations in cases of student default **within 7 days of the end of the default period.**

ESOS Act 2000 S47D S47E s47H
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The following staff member/department is responsible for reviewing and updating the School Refund Policy for Overseas Students:		
<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>	
Information in this section should be checked and updated whenever there is a change of fee structure, information about payment of fees or refunds, or in regulations relating to fees or refunds.		
THIS SECTION WAS LAST UPDATED	BY Roycelyn Wilden	ON 21/07/2014
THE REFUND POLICY WAS LAST UPDATED	BY Roycelyn Wilden	ON 21/07/2014

<h2>Overview of tuition fees and non-tuition fees</h2>
<p>Because the TPS is designed to protect student tuition fees, there is an important distinction between tuition fees and non-tuition fees.</p>
<p>Tuition fees are fees received, directly or indirectly, that are directly related to the provision of a course.</p>
<p>Tuition fees include tuition fees, fees for compulsory course materials, and any compulsory enrolment or administration fees that apply during the entire period of enrolment.</p>
<p>Non-tuition fees include fees such as OSHC, application fees, accommodation fees (such as homestay or boarding fees), book fees (where books are not supplied by the school) and uniform fees.</p>
<p>The total amount of tuition fees for the entire course has to be included in Letters of Offer and when generating CoEs.</p> <p>The total amount of compulsory tuition fees in Letters of Offer and CoEs will be compared with the registered course cost on PRISMS.</p> <p>The total amount of compulsory tuition fees should therefore not exceed the registered course cost on PRISMS, and the registered course cost on PRISMS should not include any non-tuition fees.</p>
<p>Written Agreements must</p> <ol style="list-style-type: none"> itemise both tuition fees and non-tuition fees, and set out the length of each study period for a course and the tuition fees for each study period for a course.
<p>There are also limits on the amount of pre-paid fees that can be received before a student begins a course.</p>
<p>Pre-paid fees means tuition fees received by a school, in relation to a study period for a course, before the student begins the study period.</p>
<p>By definition, a study period cannot be longer than 24 weeks.</p>
<p>A school must not receive more than 50% of a student's total tuition fees for a course before the student has begun the course.</p>
<p>After a student has started a course, a school must not require any of the remaining tuition fees for the course to be paid more than 2 weeks before the beginning of the student's second study period for the course.</p>
<p>PRISMS requires reporting of amounts of tuition fees and non-tuition fees at various times:</p> <ol style="list-style-type: none"> estimated totals of tuition and non-tuition fees for entire course amount of tuition and non-tuition fees received before creating a CoE in PRISMS start and end dates for the period covered by pre-paid tuition fees whether OSHC has been paid for the student before the course begins details of any tuition fees (amount, date of payment and period covered) within 14 days of the end of any calendar month in which tuition fees have been received.
<p>Schools must keep records of all amounts of fees received directly or indirectly for tuition fees and non-tuition fees, and details of the any periods of time covered, as well as of any amounts not received for any period of time.</p>
<h2>Checklist for tuition fees and non-tuition fees</h2>
<p><input type="checkbox"/> School documents (Letters of Offer, Written Agreements, Fees Policies, Refund Policies, etc.) distinguish between tuition fees and non-tuition fees.</p> <p><input type="checkbox"/> Definitions or references to tuition fees and other fees in school documents align with ESOS</p>

definitions and requirements.

- Letters of Offer include the total amount of **tuition fees** for the entire course.
- CoEs include the total amount of **tuition fees** for the entire course.
- The total amount of **tuition fees** for the entire course does not exceed the registered course cost on PRISMS.
- Written agreements itemise both **tuition fees** and **non-tuition fees**.
- Written agreements set out the length of each **study period** for a course and the **tuition fees** for each **study period** for a course.
- Study periods** are not longer than 24 weeks.
- Fees are received prior to or at the same time as a signed Written Agreement.
- Fees invoices do not request payment of more than 50% of a student's total tuition fees for a course before the student has begun the course.
- Fees invoices after a student has started a course do not **require** any of the remaining tuition fees for the course to be paid more than 2 weeks before the beginning of the student's second study period for the course.
- There is a method of recording all dates and amounts of payment (and non-payment) of tuition fees and non-tuition fees and the period of time covered by each payment for PRISMS reporting purposes. See [PRISMS Provider User Guide \(5.21 How to Manage Payment Details\)](#).

St Ignatius Catholic Primary School Refund Policy

A copy of this policy is 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 or an amount is paid for a registered course, whichever happens first.

A refund will be paid if the student does not start the course on the agreed date or withdraws before completion.

- 1) This refund policy applies to all course monies paid to the school and includes any course monies paid to an education agent to be remitted to the school.
- 2) Fees for services paid to education agents by students (or parent(s)/legal guardian if the student is under 18) are not covered by this refund policy.
- 3) The application fee of AU\$110.00 is non-refundable.
- 4) Payment of Course Fees and Refunds
 - a. Fees are payable in advance for each study period (one semester).
 - b. All fees must be paid in Australian dollars. Fees are calculated on a 10 month school year therefore fees will be refunded on a pro-rata basis of enrolment using months in attendance as the divisor e.g. enrolled 3 months, 3/10 or 30%.
 - c. 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.
 - d. Refunds will be reimbursed in Australian dollars and the payment sent to the Student or the person specified in the written agreement unless otherwise requested in writing.
 - e. Where a refund is given it will include a statement of how the amount of refund was calculated according to appropriate legislative instruments.

PROCESS FOR CLAIMING A REFUND

- 5) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
- 6) Unsuccessful Enrolment/Visa Rejection
 - a. The school will refund within four weeks course monies paid as calculated using the appropriate [legislative instrument](#) where the student's application for enrolment is refused by the school.

[Applicable only if payment of fees has accompanied the application/enrolment form and lodgement of the written agreement.]

- b. The school will refund within four weeks course monies paid as calculated using the appropriate [legislative instrument](#) where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian Immigration Authorities.

7) Student Default

- a. Refunds for student default apply to tuition fees only. Course monies (excluding 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.
- b. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term's (or ten weeks) tuition fees will be refunded from the semester's tuition fee.
- c. The school will refund within four weeks of the receipt of written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - i. If written notice is received up to four weeks prior to commencement of the course, the school will be entitled to retain an administration fee. Refer to table of fees for administration fee, this fee is reviewed annually.
 - ii. If written notice is received less than four weeks prior to commencement of the course 70% of the tuition fee will be refunded.
 - iii. If written notice is received within six months of the commencement date of the student's course, only one term's (or ten weeks) tuition fees will be refunded from the annual tuition fee.
 - iv. If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees will be made.
- d. 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)
 - ii. Failure to maintain satisfactory attendance (visa condition 8202)
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). This may not be applicable as the school is not providing accommodation arrangements. This may not be applicable as the school is not providing accommodation arrangements.
 - iv. Failure to pay course fees
 - v. Any behaviour identified as resulting in enrolment cancellation in St Ignatius Catholic Primary School's Behaviour Policy/Code of Conduct.

8) School Default

[Any default by the school must be compliant with the provisions of the ESOS Act 2000 and the ESOS regulations 2012 (as amended).] <http://www.comlaw.gov.au/Details/C2012C00587>

- a. If for any reason the school is unable to offer a course, a refund of fees paid will be calculated in accordance with the legislative instrument (above) and within 14 days of the agreed starting day.
- b. If for any reason the school is unable to continue offering a course after student commencement, a refund of the unused portion of pre-paid tuition fees will be calculated in accordance with the legislative instrument (above) made within 14 days of the day the course ceased to be delivered.

In the event of a course not being delivered which is required under Standard 3.2., there are three options depending on whether the school

- a. is administered by a State Education Authority or in receipt of Commonwealth Recurrent Funding,
- b. is covered by a Tuition Protection Service ([TPS](#)), or
- c. has a Bank Guarantee/indemnity Agreement/Ministerial Exemption.

St Ignatius Catholic Primary School may place students in an alternative course as an alternative to provision of a refund which may be applicable for schools which are part of a system such as Brisbane Catholic Education. If the student chooses placement in an alternative course over a full refund, they will need to sign a document to that affect.

- 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.
- 10) Definitions
 - b. *Course money* – includes tuition fees, any amount received by the school for Overseas Student Health Cover (OSHC) and any other amount the student has to pay in order to undertake the course.
 - c. **Calculation of the amount of unspent pre-paid fees – provider default**
All refunds in the event of provider default will be calculated in accordance with the following legislative instrument [Subsection 46D/7 of the Act](#)
 - d. **Calculation of the amount of unspent pre-paid fees – Student Default**
All refunds in the event of Student default will be calculated in accordance with the following legislative instrument [47E \(4\) of the Act](#)

Policy and procedures for deferring, suspending or cancelling a student's enrolment		NC D St 2.1.f St 13
<p><i>St Ignatius Catholic Primary School</i> provides information to intending students about the school's policy and grounds on which an enrolment can be deferred, suspended or cancelled prior to enrolment and as part of the written agreement between the student and the school.</p> <p>The Policy for deferring, suspending or cancelling a student's enrolment appears in School documentation in:</p> <ul style="list-style-type: none"> a) Pre-enrolment information b) the School's Written Agreement c) School Handbook CRICOS Registration Policies & Procedures, Student and Parent Handbook d) Enrolment Information Pack e) School refund policy (See School Handbook CRICOS Registration Policies & Procedures, Student and Parent Handbook) f) School Website www.stignatiustoowong.qld.edu.au 		NC D St 2.1.f
<p>See below for a copy of the School's Policy on deferring, suspending or cancelling a student's enrolment and Complaints and Appeals Policy</p> <p>See School website for a copy of the School's Behaviour Policy</p>		
<p>It is the role of the following staff members to undertake these steps in the event of a student – initiated request for a deferment, suspension of enrolment or cancellation of enrolment</p>		
Staff Member	Action	REF
<i>Roycelyn Wilden</i>	Assess student application for deferment or suspension of study	NC D St 13.1
<i>Roycelyn Wilden</i>	Approve or reject Student application for deferment or suspension of study. Approve student initiated cancellation by parent or student	NC D St 13.1
<i>Roycelyn Wilden</i>	Record and advise the student of the outcome of the Student application for deferment or suspension of study, and if the student request is granted, advise the student deferring or suspending his/her enrolment may affect his/her student visa	NC D St 13.1 St 13.3
<i>Roycelyn Wilden</i>	Notify the Secretary of NATIONAL ESOS AUTHORITY via PRISMS as required under s19 of the ESOS Act within 14 days where the student's enrolment is	NC D St

	deferred or temporarily suspended or cancelled	13.3.b
<i>Roycelyn Wilden</i>	Ensure all records for all steps above are kept on the student's file	NC D St 13.1
It is the role of the following staff members to undertake these steps in the event of a School – initiated suspension or cancellation of enrolment. There are two options here, depending on whether or not there are extenuating circumstances.		
<i>Roycelyn Wilden</i>	FIRST STEP Make the decision to suspend or cancel a student's enrolment based on the information about grounds for doing this provided in pre-enrolment information to the student, <u>and</u> assess if there are extenuating circumstances	NC D St 2.1f St 13.4
<i>Roycelyn Wilden</i>	OPTION 1 <input type="checkbox"/> If there are <u>not</u> extenuating circumstances, inform the student in writing (a) the School intends to suspend or cancel his/her enrolment (b) the student has 20 days to access the School's internal complaints and appeals process (c) suspension or cancellation of enrolment may affect the student's visa	NC D St 13.4 St 13.3
<i>Roycelyn Wilden</i>	<input type="checkbox"/> Supervise the student's conditions of continuing enrolment and care arrangements, and process student's appeal	NC D St 5 St 13.4 St 8
<i>Roycelyn Wilden</i>	<input type="checkbox"/> Advise the student in writing of the outcome of the appeal process including reasons for the outcome	NC St 13.1 St 8.1.d
<i>Roycelyn Wilden</i>	<input type="checkbox"/> If the outcome of the appeal favours the student, the School also comply with NC D St 8.5.	NC D St 8.1.d St 8.5
<i>Roycelyn Wilden</i>	<input type="checkbox"/> If the outcome of the appeal upholds the School's decision, the School then notifies DIAC via PRISMS that the student's enrolment is suspended or cancelled and continues to check suitability of care arrangements until one of the criteria in NC D St 5.3a-d is met.	N NC D St 13.3

		St 5.3a-d
<i>Roycelyn Wilden</i>	<p>OPTION 2</p> <ul style="list-style-type: none"> <input type="checkbox"/> If there <u>are</u> extenuating circumstances relating to the welfare of the student, the School contacts DIAC to discuss the situation, or report suspension or cancellation of enrolment of the student via PRISMS with an explanation, or both, depending on the severity of the situation. (The student may still access the School’s Complaints and Appeals Process, but this can be done from offshore if necessary.) 	NC D St 13.4 St 13.3.b
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> Continue to check the suitability of the student’s care arrangements (if necessary) as per the conditions in NC Standard 5.3, unless it is necessary to advise DIAC via PRISMS that the School can no longer approve the care arrangements for the student. <p><i>In this case, call the Student Compliance Section of the Brisbane Office of DIAC on (07) 3136 7532 <u>before</u> making this report via PRISMS, so DIAC is aware of the situation and can monitor student movements if necessary.</i></p>	NC D St 5.3
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> If the student accesses the School’s complaints and appeals process, advise the student in writing of the outcome of the appeal process, including details of reasons for the outcome 	NC D St 13.1 St 8.1.d
<i>Roycelyn Wilden</i>	<p>IN ALL CASES</p> <p>Record all outcomes and ensure all records for all steps above are kept on the student’s file</p> <p>Check to see whether any refund of fees is owed</p>	NC D St 13.1 St 8
<i>Roycelyn Wilden</i>	<p>In the case of a school-initiated suspension for longer than 28 days, inform the student that this may affect their visa and contact DIAC (studentcompliance.qld@immi.gov.au) to discuss the situation. DIAC will advise if there is a need for the student to make an appointment for visa advice.</p>	
<p>Administrative documents relating to the School’s policy on deferring, suspending or cancelling a student’s enrolment are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Student application for deferment of commencement or suspension of studies <input type="checkbox"/> School letter for informing student of intention to suspend or cancel enrolment <input type="checkbox"/> School letter for informing student of intention to suspend or cancel enrolment in the case of extenuating circumstances 		
<p>The following staff member / department is responsible for reviewing and updating the Policy on deferring, suspending or cancelling a student’s enrolment and related administrative documents:</p>		

<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>
Information in this section should be checked and updated whenever there is a change in regulations about Standards 8 and 13, or when existing policies need to be adapted or strengthened.	
<i>THIS SECTION WAS LAST UPDATED BY</i>	<i>Roycelyn Wilden ON 21/07/2014</i>
<i>THE POLICY FOR DEFERRING, SUSPENDING OR CANCELLING ENROLMENT WAS LAST UPDATED</i>	
	<i>BY Roycelyn Wilden ON 21/07/2014</i>

St Ignatius Catholic Primary School Deferment, Suspension and Cancellation Policy

1) Deferment of commencement of study requested by student

- a) St Ignatius Catholic Primary School 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 Ignatius Catholic Primary School 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 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 Ignatius Catholic Primary School's Refund Policy for information regarding refunds

4) Assessing requests for deferment or suspension of studies

- a) Applications will be assessed on merit by Principal.
- b) All applications for deferment or suspension will be considered within 10 working days.

5) Exclusion from class (1 – 28 days)

- a) St Ignatius Catholic Primary School 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 Ignatius Catholic Primary School's Behaviour Policy/Code of Conduct.
- b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- d) Exclusions from class will not be recorded on PRISMS.
- e) Periods of 'exclusion from class' for up to 5 days will not be included in attendance calculations as per St Ignatius Catholic Primary School's Course Progress and Attendance Policy

6) School initiated suspension of studies (28 days +)

- a) St Ignatius Catholic Primary School 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 Ignatius Catholic School's Behaviour Policy/Code of Conduct.

- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- c) Students who have been suspended for more than 28 days may need to contact DIAC.
- 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 Principal.
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

7) Cancellation of enrolment

- a) St Ignatius Catholic Primary School 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 in St Ignatius Catholic Primary School's [Behaviour Policy/Code of Conduct](#).
- b) St Ignatius Catholic Primary School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC which will result in automatic cancellation.
- c) St Ignatius Catholic Primary School may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

8) Student initiated cancellation

- a) Student must apply in writing to the Principal to cancel enrolment

- b) St Ignatius Catholic Primary School to advise student in writing of the acceptance or rejection of their cancellation and that cancellation may affect their visa status with DIAC
- c) Student should refer to refund policy to determine if a refund applies [Refund Policy](#)
- d) St Ignatius Catholic Primary School to report student default in PRISMS data base within 14 days

9) Complaints and Appeals

- a) Student requested deferment and suspension are not subject to St Ignatius Catholic Schools Complaints and Appeals Policy.
- b) Exclusion from class is subject to St Ignatius Catholic Primary School's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to St Ignatius Catholic Primary School's Complaints and Appeals Policy.
- d) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access St Ignatius Catholic Primary School's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- 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 school 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 Ignatius Catholic Primary School 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.

10) Student to seek information from DIAC

- 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 DIAC Website www.immi.gov.au/students/ for further information about their visa conditions and obligations.

11) Definitions

- a) Day – *any day including weekends and public holidays in or out of term time*

Student Application for Deferment of Commencement or Suspension of Studies

Please read the attached Deferment, Suspension and Cancellation Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

Student name: _____

Year Level: _____

Current Address in Australia: _____

Address in home country: _____

Phone no: _____

Mobile no: _____

Email address: _____

I am applying for:

A deferment of commencement of studies

A suspension of studies

Notification of intention to cancel enrolment

Please state why you wish to defer/suspend your studies.

Attachments:

- Attach any relevant supporting documentation.
- This form will be assessed once all documentation has been received. The school may ask for more documentation if required. Applications are usually processed in 10 working days.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment statuses. The DIAC Website provides further detail regarding the conditions of the visa and obligation of students www.immi.gov.au/students/

Students who have not yet commenced their studies at St Ignatius Catholic Primary School will also need to contact DIAC in case there is any effect on their student visa as a result of changes to enrolment or CoE status.

Signature_____Date_____

Parent/Guardian

School Letter for Informing Student of Intention to Suspend or Cancel Enrolment

Student name: _____

Year Level: _____

Current Address: _____

Phone no: _____

Email address: _____

This letter is to inform you that St Ignatius Catholic Primary School intends to

Suspend your enrolment for _____ days/weeks/months

Cancel your enrolment

This is due to:

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The DIAC Website provides further detail regarding the conditions of the visa and obligation of students.

You have 20 working days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached.

St Ignatius Catholic Primary School

Date: _____

Intention to suspend or cancel enrolment in the case of extenuating circumstances

Student name: _____

Grade: _____

Current Address: _____

Phone no: _____

Email address: _____

This letter is to inform you that *St Ignatius Catholic Primary School* intends to

- Suspend your enrolment for ___ days/weeks/months

- Cancel your enrolment

This is due to:

You have 20 working days in which to appeal the school’s decision in accordance with the school’s Complaints and Appeals Policy attached.

However, *St Ignatius Catholic Primary School* has determined that extenuating circumstances apply in this case.

Details: _____

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The DIAC website provides further detail regarding the conditions of the visa and obligations of the student www.immi.gov.au/students/

For this reason your enrolment will be suspended/cancelled immediately. This will not affect your ability to access the complaints and appeals processes of the school.

.....

Date

St Ignatius Catholic Primary School

Transfer Policy & Procedures

NC D
St 7
E(OS)Reg
98 s10

St Ignatius Catholic Primary School provides information to overseas students about the School's transfer policy, which complies with commonwealth and state requirements. Because state legislation differs from commonwealth legislation on the matter of student transfer, letters of release, when issued, must provide prescribed information. Letters of Release are issued in accordance with this policy (NC D St7.3) prior to students completing the first 6 months of their principal course.

Information about the School's transfer policy is provided to students as part of the Student/Parent Handbook in the enrolment pack.

The Transfer Policy appears in:

- Pre-enrolment information
- Student/Parent Handbook
- Enrolment Information Pack
- School Website www.stignatiustoowong.qld.edu.au

See [below](#) for a copy of the School's transfer policy and flow chart.

CHECKLIST FOR STUDENT TRANSFER POLICY IN QUEENSLAND

NC D
St 7
St 5
[E\(OS\)R
eg 98
s10](#)

(i) For student transferring FROM St Ignatius Catholic Primary School TO another provider and the student has NOT completed his/her course (NC D St7; E(OS) Reg 98 s10.4)

- Advise circumstances in which a transfer will be granted (NC D 7.2. a)
- Advise circumstances considered as reasonable grounds for refusing student's request, including when a transfer can be considered detrimental to student (NC D 7.2. c)
- Advise that a student under 18 years of age cannot be given a letter of release for transferring from the principal course of study or preliminary packaged courses, prior to completion of six months of the principal course and conditions, unless the criteria in NC D St 7.3 (a) and (b) are met (NC D St 7.3)
 - Sight a letter of offer from other provider
 - If the student is under 18, check the student has written permission from a parent/legal guardian
 - If the student is under 18, and if applicable, check the other provider has confirmed responsibility for approving welfare arrangements and there is no gap in welfare dates
- timeframe for assessing and responding to request for transfer, keeping in mind the 6 months restriction in St. 7 (NC D St 7.2.c)
- letter of release must be issued at no cost to the student (NC D St 7.4)
- Letter of Release given to student must provide information about whether or not the student (E(OS)Reg 98 s10.4)

- demonstrated a commitment to studies during the course
- had a good attendance record for the course
- paid all fees for the course

- advise the student he/she must contact [DIAC](#) to ask whether a new visa is required (NC D St 7.4) and provide DIAC contact details
 - all records for requests for transfers, letters of release and outcomes to be kept on student's file (NC D St 7.6)
 - a notification of the transfer is to be made in PRISMS within 14 days.
- (ii) For student transferring TO St Ignatius Catholic Primary School FROM another provider, and the student has NOT completed the course (E(OS)Reg 98 s10.1.b NC D St7)**
- A student who is currently enrolled in another registered provider's course may be enrolled at St Ignatius Catholic Primary School prior to completion of enrolment in the first six months of enrolment in a principal course of study if :
 - i. The original provider has provided a Letter of Release
 - ii. the original registered provider / course has ceased to be registered,
 - iii. the original registered provider has had a sanction imposed by a relevant registration authority that prevents the student from continuing enrolment in the principal course, or
 - iv. any government sponsor of the student provides written support for a change of course to be in the student's best interests.
 - check in PRISMS if a student is currently enrolled with another provider, St Ignatius Catholic Primary School will need to give a Letter of Offer for the student to take to current provider to obtain a Letter of Release. (If the student is under 18yo, an undertaking to take over welfare must be included with the Letter of Offer). St Ignatius Catholic Primary School MUST NOT create CoE until a Letter of Release from other provider is provided (NC D St 7.1.b)
 - The receiving registered provider must not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where (NCS7.1a,b,c,and d):
 - a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
 - b. the original registered provider has provided a written letter of release
 - c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
 - d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
 - Letter of Release from current course is provided to the School which (if in Queensland) provides information about whether or not the student E(OS)Reg 98 s10.4
 - demonstrated a commitment to studies during the course
 - had a good attendance record for the course
 - paid all fees for the course

(iii) In the event a student has completed another course, the School must not enrol the student unless it is satisfied 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 (E(OS)Reg 98 s10.2.a)

(NB: If the student is transferring from another state, the information required under state legislation may not automatically be included.)		
It is the role of the following staff members to undertake these steps in the event of a student requesting to transfer FROM the School:		
Staff Member	Action	REF
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> Process student application for transfer within stated timeframe <input type="checkbox"/> check documentation is complete (there is a Letter of Offer from new registered institution, as well as any other requirements under NC D St 7.3 if student if under 18yo) 	NC D St 7.3
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> if request is denied, provide letter giving grounds for refusal, based on transfer policy, and advise student he/she can access complaints and appeals process 	NC D St 7.2 St 7.5 St 8
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> check if refund is applicable 	
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> if request is granted, provide Letter of Release at no cost with required information and advise student to contact DIAC and provide DIAC contact details http://www.immi.gov.au/contacts/australia/index.htm <input type="checkbox"/> Fulfil all reporting refund and reporting obligations as required for cancellation of student enrolment. 	E(O S)Re g 98 s10 NC D St 7.4
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> File all documents relating to transfer request on student's file 	NC D St 7.6
It is the role of the following staff members to undertake these steps in the event of a student requesting to transfer TO the School		
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> Check via PRISMS if student is already enrolled with another provider. Provide a Letter of Offer (and an undertaking to take over welfare student is under 18yo) if School agrees to accept student. 	NC D St 7
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> Create CoE ONLY AFTER Letter of Release is received 	NC D St 7.1
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> If student is from interstate, lodge Interstate Student Data Transfer Note 	http://www.mce.etya.edu.au/mce.etya/default.asp?id=12095
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> File all documents relating to transfer request on student's file 	NC D

Administrative documents relating to the School’s policy on student transfer are:

- Transfer request assessment flowchart
- Student application for Transfer (over 18 years of age must include Letter of Offer from new registered institution; under 18 years of age must include all three attachments:
 - Letter of Offer from new registered institution
 - permission from parent / legal custodian
 - confirmation new school/institution will undertake welfare)
- School’s letter to advise request is denied, giving grounds for refusal and advising of student’s right to appeal
- School’s Letter of Release, with
 - 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
 - advise the student must contact DIAC to ask whether a new visa is required

See **below** for copies of administrative documents

The following staff member / department is responsible for reviewing and updating the Transfer Policy:

Mrs Roycelyn Wilden

Principal

Information in this section should be checked and updated whenever there is a change to regulations.

THIS SECTION WAS LAST UPDATED

BY Roycelyn Wilden

ON 21/07/2014

THE TRANSFER POLICY WAS LAST UPDATED

BY Roycelyn Wilden

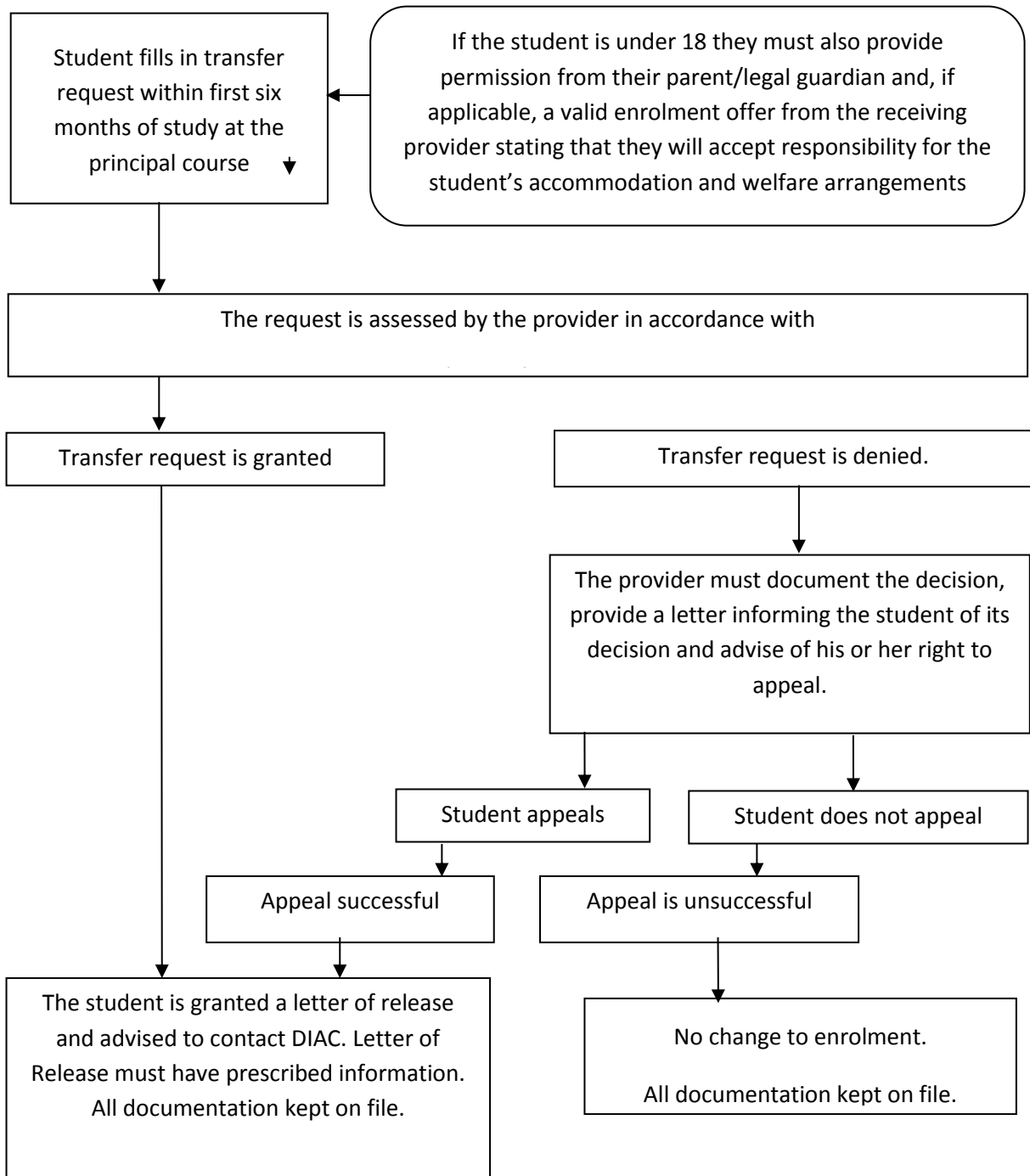
ON 21/07/2014

St Ignatius Catholic Primary School Transfer Policy

- 1) Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.
- 2) Students can apply for a letter of release to enable them to transfer to another education provider. However, if a student is under 18 years of age, conditions apply.
- 3) 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 DIAC approved welfare and accommodation arrangements
- 4) St Ignatius Catholic Primary School will provide a letter of release to students prior to completing six months of their principal course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
 - b) It has been agreed by the school the student would be better placed in a course that is not available at St Ignatius Catholic Primary School.
 - c) Any other reason stated in the policies of St Ignatius Catholic Primary School
- 5) St Ignatius Catholic Primary School will NOT provide a letter of release to students prior to completing six months of their principal course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) St Ignatius Catholic Primary School 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
- 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 and Citizenship 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 are: Tel: 131 881
E: student.centre@immi.gov.au
- 8) It is a requirement under Queensland legislation that letters of release, whether provided by this School or by another registered provider, 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 10 working days and the applicant notified of in writing of the decision.
- 10) Students whose request for transfer has been refused may appeal the decision in accordance with St Ignatius Catholic Primary School's complaints and appeals policy. The complaints and appeals policy is available at St Ignatius Catholic Primary School.
- 11) St Ignatius Catholic Primary School will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where (NCS7.1a,b,c,and d):
- a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
 - b. the original registered provider has provided a written letter of release
 - c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
 - d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Student transfer request assessment flowchart



Application for Student Transfer

Please read the St Ignatius Catholic Primary School Transfer Policy (available on our website) before filling out this form to see if you meet the requirements to be granted a letter of release for transfer.

Student Details:

Name: _____

Year Level: _____

Current Address in Australia: _____

Address in home country: _____

Phone no: _____

Mobile no: _____

Email address: _____

Reason for transfer:

Please state why you wish to transfer to another school.

Attachments:

Attach a letter of offer from the institution to which you wish to transfer. If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the letter of offer must also show that the institution will accept responsibility for approving your accommodation, support and general welfare arrangements.

If there are any gaps between school approved accommodation, support and general welfare arrangements please detail any DIAC approved interim arrangements.

If you are under 18 years of age, please attach a letter from your parents to indicate that you have their permission to transfer

Attach any relevant supporting documentation.

This application will be assessed once all documentation has been received. The school may ask for more documentation if it requires it. Applications are usually processed in 10 working days.

Student signature _____

Date _____

Letter of Release

Name: _____

Year Level: _____

Current Address: _____

Phone no: _____

Email address: _____

We have received your application for a letter of release. As the reasons stated in your application fall within the school's Transfer Policy, the school is pleased to grant your request.

The following information is required by Queensland state legislation to be included in this letter.

While studying in [enter course name/ Year levels] at St Ignatius Catholic Primary School from --/--/-- until -
-/--/-- , _____
[name of student]

- a) [give statement about whether or not student demonstrated a commitment to his/her studies]

- b) [give statement about whether or not student had a good attendance record]

- c) [give statement about whether or not student paid all fees for course]

You should be aware that your decision to transfer to a different education provider may have visa implications and you should contact the nearest Department of Immigration and Citizenship office as soon as possible to discuss this with them <http://www.immi.gov.au/>.

If you wish to seek a refund of fees, please refer to the school's Refund Policy provided in/located at St Ignatius Catholic Primary School and follow the appropriate procedure.

St Ignatius Catholic Primary School

_____ Date: _____

Principal

Complaints and appeals policy & procedures

NC D St
8 and
E(OS)Re
g 98 s8

St Ignatius Catholic Primary School has a Complaints and appeals process which complies with commonwealth and state requirements. Access to this process is available to an overseas student at any time, but it has prescribed conditions under Standards 10, 11 and 13. If the School's Complaints and Appeals process is invoked under any of these standards, provisions under Standard 5 will also be applicable if the student is under 18 years of age and the School has approved accommodation, support and welfare arrangements.

NC D St
8
St 10
St 11
St 13
St 5

St Ignatius Catholic Primary School's Complaints and Appeals policy is provided to students **prior to enrolment**, is part of the written agreement between the student and the school and **is again provided to students within seven days of commencement of studies**.

E(OS)Re
g 98 s8
(a) and
(b)

The Complaints and appeals policy is provided to students in the following ways

- 1) Pre-enrolment information
- 2) the School's Written Agreement
- 3) Student and Parent Handbook
- 4) Enrolment Information Pack
- 5) School Website www.stignatiustoowong.qld.edu.au
- 6) Orientation Program

It is the role of the following staff members to undertake these steps in the event of a student accessing the School's Complaints and appeals process

Staff Member	Action	REF
Attempting informal resolution of the problem		NC D St 8.1.a
<p><i>To discuss academic / study problems</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Classroom teacher <input type="checkbox"/> ESL teacher <input type="checkbox"/> Counsellor <input type="checkbox"/> Learning Support <input type="checkbox"/> Principal 	<p><i>To discuss personal problems or problems adjusting to a new environment</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> School Counsellor <input type="checkbox"/> Pastoral Work <input type="checkbox"/> Learning Support <input type="checkbox"/> Principal 	<p><i>To discuss accommodation problems</i></p> <p>Principal</p>
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> If the problem is <u>not</u> resolved informally, advising the student to access the School's internal complaints and appeals process 	NC D St 8.1.a
<i>Roycelyn Wilden</i>	<ul style="list-style-type: none"> <input type="checkbox"/> Overseeing the School's internal process as per the School's policy and within required timelines 	NC D

		St 8.1- 5 E(OS)Reg 98 s8
<i>Roycelyn Wilden</i>	<input type="checkbox"/> Maintaining and monitoring the student’s enrolment (and care arrangements if under 18 years of age) whilst the complaints and appeal process is ongoing and making the student aware of the School’s obligation to do this. (See also 8. Policy and procedures for deferring, suspending or cancelling a student’s enrolment.)	NC D St 8.4 St 5
<i>Roycelyn Wilden</i>	<input type="checkbox"/> If the student is not satisfied with the result or conduct of the internal complaints or appeals process, advising the student of his/her right to access the external appeals process at minimal or no cost, as well as the prescribed information in the Education (Overseas Students) Regulation 1998 s 8.3a-c	NC D St 8.3 E(OS)Reg 98 s8
<i>Roycelyn Wilden</i>	<input type="checkbox"/> If necessary, overseeing the external process as per the School’s policy and within stated timelines	NC D St 8.1 E(OS)Reg 98 s8
<p>In the case of</p> <p>a) notifying students who are at risk of failing to meet course progress requirements (Standard 10)</p> <p>b) notifying students who are at risk of failing to meet attendance requirements (Standard 11)</p> <p>c) suspending or cancelling a student’s enrolment (Standard 13)</p> <p>It is the role of the following staff members to undertake these additional steps:</p>		NC D St 10 St 11 St 13
<i>Roycelyn Wilden</i>	<input type="checkbox"/> When notifying the student of the School’s intention of to report the student to DIAC as per requirements under Standards 10, 11 or 13 of the NC, also advising the student he /she has 20 working days to access the School’s Complaints and Appeals process. In the case of a) and b) above, notifying the student if he/she intends to access the school’s external appeals process, this must be done within [<i>e.g., two weeks</i>] of receiving written advice of the outcome of the internal process.	NC D St 10.6 St 11.6 St 13.4
<i>Roycelyn Wilden</i>	<input type="checkbox"/> In the case of a) and b) above, if the student does not access the School’s Complaints and appeals process, withdraws from the process or the process is completed and results in a decision which supports the School, notifying the Secretary of NATIONAL ESOS AUTHORITY via PRISMS as soon as is practicable. NB: in the case of a) and b) above, if the internal <u>or</u> external appeals	NC D St 10.7 St 11.7 St 13.3,4

	<p>process is accessed, the student's enrolment must be maintained until this process is completed, including welfare arrangements if applicable.</p> <p>In the case of c) above, see Section 8. <i>Policy and procedures for deferring, suspending or cancelling a student's enrolment.</i></p>	<p>NC D</p> <p>St 8.4</p> <p>St 5.2</p>
	<p>IN ALL CASES</p> <p><input type="checkbox"/> Keeping written records of the complaint and all steps taken, and filing these on the student's file, including:</p> <ul style="list-style-type: none"> - copy of written complaint - copy of Letter of intention to report under Standards 10, 11 and 13 (if applicable) - copy of outcomes in writing, with reasons, provided to student (including outcomes for Standards 10, 11 and 13) - evidence of preventative or corrective action taken by School (as necessary) 	<p>NC D</p> <p>St 8.1.a & d</p> <p>St 8.5</p>
<p>Administrative documents relating to the School's Complaints and appeals process are:</p>		
<p><input type="checkbox"/> Proforma for recording responses and actions in relation to student complaints</p> <p><input type="checkbox"/> Letter advising student to access School's <u>internal</u> Complaints and appeals process</p> <p><input type="checkbox"/> Letter advising student of outcomes of Complaints and appeals process and reasons for decisions made</p> <p><input type="checkbox"/> Letter giving student information about accessing the School's <u>external</u> Complaints and appeals process</p>		
<p>See below for a copy of the School's Complaints and appeals policy</p>		
<p>The following staff member / department is responsible for reviewing and updating the Complaints and appeals policy and processes:</p>		
<p><i>Mrs Roycelyn Wilden</i></p>	<p><i>Principal</i></p>	
<p>This policy will be checked and updated whenever there is a change in regulations about NC Standards 8 or related Standards (10,11 or 13), in Queensland legislation, or when existing policies need to be adapted or strengthened.</p>		
<p>THIS SECTION LAST UPDATED BY <i>Roycelyn Wilden</i> ON <i>21/07/2014</i></p>		
<p>THE COMPLAINTS AND APPEALS POLICY WAS LAST UPDATED BY <i>Roycelyn Wilden</i> ON <i>21/07/2014</i></p>		

St Ignatius Catholic Primary School 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 or an amount is paid for a registered course, whichever happens first, and again within 7 days of the commencement of student attendance of the enrolled course.

Purpose

The purpose of St Ignatius Catholic Primary School'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.

The internal complaints and appeals processes are conciliatory and non-legal.

Complaints against other students

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

1) Informal Complaints Resolution

- a)** In the first instance, St Peters Catholic Primary School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b)** Students should contact the class 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 and St Peters Catholic Primary School's internal formal complaints and appeals handling procedure will be followed.

2) 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.

3) The student must notify the school in writing of the nature and details of the complaint or appeal.

- a)** Written complaints or appeals are to be lodged with the Principal.
- b)** 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.
- c)** Complaints and appeals processes are available to students at no cost.
- d)** Each complainant has the opportunity to present his/her case to the Principal.
- e)** Students and / or the School may be accompanied and assisted by support person at all relevant meetings.

- f)** The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.
- 4) 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.
- a)** If the grievance procedure finds in favour of the student, St Ignatius Catholic Primary School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- b)** St Ignatius Catholic Primary School undertakes to finalise all grievance procedures within 10 working days.
- c)** For the duration of the appeals process, the student's enrolment and attendance must be maintained.
- d)** It is the strong preference of the school for issue resolution to be effected at school level. However, in the event that an issue remains unresolved after consultation with the school Principal/Leadership Team, at the request of either party, the matter can be referred in writing to the Brisbane Catholic Education Area Supervisor for assistance. It is important that confidentiality be maintained at all times to ensure the dignity of each person is preserved.
- e)** External Appeals Processes
- f)** If the student is dissatisfied with the conduct or result of **the** complaints procedure, he/she may seek independent mediation through an external body at minimal or no cost. St Ignatius Catholic Primary School recommends further complaints and appeals are directed to: <http://www.oso.gov.au/contact-us/>
- g)** Email: ombudsman@ombudsman.gov.au
Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.
- Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Postal: GPO Box 442 Canberra ACT 2601.
- h)** If the student wishes to appeal against a decision of St Ignatius Catholic Primary School, he/she may seek independent advice through the following external body at no cost: see section b) above.
- i)** If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas students) Act 1996, may suspend or cancel the registration of a provider of a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager
International Quality Unit (CRICOS)
Training and International Quality
LMB 527
BRISBANE QLD 4001

j) Other legal redress

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

k) Definitions

- i) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- ii) Student – a student enrolled at St Ignatius Catholic Primary School or the parent(s)/legal guardian of a student where that student is under 18 years of age
- iii) Support person – for example, a friend/teacher/relative not involved in the grievance.

Welfare and accommodation policy	NC D St 5 St 2.1.h.ii ESOS 2000 Act s21 E(OS)Reg 98 s9 www.immi.gov.au and www.bluecard.qld.gov.au
The 2007 National Code requires that intending students are provided with relevant information about accommodation options prior to enrolment.	NC D St 2.1.h.ii

If a student is under 18 years of age, the following visa condition applies:

No.	Subclasses	Description
8532	All (except 576)	<p><i>If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.</i></p> <p><i>To maintain adequate arrangements for welfare you must stay in Australia with:</i></p> <p><i>your parent or legal custodian</i></p> <p>or</p> <p><i>a relative who has been nominated by your parents</i></p> <p>or</p> <p><i>custodians who is aged over 21 and is of good character</i></p> <p>or</p> <p><i>accommodation, support and general welfare arrangements that have been approved by your education provider.</i></p> <p>Note: <i>You must not change those arrangements without the written approval of your education provider.</i></p> <p><i>If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence.</i></p>

<i>St Ignatius Catholic Primary School</i> will not provide information about approved accommodation options to students in the form of a Welfare and Accommodation Policy as it will only take students aged 5 – 12 years who must be living with parent .	NC D St 5 St 2.1.h.ii E(OS)Reg 98 s9
Information about <i>St Ignatius Catholic Primary School</i> Welfare and Accommodation policy is N/A	NC D St 2.1.h.ii St 3.1.e
<i>St Ignatius Catholic Primary School</i> keeps up to date records of students' current addresses as required.	NC D St 3.1.e

		ESOS Act s21
NOT APPLICABLE - For each FFPOS under 18 years of age for whom the School has undertaken to approve accommodation, support and general welfare arrangements, there is a requirement to have documented procedures for checking the suitability of these arrangements. Additional Queensland legislation also applies.		NC D St 5.1.c E(OS)Reg 98 s9 www.blue card.qld.e du.au
OPTION	SEE	REF
Private accommodation arrangement – PROVIDED BY THE PARENT	Appendix 5	E(OS)Reg 98 s9 www.bluecard.qld. edu.au NC D St 5
It is the role of the following staff members to undertake these steps in administering the School's welfare and accommodation policies and procedures:		
(i) IF STUDENT IS LIVING WITH ADULT RELATIVE APPROVED BY DIAC – <u>NOT APPLICABLE</u> – STUDENT MUST BE ONLY LIVING WITH PARENT		
(ii) IF THE SCHOOL IS CONFIRMING APPROVAL OF APPROPRIATE ACCOMMODATION AND WELFARE (I.E., PROVIDING THE CAAW LETTER FROM PRISMS) DIAC – <u>NOT APPLICABLE</u> – STUDENT MUST BE ONLY LIVING WITH PARENT		
PROCEDURES IF STUDENT IS LIVING WITH A STUDENT GUARDIAN APPROVED BY DIAC– <u>NOT APPLICABLE</u> – STUDENT MUST BE ONLY LIVING WITH PARENT		
The following staff member / department is responsible for reviewing and updating the School accommodation and welfare policy and documents:		
<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>	
This policy will be checked and updated whenever there is a change in regulations about NC Standard 5, in DIAC regulations, in Queensland legislation, or when existing policies need to be adapted or strengthened.		
THIS SECTION LAST UPDATED	BY Roycelyn Wilden	ON 21/07/2014
THE ACCOMMODATION AND WELFARE POLICY WAS LAST UPDATED		
	BY Roycelyn Wilden	ON 21/07/2014

St Ignatius Catholic Primary School Accommodation and Welfare Policy

St Ignatius Catholic Primary School approves the following accommodation options for overseas students:

- The student will live with a Parent as permitted by DIAC.
- For School vacation periods, the following accommodation options are available to FFPOS under 18 years of age:
 - Student returns/remains with the parent
- All students are required to notify the School of a change of address while enrolled in the course – it is the parent's responsibility to keep the school informed as the student is under 18 years of age.

Written agreements		NC D St 3
<p><i>St Ignatius Catholic Primary School</i> enters a written agreement with students about services to be provided, fees payable and information in relation to refunds of course money.</p> <p>See <u>below</u> for a copy of <i>St Ignatius Catholic Primary School's</i> written agreement.</p> <p>This information is provided to students in the following ways:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Student and Parent Handbook <input type="checkbox"/> Enrolment Information Pack <input type="checkbox"/> School Website www.stignatiustoowong.qld.edu.au <p>Written agreements may cover more than one course if courses are similar, all requirements are met and if information provided on course money payable covers all courses.</p>		NC D St 3.1
<p>It is the role of the following staff members to undertake these steps in updating and keeping records of the School's Written Agreements:</p>		
Staff Member	Action	REF
<i>Roycelyn Wilden</i>	A copy of a signed written agreement is kept on each student's file. <i>Original copies are required.</i>	s 21 ESOS Act 2000
<i>Roycelyn Wilden</i>	If a written agreement needs to be updated, e.g., in the case of increase of school fees beyond the amount advised, attaching a signed amendment to the agreement to the original document kept on file.	NC D St 2.1.e
<i>Roycelyn Wilden</i>	Retaining records of each accepted student who had enrolled in a course and who has paid any course money for a course provided by the School for two years after the student ceases to be accepted as a student. (Records do not need to be updated after the date of cessation.)	s 21 ESOS Act 2000
<p>Information in this section will be checked and updated whenever there is a change to the local student admission form, conditions of enrolment, or policies or schedules relating to overseas students.</p>		
THIS SECTION LAST UPDATED		BY <i>Roycelyn Wilden</i> ON 21/07/2014
THE WRITTEN AGREEMENT WAS LAST UPDATED		BY <i>Roycelyn Wilden</i> ON 21/07/2014

1. Student details

Student name: _____

DOB _____

Nationality _____

Passport Number _____ Expiry Date _____

Visa Number _____

Address _____

Phone no _____ Mobile _____

Fax no _____

Email address _____

Current Year Level of Schooling _____

2. Parent(s)/legal guardian details:

1 Parent/Legal guardian names: _____

Address _____

Phone no _____

Fax no _____

Email address _____

2 Parent/Legal guardian names: _____

Address _____

Phone no _____
Fax no _____
Email address _____

3 Change of Address and Current Contact Details

- a) The student is obliged to notify the school of any change of address while enrolled at the school. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address.
- b) Where *St Ignatius Catholic Primary School* has approved the student's welfare and accommodation arrangements, the student requires both the school's and the parent's approval for any changes to welfare and accommodation arrangements.
- c) The school is required by law to request confirmation of current address and contact details in writing for each student (and parent or legal guardian if a student is under 18 years of age) at least every six months.

4. Course enrolment

- a.
- b. Course Code 073694E

Primary (Prep – 7) Specify entry year _____

- c.
- d. Course Start and End Date

Course start date: _____

Course end date: _____

5. Conditions on enrolment/preliminary requirements

- a. Depending on the student's English language ability, the student may be required to successfully complete an ELICOS course. St Ignatius Catholic Primary School will ask *for evidence of the student's English language ability e.g. English language test scores during the application process.*
- b. As a condition of enrolment, the student authorises *St Ignatius Catholic Primary School* to check visa entitlements electronically via VEVO for the duration of enrolment on the Department of Immigration and Citizenship website: <http://www.immi.gov.au/e visa/vevo.htm>.
- c. As a condition of enrolment, the student agrees to abide by all school policies for the duration of their enrolment. These could include:
 - *Complaints and Appeals Policy*
 - *Course Progress and Attendance Policy*
 - *Behaviour Policy/Code of Conduct*
 - *Student Transfer Request Assessment Policy*
 - *Deferment, Suspension and Cancellation Policy*
 - *Refund Policy.*
- d. As a condition of enrolment, the student agrees to disclose any medical or health conditions that may affect studies or student welfare.
- e. As a condition of enrolment, the student / parent / legal guardian agrees to disclose any essential information relating to additional support or care the student might require because of an existing medical condition, including the need for prescribed medication; disability, including learning disorder, or other need for specialised support. Failure to do this may result in cancellation of enrolment.

It is compulsory for overseas students to have health insurance. Health insurance can be provided by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance. You can select an approved OSHC provider yourself and pay the insurance.

-
- Which insurers offer OSHC?
- [Australian Health Management](#)
- [BUPA Australia](#)
- [Medibank Private](#)
- [Allianz Global Assistance \(subcontracted by Lysaght Peoplecare\)](#)
- [nib OSHC](#)

For more information see the link below

<http://www.immi.gov.au/students/health-insurance.htm>

St Ignatius Catholic Primary School does not arrange OSHC for students.

- f. As a condition of enrolment, the student authorises St Ignatius Catholic Primary School to check visa entitlements electronically via VEVO on the Department of Immigration and Citizenship website: <http://www.immi.gov.au/e visa/vevo.htm> .

6. Recommended minimum fee structure

Fees are subject to annual review, information provided is current in the year of signing the agreement.

Total fees for one year equal \$13,380.00 in 2014. Therefore a student enrolled from Prep to year 7 total fees due for eight years will be approximately \$107,040.00

Welfare and accommodation requirements for students under the age of 18

Students under the age of 18 are required to maintain adequate welfare and accommodation requirements as a condition of their student visa. Students will not be enrolled unless they are accompanied by a family member who will be responsible for their accommodation and welfare arrangements.

Will the student be in the care of a parent or family member?

Yes

7. Privacy

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations

2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

8. Declaration

All students and parent(s)/legal guardian (if student is under 18 years of age) must read and sign this written agreement.

- I confirm I have received and understood information from the school regarding the following:
 - The course(s) in which I am to be enrolled
 - Conditions on enrolment in the course(s)
 - Tuition and non-tuition fees
 - St Ignatius Catholic Primary School's Refund Policy
 - The sharing of personal information
 - Change of address obligations
 - Grounds on which my enrolment may be deferred, suspended or cancelled
 - Complaints & Appeals Policy
 - Critical Incident Policy
 - Transfer Policy
 - Completion of expect course
 - Course progress
 - Attendance Requirements

I hereby declare that the information supplied by me is true and correct

- I agree to pay all fees owing and by the due date as per [fees policy](#)
- I have read, understood and agree to be bound by the above conditions of enrolment

Signed (Parent(s)/Legal Guardian

Date

**FULL FEE PAYING INTERNATIONAL STUDENTS
2014 YEAR**

		Primary Charge 1 Student Semester 1	Primary Charge 1 Student Semester 2	Total Tuition Costs 1 Student per Year	Primary Charge Family of 2 Students Semester 1	Primary Charge Family of 2 Students Semester 2	Total Tuition Costs Family of 2 Students per Year
SCHOOL FEE CALCULATION							
TUITION FEES	Charge per						
Commonwealth & State government grants	Student	3699.50	3699.50	\$7,399.00	7399.00	7399.00	14798.00
International Student levy (6%)**	Student	87.00	87.00	\$174.00	174.00	174.00	348.00
Pay to BCEO		\$3,786.50	\$3,786.50	\$7,573.00	\$7,573.00	\$7,573.00	\$15,146.00
School fee	Student	929.00	929.00	\$1,858.00	1481.00	1481.00	2962.00
Building and Education Levy	Family	425.00	425.00	\$850.00	425.00	425.00	850.00
Year levy (Each yr different) FROM...	Student	231.80	231.80	\$463.60	463.60	463.60	927.20
Book Packs FROM...	Student			60.95			121.90
P&F Levies	Family	75.00	75.00	\$150.00	75.00	75.00	150.00
TUITION FEES TOTAL		\$1660.80	\$1660.80	\$3321.60	\$2444.60	\$2444.60	\$4889.20
Administration fee *	Student	365.50	365.50	\$731.00	370.50	370.50	\$741.00
TPS Levy	Student	108.00	108.00	\$216.00	216.00	216.00	\$432.00
Total Tuition & Administration Fees per student/s.		\$5920.80	\$5920.80	\$11,841.60	\$10,604.10	\$10,604.10	\$21,208.20

(Ref: National Code 2007 Standard 3; ESOS Act 2000; ESOS Regulations 2001)

St Ignatius Catholic Primary School Refund Policy

A copy of this policy is 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 or an amount is paid for a registered course, whichever happens first.

A refund will be paid if the student does not start the course on the agreed date or withdraws before completion.

- 1) This refund policy applies to all course monies paid to the school and includes any course monies paid to an education agent to be remitted to the school.
- 2) Fees for services paid to education agents by students (or parent(s)/legal guardian if the student is under 18) are not covered by this refund policy.
- 3) The application fee of AU\$110.00 is non-refundable.
- 4) Payment of Course Fees and Refunds
 - a. Fees are payable in advance for each study period (one semester).
 - b. All fees must be paid in Australian dollars. Fees are calculated on a 10 month school year therefore fees will be refunded on a pro-rata basis of enrolment using months in attendance as the divisor e.g. enrolled 3 months, 3/10 or 30%.
 - c. 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.
 - d. Refunds will be reimbursed in Australian dollars and the payment sent to the Student or the person specified in the written agreement unless otherwise requested in writing.
 - e. Where a refund is given it will include a statement of how the amount of refund was calculated according to appropriate legislative instruments.

PROCESS FOR CLAIMING A REFUND

- 5) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
- 6) Unsuccessful Enrolment/Visa Rejection

- a. The school will refund within four weeks course monies paid as calculated using the appropriate [legislative instrument](#) where the student's application for enrolment is refused by the school. [Applicable only if payment of fees has accompanied the application/enrolment form and lodgement of the written agreement.]
- b. The school will refund within four weeks course monies paid as calculated using the appropriate [legislative instrument](#) where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian Immigration Authorities.

7) Student Default

- a. Refunds for student default apply to tuition fees only. Course monies (excluding 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.
- b. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term's (or ten weeks) tuition fees will be refunded from the semester's tuition fee.
- c. The school will refund within four weeks of the receipt of written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - i. If written notice is received up to four weeks prior to commencement of the course, the school will be entitled to retain an administration fee. Refer to table of fees for administration fee, this fee is reviewed annually.
 - ii. If written notice is received less than four weeks prior to commencement of the course 70% of the tuition fee will be refunded.
 - iii. If written notice is received within six months of the commencement date of the student's course, only one term's (or ten weeks) tuition fees will be refunded from the annual tuition fee.
 - iv. If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees will be made.
- d. 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)
 - ii. Failure to maintain satisfactory attendance (visa condition 8202)
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). This may not be applicable as the school is not providing accommodation arrangements. This may not be applicable as the school is not providing accommodation arrangements.
 - iv. Failure to pay course fees
 - v. Any behaviour identified as resulting in enrolment cancellation in St Ignatius Catholic Primary School's Behaviour Policy/Code of Conduct.

8) School Default

[Any default by the school must be compliant with the provisions of the ESOS Act 2000 and the ESOS regulations 2012 (as amended).] <http://www.comlaw.gov.au/Details/C2012C00587>

- a. If for any reason the school is unable to offer a course, a refund of fees paid will be calculated in accordance with the legislative instrument (above) and within 14 days of the agreed starting day.
- b. If for any reason the school is unable to continue offering a course after student commencement, a refund of the unused portion of pre-paid tuition fees will be calculated in accordance with the legislative instrument (above) made within 14 days of the day the course ceased to be delivered.

In the event of a course not being delivered which is required under Standard 3.2., there are three options depending on whether the school

- a. is administered by a State Education Authority or in receipt of Commonwealth Recurrent Funding,
- b. is covered by a Tuition Protection Service ([TPS](#)), or
- c. has a Bank Guarantee/indemnity Agreement/Ministerial Exemption.

St Ignatius Catholic Primary School may place students in an alternative course as an alternative to provision of a refund which may be applicable for schools which are part of a system such as Brisbane Catholic Education. If the student chooses placement in an alternative course over a full refund, they will need to sign a document to that affect.

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.

10) Definitions

- a. *Course money* – includes tuition fees, any amount received by the school for Overseas Student Health Cover (OSHC) and any other amount the student has to pay in order to undertake the course.
- b. **Calculation of the amount of unspent pre-paid fees – provider default**
All refunds in the event of provider default will be calculated in accordance with the following legislative instrument [Subsection 46D/7 of the Act](#)
- c. **Calculation of the amount of unspent pre-paid fees – Student Default**
All refunds in the event of Student default will be calculated in accordance with the following legislative instrument [47E \(4\) of the Act](#)

<p>Policy about education agents, providing up to date materials and listing education agents on school website</p>	<p>NC D St 4 ESOS Act 2000 s21A</p>
<p>Education agents are not engaged to formally represent St Ignatius Catholic Primary School.</p> <p>The School responds to all enrolment enquiries and to applications for enrolment according to established procedures.</p> <p>Individuals making enrolment enquiries or assisting in any way with enrolment applications are not remunerated for doing so.</p> <p>If the School policy with regard to use of education agents changes in the future, the School is aware of its obligations under Standard 4 of the National Code of Practice for Registration Authorities and PROVIDERS OF Education and Training to Overseas Students 2007, and will at that time implement appropriate policies, procedures and agreements as required under the National Code.</p>	
<p>This policy will be checked and updated whenever there is a change in regulations about NC Standard 4 or in DIAC regulations about activities of education agents, or when existing School policies regarding education agents need to be adapted or strengthened.</p>	
<p>THIS SECTION LAST UPDATED BY</p>	<p>Roycelyn Wilden ON 21/07/2014</p>

Critical incident policy and procedures		NC D St 6
<p><i>St Ignatius Catholic Primary School</i> has a Critical Incident Policy and procedures that cover:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Action to be taken in the event of a critical incident <input type="checkbox"/> Follow up of the incident <input type="checkbox"/> Records of the incident and action taken 		NC D St 6
<p>Administrative documents relating to the School's Critical Incident Policy are</p> <ul style="list-style-type: none"> <input type="checkbox"/> School Critical Incident Policy document <input type="checkbox"/> Critical Incident Plans for Overseas Students <input type="checkbox"/> Pro forma for Critical Incident Report <p>Copies of these documents are located in the school as follows:</p> <ul style="list-style-type: none"> <input type="checkbox"/> School Handbook CRICOS Registration Policies & Procedures <input type="checkbox"/> Enrolment Information Pack <input type="checkbox"/> School Website www.stignatiustoowong.qld.edu.au <p>Information about management of critical incidents is provided to staff in these ways:</p> <ul style="list-style-type: none"> ▪ Staff Handbook and Staff In-service 		
<p>It is the role of the following staff members to undertake these responsibilities in relation to management of critical incidents involving overseas students</p>		
<i>Name of Staff Member(s)</i>	<i>Area of Responsibility</i>	
<i>Roycelyn Wilden</i>	i) risk assessment of hazards and situations which may require emergency action	
<i>Roycelyn Wilden</i>	ii) analysis of requirements to address these hazards	
<i>Roycelyn Wilden</i>	iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services	
<i>Roycelyn Wilden</i>	iv) 24 hour access to contact details for all students and their families	
<i>Roycelyn Wilden</i>	v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, welfare officer, legal services, school security	
<i>Roycelyn Wilden</i>	vi) development of a critical incident plan for each critical incident identified	
<i>Roycelyn Wilden</i>	vii) dissemination of planned procedures	
<i>Roycelyn Wilden</i>	viii) organisation of practice drills	

<i>Roycelyn Wilden</i>	ix) regular review of the critical incident plan
<i>Roycelyn Wilden</i>	x) assisting with implementation of the critical incident plan
<i>Roycelyn Wilden</i>	xi) arranging appropriate staff development
<i>Roycelyn Wilden</i>	xii) budget allocation for emergencies
The following staff member / department is responsible for reviewing and updating the School Critical incident policy and procedures:	
<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>
This policy will be checked and updated whenever there is a change in regulations about NC Standard 6, or when existing policies need to be adapted or strengthened.	
<i>THIS SECTION LAST UPDATE BY</i>	<i>Roycelyn Wilden ON 21/07/2014</i>
<i>THE CRITICAL INCIDENT POLICY AND PROCEDURES WERE LAST UPDATED</i>	
	<i>BY Roycelyn Wilden ON 21/07/2014</i>

St Ignatius Catholic Primary School Critical Incident Policy

1) St Ignatius Catholic Primary School recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

2) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- a) Serious injury, illness or death of a student or staff
- b) Students or staff lost or injured on an excursion
- c) A missing student
- d) Severe verbal or psychological aggression
- e) Physical assault
- f) Student or staff witnessing a serious accident or incident of violence
- g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- h) Fire, bomb threat, explosion, gas or chemical hazard
- i) Social issues e.g. drug use, sexual assault

3) Critical Incident Committee

- a) St Ignatius Catholic Primary School has a Critical Incident Committee to assist the principal in the prevention and management of critical incidents at the school, or off campus in the case of an overseas student for whom the school has undertaken care responsibilities.
- b) *Roycelyn Wilden* is the critical incident team leader.
- c) The Critical Incident Committee also includes:
 - i) APA and APRE
 - ii) Michael Ward
 - iii) School Counsellor
 - iv) Office Staff
- d) The responsibilities of the committee include:
 - i) risk assessment of hazards and situations which may require emergency action
 - ii) analysis of requirements to address these hazards
 - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services

- iv) 24 hour access to contact details for all students and their families
- v) development of a critical incident plan for each critical incident identified
- vi) dissemination of planned procedures
- vii) organisation of practice drills
- viii) regular review of the critical incident plan
- ix) assisting with implementation of the critical incident plan
- x) arranging appropriate staff development
- xi) budget allocation for emergencies

4) Critical Incident Plans

- a) All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.
- b) Immediate Action (within 24 hours)
 - i) Identify the nature of the critical incident
 - ii) Notification of the critical incident committee/team leader
 - iii) Implement the appropriate management plan or action strategy
 - iv) Assignment of duties and resources to school staff
 - v) Seeking advice and help from any necessary emergency services/hospital/medical services
 - vi) Dissemination of information to parents and family members
 - vii) Completion of a critical incident report
 - viii) Media response if required (see below)
 - ix) Assess the need for support and counselling for those directly and indirectly involved
- c) Additional Action (48 – 72 hours)
 - i) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - ii) Provide staff and students with factual information as appropriate
 - iii) Restore normal functioning and school delivery
- d) Follow-up – monitoring, support, evaluation
 - i) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - ii) Maintain contact with any injured/affected parties

- iii) Provision of accurate information to staff and students where appropriate
- iv) Evaluation of critical incident management
- v) Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

5) Resources

- a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

6) Managing the Media

- a) Manage access of the media to the scene, and to staff, students and relatives
- b) The principal should normally handle all initial media calls
- c) Determine what the official school response will be
- d) All facts should be checked before speaking to the media
- e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- g) The principal may delegate media liaison to another member of staff

7) Evaluation and review of management plan

- a) After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

St Ignatius Catholic Primary School Critical Incident Plan – Injury to Overseas Student

1) Immediate Action (within 24 hours)

- a) *Identify the nature of the critical incident*

- b) *The person, who is initially notified of the incident, be that the school secretary or homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.*
 - i) *Where did the injury occur? On campus or off?*
 - ii) *How severe is the nature of the injury?*
 - iii) *Where is the student now?*
 - iv) *Is the student in hospital?*
 - v) *Has an ambulance been called?*
 - vi) *Is an interpreter required?*

- c) *The information should be documented for further reference.*

- d) *Notification of the critical incident committee/team leader*

- e) *The person who is initially notified of the incident should notify the critical incident team leader immediately.*

- f) *Assignment of duties to school staff*
 - i) *The critical incident team leader will identify the staff member responsible for any immediate action.*
 - ii) *The incident will then be referred to the identified staff member.*
 - iii) *The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.*

- g) *Implement the appropriate management plan or action strategy*
 - i) *If the student is on campus*

- *Ensure appropriate intervention to minimise additional injury*
 - *Provide first aid where necessary*
 - *Ascertain seriousness of injury*
 - *Call ambulance if required*
 - *If ambulance is required, accompany student to hospital*
 - *Ascertain seriousness of injury from hospital staff*
 - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
- ii) *If the student is off-campus*
- *If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital*
 - *Otherwise go to location of student*
 - *Provide first aid where necessary*
 - *Ascertain seriousness of injury*
 - *Call ambulance if required*
 - *If ambulance is required, accompany student to hospital*
 - *Ascertain seriousness of injury from hospital staff*
 - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
- iii) *If the student has already been taken to hospital*
- *Go to hospital*
 - *Ascertain seriousness of injury from hospital staff*
- h) *Dissemination of information to parents and family members*
- i) *When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.*
 - ii) *Contact the parents/legal guardian of the student*
 - iii) *Contact the carer of the student e.g. they may be living with a relative*
- i) *Completion of a critical incident report [see sample critical incident report]*

- j) *Media response if required*
- k) *Inform critical team leader of any relevant factual information to be conveyed to the media liaison.*
- l) *Assess the need for support and counselling for those directly and indirectly involved*
- m) *If the student is seriously injured or requires hospitalisation, the school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.*
- n) *The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.*
- o) *The school should also contact DIAC and inform them of the incident.*

2) Additional Action (48 – 72 hours)

- a) *Assess the need for support and counselling for those directly and indirectly involved (ongoing)*
- b) *Provide staff and students with factual information as appropriate*
 - i) *Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.*
- c) *Restore normal functioning and school delivery*
 - i) *Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.*

3) Follow-up – monitoring, support, evaluation

- a) *Identification of any other people who may be affected by critical incident and access of support services for affected community members*
 - i) *The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counselling.*

- b) *Maintain contact with any injured/affected parties*

- c) *If the student is in hospital for some time, the school needs to maintain contact with the student and their family.*
 - i) *Support and assistance for the student and family*
 - ii) *Depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities*
 - iii) *Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS*

- d) *Provision of accurate information to staff and students where appropriate*
 - i) *Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.*

- e) *Evaluation of critical incident management*
 - i) *The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.*

- f) *Be aware of any possible longer term effects on the school and student well-being e.g. inquests, legal proceedings*

St Ignatius Catholic Primary School Critical Incident Report

To be completed after all critical incidents.

Date: _____

Action Officer: _____

Position: _____

Brief summary of incident: include where, when, who, and why as appropriate. Further information/documentation may be attached.

Immediate action taken:

Further action required:

Persons or staff notified and time & date

_____ Date _____

Signature _____ Date _____

Monitoring Course Duration, Course Progress and Attendance and Monitoring of course progress to complete course within expected duration

NC D St 9; NC D St 10; NC D St 11, NC D St8, ESOS Act 2000 s 19, ESOS Act 2000 s47D, ESOS Reg 2001 3.1

It is required under the National Code 2007 that St Ignatius Catholic Primary School must:

- a) monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE , not exceed the allowable portion of online or distance learning, and ensure that any extensions granted to duration of study comply with conditions under Standard 9
- b) systematically monitor students' course progress and attendance.
- c) be proactive in notifying and counselling students at risk of failing to meet required course progress and/or attendance requirements, and
- d) notifying students assessed as not meeting satisfactory course progress or attendance requirements in writing of the school's intention to report them, and advising students they have 20 working days in which to access the school's complaints and appeals process
- e) report students who have breached course progress and/or attendance requirements under Section 19 of the ESOS Act, even if the student cancels enrolment after being notified of the school's intention to report breach of visa condition under Standards 10 or 11, and
- f) meet any necessary refund and reporting obligations in event of a cancellation of student enrolment as a consequence of requirements under NC Standards 10 and 11. See Timelines for Reporting Provider Obligations in Case of Provider Default or Student Default and Checklist of Record Keeping and Reporting Obligations.

NB: From 13 April 2013, automatic and mandatory cancellations of student visas are abolished, and "section 20" notices, previously a requirement for notifying a student of intention to report, no longer exist. **Schools should therefore remove any reference to section 20 notices or automatic or mandatory visa cancellation from this date.**

St Ignatius Catholic Primary School Course progress and attendance policy combines all requirements of Standards 9, 10 and 11 of the National Code 2007.

See **below** for a copy of St Ignatius Catholic Primary School Course Progress and Attendance Policy.

In brief, St Ignatius Catholic Primary School Course Progress and Attendance Policy states that a student must:

- maintain no less than 80% attendance for the scheduled course hours in any study period
- have demonstrated competency in 50% of LAs studied in any study period

When a student is identified at risk of not meeting course progress or attendance requirements, one or more of the following intervention strategies will be activated depending on the year level and support needs of the student:

Strategy	Contact for Primary School Students
Subject tutorial support in class time	Learning Support Staff
After hours tutorial support	Pastoral Worker
Mentoring	Class Teacher, Counsellor, Pastoral Worker
Additional ESL support	ESL Support Staff
Counselling -academic skills	Class Teacher, Learning Support Staff
Counselling – time management	Class Teacher, Learning Support Staff
Counselling - personal	Counsellor, Pastoral Worker

Information about compliance with student visa conditions is provided to School staff and to students in these ways:

- School Handbook CRICOS Registration Policies & Procedures
- Enrolment Information Pack
- School Website www.stignatiustoowong.qld.edu.au

Information about School policy requirements, intervention and support processes are provided to students and staff in the following ways:

- School Handbook CRICOS Registration Policies & Procedures
- Enrolment Information Pack
- School Website www.stignatiustoowong.qld.edu.au

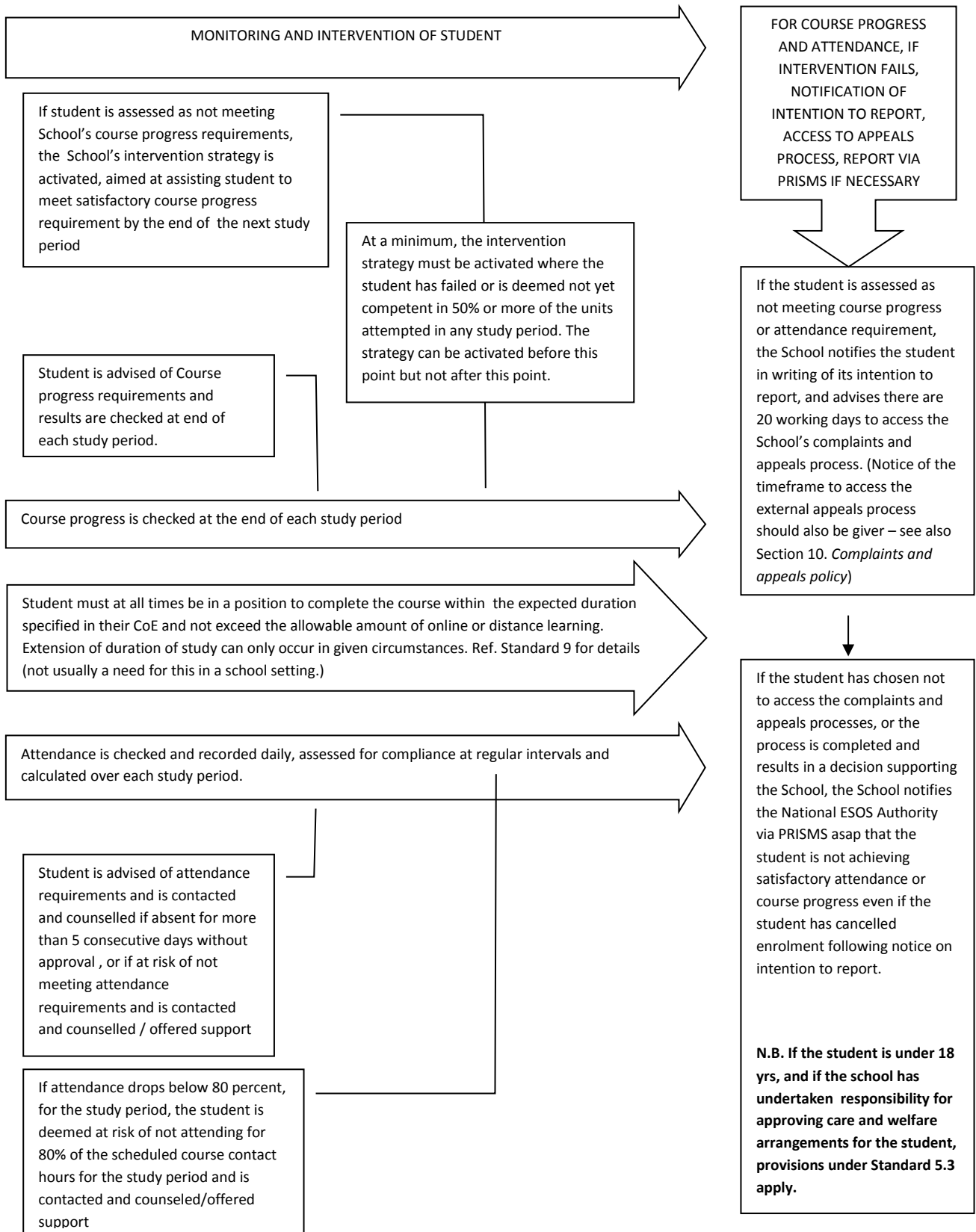
Administrative documents relating to the School's policies and procedures related to course progress and attendance, including monitoring, intervention and reporting instances of non-compliance are:

- Letter of intention to report for unsatisfactory course progress
- Letter of intention to report for unsatisfactory attendance

In accordance Section 19 of the ESOS Act the provider is obliged to notify DIAC via the PRISMS data base and provide details relating to Student enrolment - including name, course, course location, start date and expected duration of the course, termination of studies, changes in identity or duration of a course, and any other prescribed matter relating to accepted students as is reflected in school records.

A registered provider must give particulars of a breach by an accepted student of a prescribed condition of a student visa even if the student has ceased to be an accepted student of the provider (e.g. a student cannot avoid being reported to DIAC for non-attendance or failure to progress by cancelling their CoE with the provider).

Diagrammatic Overview of School Monitoring Activities Standards 9, 10 & 11.



It is the role of the following staff members to undertake these actions in administering the School's Course progression, progress and attendance policies and procedures

COMPLETION WITHIN THE EXPECTED DURATION OF STUDY (St 9)			
Staff Member	Action	Time frame	REF
FOR COURSE DURATION (St 9)			
Class Teacher	Monitor the student's course duration	At the end of each study	NC D St 9,

<i>Roycelyn Wilden</i>	to ensure they will not need additional time in order to complete their course, and meet any other requirements under Standard 9	period	St 9.1-5.
FOR COURSE PROGRESS (St 10)			
<i>Roycelyn Wilden</i>	Determine staff roles and responsibilities for implementing School course progress policy, including requirements for achieving satisfactory course progress, activating intervention strategies and determining the point at which the student has failed to achieve satisfactory course progress	At time of policy creation, and when staff changes occur.	NC D St 10.1 St 10.2
<i>Roycelyn Wilden</i>	Checking school reports in each subject/unit to determine if student is meeting requirements as per School policy and advising <i>Principal</i> if student is at the point of needing intervention	At the end of each study period	NC D St 10.1 St 10.3
<i>Roycelyn Wilden</i> <i>Class Teacher</i> <i>School Counsellor</i>	Counselling student and arranging intervention strategies for student as needed to assist student meet course progress requirements Advising parent/s of action taken and enrolment implications of failing to meet course progress requirements.	When school reports have been checked and student identified as being at risk	NC D St 10.4 St 10.5
<i>Roycelyn Wilden</i> <i>Class Teacher</i> <i>School Counsellor</i>	Monitoring student response to intervention strategies	When the School policy requirements trigger intervention and no later than when the student fails or is deemed not competent in 50% or more of subjects/units studied during the study period, and throughout the following study period.	NC D St 10.5
<i>Roycelyn Wilden</i>	Assessing whether student is meeting visa condition for satisfactory course progress, and if not, notifying the student in writing of a) School's intention to report b) access to school's appeals process must be within 20 working days (internal) <i>and 10 days to access</i>	When the student is assessed as not being able to meet course progress requirements as per Standard 10, after the intervention strategies have been activated and progress	NC D St 10.6

	<i>the external appeals process.</i>	re-assessed	
<i>Roycelyn Wilden</i>	Notifying National ESOS Authority via PRISMS that the student is not achieving satisfactory course progress.	As soon as practicable at the point when a) the student has chosen not to access the School's complaints and appeals process within the 20 day working period, or b) withdraws from the process, or c) the process is completed and results in a decision favouring the School	NC D St 10.7
FOR COURSE ATTENDANCE (St 11)			
<i>Roycelyn Wilden</i>	Determine staff roles and responsibilities for implementing School attendance policy, including method and frequency of attendance calculations, and point of intervention	At time of policy creation, and when staff changes occur.	NC D St 11
<i>Class Teacher</i>	Recording attendance and advising Principal if student is absent more than 3 consecutive days without approval.	Daily, in accordance with school procedures	NC D St 11.1 St 11.3.b St 11.4 St 11.5
<i>Class Teacher</i>	Calculating percentage attendance for each overseas student and advising Principal if student is approaching 90% attendance for the semester	Every Fortnight	NC D St 11.3 St 11.5
<i>Roycelyn Wilden</i> <i>Class Teacher</i>	Contacting and counselling student where he/she has not attended for 3 consecutive days, and / or if he/she is at risk of not meeting attendance requirements, and arrange any necessary support and/or follow up Advising parent/s of absence and reason provided for absence and of any implications for enrolment. (if applicable)	When the prescribed intervention points of 10 percent or 10 consecutive absences have been reached	NC D St 11.3 St 11.4
<i>Roycelyn Wilden</i>	Assessing whether student is meeting visa condition for satisfactory	When the student is assessed as not being	NC D

	attendance, and if not, whether the provisions under St 11.9 apply. If St 11.9 provisions do not apply, notifying the student in writing of a) School's intention to report b) access to school's appeals process must be within 20 working days (internal)	able to meet attendance requirements as per Standard 11.	St 11.3 St 11.6 St 11.9
<i>Roycelyn Wilden</i>	Notifying National ESOS Authority via PRISMS that the student is not achieving satisfactory attendance Even if the student is no longer enrolled there is still a requirement to report via PRISMS	As soon as practicable at the point when d) the student has chosen not to access the School's complaints and appeals process within the 20 day working period, or e) withdraws from the process, or f) the process is completed and results in a decision favouring the School	NDC D St 11.7

NB In the case of reporting a student under Standards 10 and 11, it is DIAC expectation that the School continues to monitor accommodation and welfare arrangements as per Standard 5 if applicable.

As a result of legislative changes to the Migration Act, from 13 April 2013, automatic and mandatory cancellations of student visas are abolished, and "section 20" notices, previously a requirement for notifying a student of intention to report, no longer exist.

Schools are still required to notify students who have not achieved satisfactory attendance or course progress in writing and to advise them they have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy.

The written notice should also inform the student of the need to continue to abide by the conditions of their student visa, including that they maintain enrolment in a registered course.

The written notice must NOT advise the student that they need to contact the Department of Immigrations and Citizenship (DIAC) within 28 days of receiving the letter of intention to report. (DIAC will instead initiate contact with the student if necessary for further discussion.)

If the student decides not to appeal, or appeals and a decision is made in the school's favour, the school still is required to report the student in PRISMS for not achieving satisfactory attendance or course progress as soon as practicable.

If the school is also terminating the student's enrolment, the written notice should advise the student, if they wish to seek re-enrolment with another provider, they should do this within 28 days of termination of enrolment to avoid possible visa cancellation.

The following staff member / department is responsible for reviewing and updating the School Course progress and attendance policy and procedures:

Mrs Roycelyn Wilden

Principal

This policy and these procedures will be checked and updated whenever there is a change in regulations about NC Standards 9 and 10 or 11 or in DIAC regulations, or when existing policies need to be adapted or strengthened.

THIS SECTION LAST UPDATED

BY Roycelyn Wilden

ON 21/07/2014

THE POLICY AND PROCEDURES FOR MONITORING COURSE DURATION, PROGRESS AND ATTENDANCE WAS LAST UPDATED

BY Roycelyn Wilden

ON 21/07/2014

St Ignatius Catholic Primary School Course Progress and Attendance Policy

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 of enrolment.
- c) Students who have begun part way through a semester will be assessed after one full study period.
- d) To demonstrate satisfactory course progress, students will need to achieve competency by demonstrating achievement standards as per year level statements of learning areas in any study period.
- e) If a student does not achieve competency in the learning areas covered and the student is at risk of failing to demonstrate satisfactory course progress in a study period the class teacher or inclusion teacher 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) Counselling – time management
 - vi) Counselling – academic skills
 - vii) Counselling – personal
 - viii) Other intervention strategies as deemed necessary

[Schools will have their own policies for the point at which intervention occurs. Under the National Code 2007, at a minimum the school must implement an intervention strategy if a student is deemed not competent in 50% or more of the units in any one study period.]

- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by Principal and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, St Ignatius Catholic Primary School 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.

- i) 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 within the expected duration due to:
 - 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 Ignatius Catholic Primary School'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.

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 parent or evidence that leave has been approved by the Principal.
- e) Any absences longer than 3 consecutive days without approval will be investigated.

- f) Student attendance will be monitored by Class Teacher every day over a study period to assess student attendance using the following method.
 - i) The number of days the student would have to be absent to fall below the attendance threshold for a study period e.g. $20 \text{ weeks} \times 5 \text{ days} \times 20\% = 20 \text{ days absent}$
 - ii) Any period of exclusion from class will not be included in student attendance calculations. [See Standard 13 – Deferring, suspending and cancelling enrolment for an explanation of this item]
- g) Parents of students at risk of breaching St Ignatius Catholic Primary School’s attendance requirements will be contacted by email/phone and students will be counselled and offered any necessary support when they have absences totalling 10 days absent during any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, St Ignatius Catholic Primary School will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process except in the circumstances outlined in 3.j.
- i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i) the student does not access the complaints and appeals process within 20 days
 - ii) withdraws from the complaints and appeals process
 - iii) the complaints and appeals process results in a decision for the school.
- j) Students will not be reported for failing to meet the 80% threshold where:
 - i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
 - ii) has not fallen below 70% attendance.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; $20 \text{ weeks} \times 5 \text{ days} \times 30\% = 3 \text{ days absent}$
- l) If a student is assessed as having nearly reached the threshold for 70% attendance, the Principal will assess whether a suspension of studies is in the interests of the student as per St Ignatius Catholic Primary School’s Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under St Ignatius Catholic Primary School’s Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.k. – 3.l.

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

- 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 Ignatius Catholic Primary School defines a "study period" for the purposes of monitoring course attendance progress as a *semester*.

Letter of intention to report for unsatisfactory attendance

Date: _____

Student name: _____

Grade: _____

Current Address: _____

Phone no: _____

Email address: _____

This letter is to inform you that *St Ignatius Catholic Primary School* intends to report you to the Department of Immigration and Citizenship for unsatisfactory attendance as required by the Education Services for Overseas Students Act 2000.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a 'registered course'
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider

According to our records, you have not achieved satisfactory course attendance as defined in the National Code of the ESOS Act and/or the school's Course Progress and Attendance Policy attached/available in Student/Parent Handbook. This policy states if the number of days the student is absent constitutes more than 20% for a study period the student is deemed to have unsatisfactory course attendance. Your attendance record shows you have been absent for _____ days. This is despite having been provided with the following support:

Date _____ Intervention _____

Date _____ Intervention _____

Date _____ Intervention _____

For your reference, a copy of [Child's name] attendance record is attached

You have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached.

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course, for your visa to remain valid.

Depending on the outcome of the appeals process, you may be reported to the Department of Immigration and Citizenship and notified of termination of your enrolment at St Ignatius Catholic Primary School.

Signed _____

Date _____

Letter of intention to report for unsatisfactory course progress

Date: _____

Student name: _____

Grade: _____

Current Address: _____

Phone no: _____

Email address: _____

This letter is to inform you that *St Ignatius Catholic Primary School* intends to report you to the Department of Immigration and Citizenship for unsatisfactory course progress as required by the Education Services for Overseas Students Act 2000.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a 'registered course'
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider

According to our records, you have not achieved satisfactory course progress as defined in the National Code of the ESOS Act and the school's course progress policies and procedures attached/available in Student/Parent Handbook. This is despite having been provided with the following support:

Date _____ Intervention _____

Date _____ Intervention _____

Date _____ Intervention _____

For your reference, a copy of [Child's name] academic results is attached.

You have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached-

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course, for your visa to remain valid.

Depending on the outcome of the appeals process, you may be reported to the Department of Immigration and Citizenship and notified of termination of your enrolment at St Ignatius Catholic Primary School.

Signed _____

Date _____

Other intervention and support processes for overseas students

In addition to the intervention processes identified in Sections 16, St Ignatius Catholic Primary School identifies and supports students at risk in these ways:

- Pastoral Worker
- School Counsellor
- Buddy system
- Learning Support Staff

All staff members involved in these processes are responsible for reporting to the Principal any overseas students identified as being at risk in the school pastoral care/ academic counselling program.

THIS SECTION LAST UPDATED

BY Roycelyn Wilden

ON 21/07/2014

Overseas student orientation program

NC D

St 6

It is a requirement under the National Code 2007 that St Ignatius Catholic Primary School must assist full fee paying overseas students to adjust to study and life in Australia through an age and culturally appropriate orientation program that includes information about:

NC D

St 6.1.a-f

- Student support services available to assist on the transition to life and study in a new environment
- Legal services
- Emergency and health services
- School facilities and resources
- Complaints and appeals processes
- School Course progress and Attendance policies (to meet relevant visa conditions)

Additionally, St Ignatius Catholic Primary School provides the following welfare related support services to assist with issues that may arise during their studies, as required under Standard 6.3 of the National Code 2007:

- Opportunity to access services designed to assist students to meet course progress and attendance requirements
- Opportunity to access welfare related support services to assist with issues arising from meeting course progress and attendance requirements, accommodation or other issues arising during their study

NC D

St 6.2

NC D

St 6.3

The following staff member is responsible for ensuring overseas students undertake the **School Orientation Program** as per Standard 6 .1.a-f.

<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>	
The following staff member / department is responsible for assisting students to meet course progress requirements, and to co-ordinate intervention strategies as necessary		NC D St 6.2 St 10
<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>	
The following staff member / department is responsible for assisting students to meet attendance requirements, and to co-ordinate intervention strategies as necessary		NC D St 6.2 St 11
<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>	
Documents / materials / activities used for the School's Student Orientation Program are:		
<input type="checkbox"/> Student Orientation Checklist <input type="checkbox"/> Student and Parent Handbook <input type="checkbox"/> Tour of school facilities <input type="checkbox"/> Meeting key staff members <input type="checkbox"/> Follow up meetings in first few weeks		
Student Orientation Program materials are located :		
<input type="checkbox"/> School Handbook CRICOS Registration Policies & Procedures <input type="checkbox"/> Enrolment Information Pack <input type="checkbox"/> School Website www.stignatiustoowong.qld.edu.au		
Student Orientation Program checklist is found <u>below</u> .		
The following staff member / department is responsible for reviewing and updating the School Overseas Student Orientation Program:		
<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>	
This policy will be checked and updated whenever there is a change in regulations about NC Standard 6, or when existing policies need to be adapted or strengthened.		
THIS SECTION LAST UPDATED	BY Roycelyn Wilden	ON 21/07/2014
THE OVERSEAS STUDENTS ORIENTATION PROGRAM WAS LAST UPDATED		
	BY Roycelyn Wilden	ON 21/07/2014

St Ignatius Catholic Primary School: Overseas Student Orientation Checklist

Student Name: _____

Year Level: _____

Arrival Date: _____

Week 1 checklist

Orientation and School Tour Week 1, Day 1

Student has been introduced to:

- Principal and Leadership Team
- Pastoral Care Worker
- Office Staff
- Class Teacher
- School Counsellor
- ESL Teacher
- Student Buddy for Week 1

Staff member: _____

Date: _____

Student understands:

- Emergency contact number of family, school and school contact person
- Accommodation address
- Emergency number for fire, police etc is 000 in Australia or 112 from a mobile 'phone
- How to travel to and from school
- All school uniform requirements
- How to seek assistance on and off campus
- Bank account (if appropriate)
- Class and School Daily Routine

Staff member: _____

Date: _____

Student has received information about:

- OSHC
- Complaints and Appeals Processes

- Available student support services
- Legal services available to students
- Student visa conditions relating to course progress and attendance
- Grounds for suspension or cancellation of enrolment
- Student Transfer Assessment Policy
- School Calendar
- School Rules and Code of Conduct
- Textbooks and stationery Requirements
- Assessment policies and requirements
- Extra-curricular activities, clubs, etc

Staff member: _____

Date: _____

Other Information/Activities:

- Information about Cultural Awareness/Culture Shock/Adjusting to life in a new environment

Orientation to local area – shops, recreational areas, etc

Staff Member: _____

Date: _____

Student interviews to check adjustment:

End of Week 2

Staff Member: _____

Date: _____

End of Week 4

Staff Member: _____

Date: _____

End of Week 6

Staff Member: _____

Date: _____

End of Week 8

Staff Member: _____

Date: _____

End of Week 12

Staff Member: _____

Date: _____

Staff orientation/induction to ESOS framework	NC D St 6
It is a requirement under the National Code 2007 that St Ignatius Catholic Primary School ensures that staff members who interact directly with full fee paying overseas students are aware of the School's obligations under the ESOS framework and the potential implications for students arising from the exercise of the obligations.	NC D St 6.7

Relevant information about the School's obligations under the ESOS framework is provided to appropriate staff members in the following ways:

TO	BY	HOW	WHEN
Administration Team – APA, APRE	Principal	In service and Professional Reading	Prior to commencement of enrolled student
Front Office Staff	Principal	In service and Professional Reading	Prior to commencement of enrolled student
Teaching Staff	Principal	In service and Professional Reading	Prior to commencement of enrolled student
ESL Support Staff	Principal	In service and Professional Reading	Prior to commencement of enrolled student
Counselling and Student Support Staff	Principal	In service and Professional Reading	Prior to commencement of enrolled student
Staff responsible for monitoring compliance with visa conditions under ND D Standards 10 and 11.	Principal	In service and Professional Reading	Prior to commencement of enrolled student

The following staff member is responsible for informing new staff members who take up duties outside of staff information sessions of relevant obligations under the ESOS framework

<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>
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Materials / Resources for Staff Induction / Orientation to ESOS include:

- Websites listed in Appendices 8 and 9 (for Compliance and Resources)
- This Staff Handbook
- School PPT presentation on ESOS

The following staff member/department is responsible for reviewing and updating the School Staff Orientation/Induction to ESOS:

<i>Mrs Roycelyn Wilden</i>	<i>Principal</i>
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This policy will be checked and updated whenever there is a change in regulations about NC Standard 6, or when existing policies need to be adapted or strengthened.

THIS SECTION LAST UPDATED	BY Roycelyn Wilden ON 21/07/2014
THE STAFF INDUCTION/ ORIENTATION PROCESS WAS LAST UPDATED	BY Roycelyn Wilden ON 21/07/2014

Staff capabilities, educational resources and premises

NC D

St 14

St 6.6

St Ignatius Catholic Primary School is an accredited non-state school in Queensland and as such is subject to an appropriate quality assurance framework applying to registered courses, as is required under Standard 14 of Part D the National Code 2007.

The following staff member is responsible for staff recruitment, including recruitment of staff working with overseas students, and is aware of obligations under Standards 6 and 14 of Part D of the National Code 2007:

Mrs Roycelyn Wilden	Principal
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The following staff member is responsible for management of facilities, including facilities used by overseas students, and is aware of obligations under Standard 14 of the National Code 2007:

Mrs Roycelyn Wilden	Principal
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The following staff member is responsible for management of resources, including resources used by overseas students, and is aware of obligations under Standard 14 of the National Code 2007:

Mrs Roycelyn Wilden	Principal
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It is a requirement under the National Code 2007 that the School have sufficient student support personnel to meet the needs of overseas students enrolled at the School.

NC D

St 6.6

St Ignatius Catholic Primary School ensures staffing, facilities and resources meet the needs of overseas students enrolled at the School in the following ways:

- Staffing – Each classroom teacher (23 – 26 students per class) may have the support of a school officer and other school support staff – dependant on the needs of the students
- Facilities – Classroom allocated for each class, rooms/outdoor area for specialist lessons of music, Italian, PE, Library and computer facilities available
- Resources – providing of up to date resources to support the curriculum or the needs of the class or students.

The following staff member/department is responsible for reviewing and updating the School policy and procedures to ensure appropriate staffing, premises and resources for support of and course delivery to full fee paying 571 visa subclass student:

This policy will be checked and updated whenever there is a change in regulations about NC Standard 14, or when existing policies need to be adapted or strengthened.

THIS SECTION LAST UPDATED	BY Roycelyn Wilden	ON 21/07/2014
THE POLICY ON STAFFING, AND EDUCATIONAL RESOURCES AND PREMISES WAS LAST UPDATED		
	BY Roycelyn Wilden	ON 21/07/2014

Websites (Compliance)

- International Quality Unit (CRICOS)
www.education.qld.gov.au/internationalquality
- Education Services for Overseas Students (ESOS) Framework (Commonwealth legislation)
<https://aei.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- PRISMS
<https://prisms.deewr.gov.au>
PRISMS User Guide
google PRISMS user guide and access PDF
Department of Immigration and Citizenship
www.immi.gov.au
- Education (Overseas Students) Regulation 1998 (Queensland legislation)
<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/EducOverStuR98.pdf>
- Commission for Children Young People and Child Guardian (Queensland legislation)
www.bluecard.qld.gov.au
- Overseas Students Ombudsman
www.oso.gov.au/
- Tuition Protection Service
www.tps.gov.au

Websites (Other)

- Independent Schools Council of Australia National Code 2007 Transition handbook for non-government schools enrolling full-fee paying overseas students
www.isca.edu.au
- ISANA National Code Support Program On-line Tutorial 2007
<http://www.isana.org.au/NcTutorial/index.htm>
- Other ISANA resources: www.isana.org.au

For Students : www.isana.org.au/student-education-project-mainmenu-81

For Institutions : <http://www.isana.org.au/the-rainbow-guide> (Template for Student Handbook)
- AEI Agents Training Course
Website: <http://www.pieronline.org/eatc/>
- AEI Country Education Profiles
Website <https://aei.gov.au/Pages/default.aspx>
- AEI Online Living in Australia Guide
http://www.studyinaustralia.gov.au/Sia/en/StudyGuide_pdf.pdf
- AEI – Getting Started Internationally: Tips for Schools Entering the International Market
Website: <https://aei.gov.au/international-network/pages/default.aspx>

- Australian Curriculum Assessment and Certification Authority
Website: <http://acaca.org.au>
- Australian Qualifications Framework
Website: <http://www.aqf.edu.au/>
- Austrade Future Unlimited Online Living in australia Guide
Website: <http://www.studyinaustralia.gov.au/en/Living-in-Australia>
- Changing Schools in Australia (ACACA)
Website: <http://acaca.bos.nsw.edu.au>
- Department of Foreign Affairs and Trade
Website: <http://www.dfat.gov.au/>
- Department of Justice and Attorney-General – Mediation Services
Website: <http://www.justice.qld.gov.au/justice-services/dispute-resolution/mediation>
- Eligibility for temporary visa holders helpline (for determining Australian Government financial assistance for school programmes)
Phone: 1 800 677 027 (Option 2 and Option 2 again)
See http://ssp.deewr.gov.au/ssp/help/html/coi/student_definitions.htm#Not_Overseas_Students

And https://ssp.deewr.gov.au/ssp/help/html/coi/student_definitions.html#Student_Definitions
- DIAC approved agents for eVisa
Website: <http://www.immi.gov.au/business-services/education-providers/lodgement-trial-2-4.htm>
- IDP Publications – *Pre-Departure Guide & Say G'Day to Homestay*
Website: <http://www.idp.com/PDF/Say%20Gday%20to%20Homestay.pdf>
- Interstate Student Data Transfer Note
Website: http://www.mceecdya.edu.au/mceecdya/isdtn_interstate_student_data_transfer_note,12095.html
- Migration Agents Registration Authority
Website: <https://www.mara.gov.au/>
- Office of the Australian Information Commissioner-Privacy
Website: <http://www.oaic.gov.au/privacy/privacy-news> and <http://www.oaic.gov.au/privacy/privacy-resources/privacy-guides/>
- Overseas Student Health Cover (OSHC)
Website: <http://www.studyinaustralia.gov.au/global/live-in-australia/insurance>
- NEAS Australia
Website: <http://www.neas.org.au/home/>
- Privacy Manual for Non-Government Schools
Website: <http://www.isca.edu.au>

(Search site for “visa students”)
- QSA links for visa students (QCE procedures)
Website: www.qsa.qld.edu.au

- Study Queensland Website
www.studyqueensland.qld.edu.au
(Industry Portal includes PD resources such as Critical Incident Workshop presentation and Workbook – search “Document Library for Professional Development”)
- Study in Australia
Website: <http://studyinaustralia.gov.au>
- Tourism Australia
Website: <http://www.australia.com>
- Translating and Interpreting Service (TIS)
Phone: 131 450 (within Australia)

Website: <http://www.tisnational.gov.au/>

<h2>Acronyms</h2>	
AEI	Australian Education International https://aei.gov.au/About-AEI/Pages/default.aspx
AHN	Australian Homestay Network http://www.homestaynetwork.org/
AL 1/2/3/4	Assessment Level (DIAC's rating of level of risk for sectors and countries of students applying for student visas) http://www.immi.gov.au/students/student-visa-assessment-levels.htm
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students http://cricos.deewr.gov.au
CRICOS Registration	See https://aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx and http://education.qld.gov.au/strategic/accreditation/cricos/index.html
DIICCSRTE	The Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education www.innovation.gov.au
DIAC	Department of Immigration and Citizenship www.immi.gov.au
EATC	Education Agents Training Course http://www.pieronline.org/eatc/
eCoE or CoE	electronic Confirmation of Enrolment or Confirmation of Enrolment
ELICOS	English Language Intensive Course for Overseas Students
ELT	English Language Training
EQI	Education Queensland International www.eqi.com.au
ESL	English as a Second Language
ESOS (Act)	Education Services for Overseas Students (Act) see ESOS Framework
ESOS Framework	Commonwealth legislation including the National Code of Practice which related to the ESOS Act 2000 https://aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
IEAA	International Education Association of Australia Inc. – professional organization http://www.ieaa.org.au/
IELTS	International English Language Testing System http://www.ielts.org/
ISANA	International Education Association http://www.isana.org.au/
ISLPR	International Second Language Proficiency Rating http://www.islpr.org/
ISQ	Independent Schools Queensland www.isq.qld.edu.au and www.isq.qld.edu.au/international-students
LOTE	Language Other Than English
NEAS	National ELT Accreditation Scheme http://www.neas.org.au/
NC (National Code)	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 – part of the ESOS framework https://www.aei.gov.au/Regulatory-Information/Education-Services-for-overseas-students-esos-legislative-framework/national-code/Pages/default.aspx
NLLIA ESL Bandscales	National Languages and Literacy Institute of Australia ESL Bandscales (for rating English language proficiency) To order a copy: http://www.learningplace.com.au/uploads/documents/store/doc_866_2964_bandscales.pdf
OSHC	Overseas Student Health Cover see http://www.studyinaustralia.gov.au/global/live-in-australia/insurance

PIER	Professional International Education Resources – delivers professional training courses in international education services http://www.pieronline.org/
PRISMS	Provider Registration and Overseas Student Management System https://prisms.deewr.gov.au/Logon/Logon.aspx
PTE	Pearson Test of English http://pearsonpte.com/Pages/Home.aspx
PVA	Pre-Visa Approval http://www.immi.gov.au/students/students/573-3/apply-person.htm
QCEC	Queensland Catholic Education Commission http://www.qcec.catholic.edu.au/
QETI	Queensland Education and Training International. Provides support and information to industry via StudyQueensland website: www.studyqueensland.qld.edu.au
SCV	Student Course Variation. The record a user with CoE Administrator access creates when reporting non-compliance of a student or a change to course details for the student’s original CoE. See SCV Quick Reference Guide for details.
TIQ	Trade and Investment Queensland offices and contacts http://export.qld.gov.au/contact-us/
TESOL	Teaching of English to Speakers of Other Languages
TOEFL	Test of English as a Foreign Language www.toefl.org
TQO	Trade Queensland Office (offshore) http://www.export.qld.gov.au/
VEVO	Visa Electronic Verification Online http://www.immi.gov.au/e_visavevo.htm