



INFORMATION AND POLICIES FOR INTERNATIONAL STUDENTS

CALOUNDRA
CHRISTIAN COLLEGE
FOUNDATIONS FOR LIFE

VERSION 19.2

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CALOUNDRA CHRISTIAN COLLEGE LTD

CRICOS Registration 01434K

7 Gregson Place Caloundra, Q4551

Telephone: +61 7 5436 6777 Fax: +61 7 5491 5103

www.calcc.qld.edu.au

overseas@calcc.qld.edu.au

ABN 77 105 326 814

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CALOUNDRA
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Caloundra Christian College Overview

We are a College of Christian staff who endeavour to provide a quality Christian education to families throughout the Sunshine Coast.

Facilities

Kindergarten to Year 12 students are located on the same campus giving the College its distinctive family atmosphere. Situated on approximately 8 acres, the College makes use of the many facilities Caloundra has to offer e.g. swimming pools, tennis courts, stadiums, beaches and waterways.

Our own facilities on site include, sporting ovals, cricket nets and basketball courts. We also boast a fine fleet of canoes and kayaks. Our buildings house a large auditorium for College functions and drama performances. Our other facilities include centres for home economics/hospitality, science, art, industrial design and technology, computer and internet facilities.

We strive to realise the maximum potential of every student in their spiritual, academic, emotional and physical development.

Primary (Year 1-6)

A strong academic foundation is laid in these early years. Participation in sport and music are also strongly encouraged. Activities are available to the children to cater to the development of their social skills, their emotional and spiritual needs, as well as stimulating their physical and intellectual abilities.

Junior Secondary (Year 8-10)

During the junior years of secondary schooling students are directed to investigate a wide range of subjects and to develop work and study habits in preparation for their senior level.

Senior Secondary (Year 11-12)

In years 11 and 12 students may follow a pathway which will lead to university study. Many of our recent graduates have achieved excellent levels at graduate and post graduate studies.

Homestay

As an international student you will live with an Australian family for the duration of your stay if you are under 18 and unaccompanied by a parent. Within the safe and caring environment you will have a smooth transition to our culture.

More detailed information is available on our website, all information on the website is relevant to international students with the exception of the enrolment process which is documented under the International Students section of the website.

Code of Practice Policy V18.1

1. Caloundra Christian College is bound by the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (2018 National Code) under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
2. From 1 July 2016, the Secretary of the Australian Government Department of Education and Training is the ESOS agency for school providers. School providers in each state or territory must also be approved by a designated State authority (or DSA) to provide courses to student visa holders.
3. In order to be registered on CRICOS Caloundra Christian College is required to:
 - a. have the principal purpose of providing education; and
 - b. clearly demonstrate capacity to provide education of a satisfactory standard.
4. Evidence of *Caloundra Christian College's* ability to meet these requirements is provided in
 - a. the school's Annual Report to Commonwealth and State governments, available at: http://www.calcc.qld.edu.au/images/ANNUAL_REPORT_2014.pdf
 - b. Non State-Schools Accreditation Board documentation – the school's Cyclical Review Report and NSSAB confirmation letter.

Additional requirements to note:

5. Under Part B. St 11.1.4 of the National Code of Practice, registered providers must have any prior approval from the DSA for any other provider(s) to be involved in providing or delivering part of a registered course.
6. From 1 January 2018, all registered providers enrolling students under the age of 18 years are subject to the requirements of Standard 5 of Part B of the 2018 National Code, including students for whom the provider has not taken on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements by issuing a CAAW in PRISMS. These include meeting any Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates. Caloundra Christian College's responsibilities for overseas students under 18 years of age are articulated in the school's Welfare and Accommodation policy.
7. *Caloundra Christian College's* CRICOS Registration details:

Caloundra Christian College Limited t/a Caloundra Christian College
CRICOS Provider No: 01434K

Course Name: Senior Secondary (10-12)
CRICOS Course No.053497J

Course Name: Junior Secondary (7-9)
CRICOS Course No. 053496K

CRICOS Course Name: Primary School (1-6)
CRICOS Course No. 053495M

Period of CRICOS Registration: 18/05/ 1995 to 30/06/2019

8. Caloundra Christian College is registered to enrol a maximum of 30 full fee paying 500 (formerly 571) visa subclass students.
9. N.B., Calculations regarding capacity include Confirmations of Enrolment (CoEs) for current students as well as approved and visa granted CoEs for future students.
10. Caloundra Christian College markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry.
11. Caloundra Christian College’s marketing materials do not make false claims or provide misleading information about itself, its courses or course outcomes, including:
 - Claims of associations between providers
 - Employment outcomes associated with a course
 - Automatic acceptance into another course
 - Possible migration outcomes
12. Caloundra Christian College will not actively seek to recruit a student who is already enrolled with another registered provider.

Caloundra Christian College 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.

13. The School’s Legal Entity Name and CRICOS 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:

Caloundra Christian College Ltd.
CRICOS Number: 01434K

CRICOS Responsibilities	
The Principal Executive Officer (PEO) appearing on the CRICOS website (http://cricos.deewr.gov.au) in School Contact Details is:	
<i>Mark Anton HODGES</i>	<i>Principal</i>
Additionally, the School PEO has signed a “Delegated Responsibility for Register Information Form” for :	
<i>Mark Andrew SPENCER</i>	<i>International Program Manager</i>

PRISMS	
The following Staff members have access to PRISMS:	
<i>Beryl Michelle HASTIE</i>	<i>CoE Administrator</i>
<i>Mark Andrew SPENCER</i>	<i>CoE Administrator</i>

<p>1. It is the responsibility of the following officer(s) to advise the International Quality (Schools) Unit:</p> <ul style="list-style-type: none"> a. as soon as practicable as that the school becomes aware that an associate or high managerial agent of the school has committed an offence under section 17 of the ESOS Act; b. any prospective changes to the ownership of the School as soon as practicable prior to the change taking effect, or c. any prospective or actual change to a “high managerial agent” of the School as soon as practicable prior to the change taking effect, or within 10 working days where the change cannot be determined until it takes effect, together with d. any information on the ability of the new owner or high managerial agent to be “fit and proper” as required by section 17A of the ESOS Act; e. an event that would significantly affect the school’s ability to comply with the ESOS Act. <p>2. It is the responsibility of the following officer(s) to seek approval from the International Quality (Schools) Unit, at least 30 days in advance, for proposed changes to a course at location:</p> <ul style="list-style-type: none"> a. the course duration, including holiday breaks b. modes of study, including online, distance or work-based training c. number of overseas students enrolled at the provider, within the limit or maximum number approved by the ESOS agency for each location d. arrangements with other education providers, including partners, in delivering a course or courses to overseas students. 	
<i>Mark Andrew SPENCER</i>	<i>International Program Manager</i>

Student Contact Officer		
The following Staff member(s) is the designated official point of contact for overseas students:		
<i>Mark Andrew SPENCER</i>		<i>International Program Manager</i>
These staff members undertake the following roles and responsibilities in relation to overseas students:		
Staff Member in this Role	Area of Responsibility for Overseas Students	For further information:
Mark Spencer	Ensuring the school is compliant in meeting the Commonwealth and state legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates. (NC B St 5.1)	Welfare & Accommodation Policy Child Protection Policy
Mark Spencer	Ensuring students under 18 years of age are given age-and culturally-appropriate information on who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider. (NC B St 5.2.1)	Discuss with International Program Staff

Mark Spencer	Responding to an emergency when contacted by a student or service provider. (NC B St 5.2.1)	Critical Incident (International Students) Policy
Mark Spencer	Ensuring students under 18 years of age are given age-and culturally-appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse. (NC B St 5.2.2)	Student Sexual Harassment Policy Home Stay Risk Management Strategy document
Mark Hodges	If unable to contact a student there are concerns for the student's welfare, make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable. (NC B 5.5)	Critical Incident (International Students) Policy
Mark Spencer	Taking all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety (NC B 6.9.1)	Orientation in-person Staff Induction Procedures Anti-Bullying Policy
Mark Spencer	Providing information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents (NC B 6.9.2)	Orientation Checklist Critical Incident (International Students) Policy
Mark Spencer	Providing overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia. (NC B 6.9.3)	https://www.homeaffairs.gov.au/trav/life
Mark Spencer	Orientation on arrival	Orientation Checklist
Katrina Priaulx	ESL Support	Discuss with International Program Staff
Mark Spencer	Other tutorial support	Discuss with International Program Staff
Andrew Priaulx	Academic and Careers Counselling	Email and in-person
Lynne Woods	Personal Counselling	Email and in-person
Mark Spencer	Monitoring of homestay / accommodation /care arrangements	Handbook for Home Stay Families Calendar Reminders
Mark Spencer	Complaints and appeals	Complaints & Appeals Policy
Mark Spencer	Visa / Passport issues	http://www.homeaffairs.gov.au/Trav/Visa-1/500-
Mark Spencer	OSHC	https://www.nib.com.au/overseas-students

Written Entry Requirements Policy V18.1

1. Caloundra Christian College Ltd will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the College, and to legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on the “Application for Enrolment” form, which is available for download from the College website. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - a. Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 - b. Where Student Report Cards do not record student behaviour or commitment to studies, a Reference from the applicant’s current or most recent school Principal;
 - c. A completed Subject Choices Form if appropriate;
 - d. Appropriate proof of identity and age;
 - e. Written evidence of proficiency in English as a second language. (Minimum English language requirements are detailed below)
 - f. A verified photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
 - g. Release letter (if transferring from another Australian Education Provider)
 - h. Enrolment Application Fee or receipt for same.
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the Admissions Officer
5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits. Any offer of place at Caloundra Christian College will be made according to the College’s discretion that the applicant will benefit from and adapt well to the College community.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.
7. If the application is successful, the College will issue a Provisional Offer of Place, Written Agreement and Invoice. A Confirmation of Enrolment and Welfare/Accommodation Form will be issued after all parties have signed the Written Agreement and payment of the invoice has been received.

Caloundra Christian College requires evidence that the applicant’s academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Minimum academic and English language requirements are as follows:

Minimum academic requirements

Students must provide evidence of satisfactory academic performance appropriate for entry to the Year level requested or offered as an alternative point of entry by the school in a Letter of Offer.

For Primary 1-6:

Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of curriculum.

For Years 7-11:

- i. A pass level or “C” grade or better for the majority of core subjects.
- ii. Evidence of satisfactory diligence toward studies (e.g.; assessment of behaviour provided in previous school reports, reference from Principal or Head of Studies etc.)

English Language Proficiency Requirements

1. Applicants are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the College.
2. If supplied, Caloundra Christian College will assess evidence of English language proficiency presented by a student at the time of application, but reserves the right to confirm the student’s English language proficiency through additional tests.
3. If not presenting appropriate evidence of English language proficiency at the time of application, Caloundra Christian College will assess the student’s application for entry based on satisfactory test results as follows:

Acceptable Test	Minimum Test Result	For Entry to Year
IELTS	5.0	10
IELTS	5.5	11
IELTS	5.5	12

4. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
5. If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student’s level of proficiency is sufficient to allow them to commence their mainstream course.
6. 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.

Course Credit

1. Caloundra Christian College does not offer course credit to international students.
2. Entry into any course is subject to the assessment of the College.
3. This equally applies to on-shore school transfers, either within the state of Queensland or from interstate.

Student Risk Management Strategy

Caloundra Christian College's Child Risk Management Strategy and Policy documents can be viewed at <https://www.calcc.qld.edu.au/parent-info/policies-and-procedures/>



Caloundra Christian College Ltd.

CRICOS Number: 01434K

Overseas Student Fees Schedule 2019 v19.2

Application Fee <i>Non-Refundable.</i>	(one off payment)	\$250
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"Tuition Fees" (as defined by the ESOS Act 2000)		Years 1 - 6	Years 7 - 9	Years 10 - 12
Enrolment Confirmation (one off payment)		\$1,000	\$1,000	\$1,000
Class Tuition Fees	Semester	\$6,500	\$8,650	\$9,550
	Annual	\$13,000	\$17,300	\$19,100
Levies: Resource & Technology	Semester	\$1,200	\$1,400	\$1,400
	Annual	\$2,400	\$2,800	\$2,800
Building Fund	Semester	\$600	\$600	\$600
	Annual	\$1,200	\$1,200	\$1,200
ESL (9 lessons)	<i>(if required)</i>	\$630	\$630	\$630

"Non-Tuition Fees" (as defined by the ESOS Act 2000) :		All year levels unless otherwise indicated
Overseas Health Cover (annual)		\$446
QSA Fees (per year) yr 11/12 only		\$424
School Stationery	(annual)	Approx \$100
Homestay Placement Fee	(annual) <i>This fee is for Homestay placement of a student and charged annually in advance.</i>	\$250
Homestay Boarding Fees	<i>Calculated for 45 weeks @ \$280.00 per week. (Holiday Holding Fee = 1/3 x \$280 per week)</i>	\$14,175
College Uniform Costs	(approx) <i>Students are charged an approx amount for outfitting the student for both winter and summer dress, this does not include school shoes, students will need to buy these independently from a shoe supplier. If all monies are not used then it will be left in the schools trust account for future years purchases, at the end of the students course any monies left will be refunded.</i>	\$800
Please refer to the College Refund Policy for cancellation terms and fees		

"Other Fees" - Optional		
Bus Fee (if applicable term)	(per	From \$280-360
Indicative Cost Of Living	<i>In addition to the above the applicant should be aware of other expenses involved in the general Cost of Living (e.g. transport, telephone/internet/computer use, personal items, stationery, entertainment, holidays etc.)</i>	\$30-120 a week
Airport Pickup Fee	<i>The cost will be indicated on the Application for Enrolment and Written Agreement document</i>	Cost to be advised

PAYMENT OF FEES: AUSTRALIAN DOLLARS ONLY	
College fees can be transferred to our bank as detailed below or by credit card.	
BANK:	Bank of Queensland
Address:	229 Elizabeth Street, Brisbane 4000 Australia
Phone:	61 7 32123333
ACCOUNT NAME:	Caloundra Christian College Ltd Trust Account
BRANCH NUMBER:	124-038
ACCOUNT NUMBER:	14-626118 SWIFT CODE: QBANAU4B

Note: All fees are reviewed on a yearly basis and may increase up to 8% (percent) at the beginning of each year

Fees & Refund Policy – Overseas Students V18.1

1. This policy applies to all Tuition and non-Tuition fees paid to the College and includes any fees paid to an education agent to be remitted to the school.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The Application fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a. Fees are payable according to instructions in the initial “Letter of Offer”, and/or College invoices.
 - b. Updated fees are published each October, in advance of the academic year, in the Overseas Student Fees Schedule.
 - c. An Itemised List of Estimated Fees for the individual student is advised as part of the Written Agreement [as per NC Standard 3.3.4]. Where this advice pre-dates fee update per 4.b., applicants will be required to pay the adjusted fees from the date of implementation.
 - d. All fees must be paid in Australian dollars unless otherwise requested. Refunds will be reimbursed in the same currency as fees were received.
 - e. 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 calendar year.
 - f. Refunds will be paid to the person who enters into the written agreement unless the College receives written advice from the person who enters the written agreement to pay the refund to someone else.
 - g. The only required amount of tuition fees for the College that are to be paid in advance, prior to course commencement, will be for one study period. Should the student elect to pay for more than one study period in advance, any tuition fees received above the required amount will be fully refundable prior to the commencement of the course.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the International Program Manager.
6. Student default because of Visa refusal
 - a. If a student produces evidence of visa refusal (or provides permission for the College to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student’s default day, minus the lesser of
 - i. 5% of the amount of course fees received, or
 - ii. AUD 500.
 - b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

**Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*
7. Student Default: Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
 - a. Home stay fees:
 - i. Homestay Placement Fee will only be refunded if written notification is received more than 28 days before course start date and no placement of the student has been made.
 - ii. Receipt of written notification of cancellation more than 28 days before the course start date *and before homestay placement has been made* will effect a full refund of pre-paid Home stay fees.

- iii. Written notification of cancellation *within* 28 days of course start date (including after course commencement) will effect a refund of the balance of the pre-paid amount less Homestay Placement fee and one month's homestay fee.
- b. Overseas Student Health Cover:
- i. Cancellation before course starts will effect a full refund of the pre-paid amount.
 - ii. Cancellation after course commences: there will be no refund.
- c. Queensland Studies Authority Fee (Years 11 & 12 only):
- i. Cancellation before course starts will effect a full refund of the pre-paid amount.
 - ii. Cancellation after course commences: there will be no refund.
- d. Non-commencement with no notification of withdrawal:
- If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, up to 50% of the required tuition fees (one study period) received will be retained by the school. Any tuition fees received above the required amount will be fully refundable.
- e. Non-commencement with notification of withdrawal:
- i. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee of AUD500.
 - ii. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 70 % of the required tuition fees (one study period). Any tuition fees received above the required amount will be fully refundable.
- f. Refunds after commencement of a course:
- i. If tuition fees for *up to 1 study period* (semester) have been received in advance: Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.
 - ii. If tuition fees for *more than one study period* (semester) have been received in advance: If fees for more than one study period have been received in advance, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less one term's fees, provided that at least 10 weeks written notice of withdrawal has been received.
NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less one study period's fees.
- g. Refunds in the event of a provider initiated cancellation of enrolment:
- i. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - Failure to maintain satisfactory course progress (visa condition 8202). Please see Course Progress and Attendance Policy.
 - Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress and Attendance Policy
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) in accordance with Application for Enrolment and Written Agreement document
 - Failure to pay course fees.
 - Any behaviour identified as resulting in enrolment cancellation in Caloundra Christian College's "Student Code of Conduct" and "Homestay Code of Conduct" Policies.
 - ii. Any refund in the case of cancellation of a student's enrolment for failure to maintain Caloundra Christian College's agreed conditions of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, will be at the discretion of the school.

8. School Default
 - a. If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
 - b. If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the course school's default day.
 - c. In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>
**Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*
<http://www.comlaw.gov.au/Details/F2014L00907>.
9. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Definitions

- a. *Non-tuition fees* – fees not directly related to provision of the student's course, as identified in the "Overseas Student Fees Schedule" document provided separately and available on the College website.
- b. *Tuition fees* – fees directly related to the provision of the student's course, as identified in the "Overseas Student Fees Schedule" document provided separately and available on the College website.
- c. *Course fees* – the sum of tuition fees and non-tuition fees received by the College in respect of the student in order for the student to undertake the course.
- d. *Study period* – one Semester or half an academic year, being likewise the period to which academic assessment is applied.

CALOUNDRA
CHRISTIAN COLLEGE
FOUNDATIONS FOR LIFE

Course Progress and Attendance Policy V18.1

This policy is available to staff and to students.

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

1. Course Progress

- a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period /semester of enrolment according to Caloundra Christian College's course assessment requirements.
- c) Students who have begun part way through a study period / semester will be assessed according to Caloundra Christian College's course assessment requirements after completing one full study period/semester.
- d) To demonstrate satisfactory course progress, students will need to
 - i. in the case of Junior Secondary and Senior Secondary studies, achieve a minimum of "sound achievement", or Grade C, in all units in any study period.
 - ii. in the case of Primary College Studies, achieve a minimum of "sound achievement", or Grade C, in the majority of subject areas studied in any study period.
 - iii. achieve gradings for *Effort* at or above "satisfactory" for each unit of study (Caloundra Christian College produces Semester reports which indicate a separate grade for each of academic achievement and attitude/effort.)
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the International Program Manager will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
 - iv. *After hours tutorial support*
 - v. *Subject tutorial support in class time*
 - vi. *Mentoring*
 - vii. *Additional ESL support*
 - viii. *Change of subject selection, or reducing course load (without affecting course duration)*
 - ix. *Counselling – time management*
 - x. *Counselling -academic skills*
 - xi. *Counselling – personal*
 - xii. *other intervention strategies as deemed necessary*

- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the International Program Manager and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Caloundra Christian College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Caloundra Christian College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 days. Please see Caloundra Christian College's *Complaints and Appeals Policy* for further details.
- i) The College will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the Principal of Caloundra Christian College in writing, or
 - ii. the complaints and appeals process results in a decision in favour of the College.

2. Completion within expected duration of study

- a) As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- c) The College will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
 - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with Caloundra Christian College's Deferment, Suspension and Cancellation Policy.
- d) Where the College decides to extend the duration of the student's study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3. Monitoring Course attendance

- a) Satisfactory course attendance prior to intervention is attendance of 90% or less 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 College will be recorded and will be included in attendance calculations.
- d) All absences from College will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of College.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Students absent from College without having been granted leave may forfeit any credit for assessments missed during their absence, which may in turn jeopardise satisfaction of visa condition 8202 for unsatisfactory *progress*, regardless of whether or not the College's satisfactory attendance threshold of 90% has been breached.
- g) Student attendance will be monitored by the Home Room teacher every day over a study period to assess student attendance using the following method.
 - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 10% [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 10% of this is 50 hours.]
 - ii. Any period of exclusion from class will not be included in student attendance calculations.
- h) Parents of students at risk of breaching Caloundra Christian College's attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totalling 10% in any study period.
- i) If the calculation at 3.g. indicates that the student has passed the attendance threshold for the study period, Caloundra Christian College will assess the student against the provisions of Item 3.j. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.j. does not apply, the College will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process
- j) The College will notify the ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. the student withdraws from the complaints and appeals process by notifying the Principal of Caloundra Christian College in writing,
 - iii. the complaints and appeals process results in a decision in favour of the College.
- k) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:

- i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
 - ii. the student's attendance has not fallen below 70% for the study period.
- l) The method for calculating 70% attendance is the same as that outlined in 3.g. with the following change; number of study days x contact hours x 30%, *or number of study days x number of days per week x 30%*.
- m) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Principal will assess whether a suspension of studies is in the interests of the student as per Caloundra Christian College's Deferment, Suspension and Cancellation Policy.
- n) If the student does not obtain a suspension of studies under the Caloundra Christian College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.i. – 3.j.

4. Definitions

- a) *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
- i) serious illness, where a medical certificate states that the student was unable to attend classes
 - ii) bereavement of close family members such as parents or grandparents (with evidence of a death certificate if possible)
 - iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v) where the College 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 College has scheduled course contact hours
- d) *Study period* – a discrete period of study within a course which cannot exceed 24 weeks. Caloundra Christian College defines a "study period" for the purposes of monitoring course attendance and progress as a *semester*.

Complaints and Appeals Policy V18.1

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed, and again during orientation or within 7 days of the commencement of student attendance of the enrolled course.

- 1) Purpose
 - a) The purpose of *Caloundra Christian College's* Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Caloundra Christian College, or an education agent or third party engaged by Caloundra Christian College to deliver a service on behalf of Caloundra Christian College.
 - b) The internal complaints and appeals processes are conciliatory and non-legal.
- 2) Complaints against other students
 - a) Grievances brought by a student against another student will be dealt with under the College's Behaviour Policy/Code of Conduct.
- 3) Informal Complaints Resolution
 - a) In the first instance, Caloundra Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the International Program Manager 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 Caloundra Christian College's internal formal complaints and appeals handling procedure will be followed.
- 4) Formal Internal Complaints Handling and Appeals Process
 - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b) The student must notify the College in writing of the nature and details of the complaint or appeal.
 - c) Written complaints or appeals are to be lodged with the Principal.
 - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
 - e) Complaints and appeals processes are available to students at no cost.
 - f) Each complainant has the opportunity to present his/her case to the Principal.
 - g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
 - h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised as soon as practicable.
 - i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for*

Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes. However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) Once the Principal/other has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- k) If the complaints and appeals procedure finds in favour of the student, Caloundra Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) Where the outcome of a complaint or appeal is not in the student's favour, the College will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

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

5) External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Caloundra Christian College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by Caloundra Christian College that relates to:
 - i) refusal to approve a transfer application (under Standard 7), or
 - ii) suspension or cancellation of the student's enrolment (under Standard 9)

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

6) Other legal redress

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

7) Definitions

- a) *Working Day* – any day other than a Saturday, Sunday or public holiday during term time
- b) *Student* – a student enrolled at Caloundra Christian College or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) *Support person* – for example, a friend/teacher/relative not involved in the grievance.

Deferment, Suspension and Cancellation Policy V18.1

1. Communicating with families about changes in enrolment status

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

STUDENT-INITIATED CHANGES IN ENROLMENT

2. Deferment of commencement of study requested by student

- a) Caloundra Christian College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student will be 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 that has impacted on expected commencement of studies
 - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v. after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the College is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 10 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see Caloundra Christian College's Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

3. Suspension of study requested by student

- e) Once the student has commenced the course, Caloundra Christian College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
 - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
- f) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the College as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- g) Temporary suspensions of study cannot exceed 6 months duration.
- h) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- i) The period of suspension will not be included in attendance calculations.
- j) Applications will be assessed on merit by the Principal.
- k) Some examples of circumstances that are not considered compassionate and compelling at Caloundra Christian College include:
- i. Requests for early departure or late return from vacation, including inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
- l) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
- m) All applications for suspension will be considered within 10 working days.
- n) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see Caloundra Christian College's Complaints and Appeals policy).

4. 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 International Program Manager. Please see *Caloundra Christian College's Refund Policy* for information regarding refunds.

- b) A student will be deemed to have inactively notified Caloundra Christian College of cancellation of enrolment where:
 - i. the student has not yet finished his/her course/s of study with the College, and
 - ii. does not resume studies at the College within [14 days] after a holiday break, and
 - iii. the student has not previously provided the College with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including “inactive” cancellation of enrolment in 4.b) above, is not subject to Caloundra Christian College’s Complaints and Appeals Policy.

COLLEGE-INITIATED CHANGES IN ENROLMENT

5. College-initiated exclusion from class

- a) Caloundra Christian College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Caloundra Christian College’s Behaviour Policy/Code of Conduct.
- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where Caloundra Christian College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Caloundra Christian College’s internal appeals process. Further information about the appeals process in the event of a College-initiated exclusion from class is outlined below.
- d) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the International Program Manager.
- e) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

6. College-initiated suspension of studies

- a) Caloundra Christian College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Caloundra Christian College’s Behaviour Policy/Code of Conduct.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student’s written agreement.
- c) Where Caloundra Christian College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to

access Caloundra Christian College's internal appeals process. Further information about the appeals process in the event of a College-initiated suspension is outlined below.

- d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the International Program Manager.
- e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations> .)
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

7. College-initiated cancellation of enrolment

- a) Caloundra Christian College will cancel the enrolment of a student under the following conditions:
 - i. Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
 - ii. Failure to pay course fees
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv. Any behaviour identified as resulting in cancellation in Caloundra Christian College's Behaviour Policy/Code of Conduct
- b) Where Caloundra Christian College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Caloundra Christian College's internal appeals process. Further information about the appeals process in the event of a College-initiated cancellation is outlined below.
- c) Caloundra Christian College is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at Caloundra Christian College will be cancelled and this may impact on the student's visa. Further information can be found in Caloundra Christian College's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, Caloundra Christian College will maintain the student's enrolment and the student will attend 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 a student decides to access Caloundra Christian College's complaints and appeals process because they have been notified of a College initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).

- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Caloundra Christian College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the College has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- g) The use of extenuating circumstances by Caloundra Christian College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal.

8. Student to seek information from Department of Immigration

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website <http://www.border.gov.au/Trav/Stud> for further information about their visa conditions and obligations.

9. Definitions

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

Examples include:

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

CALOUNDRA
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Transfer Policy V18.1

Caloundra Christian College's Overseas student transfer policy and processes apply to:

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

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

- 1) Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
 - a) If the student's course or school becomes unregistered
 - b) The school has a government sanction imposed on its registration
 - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
 - d) If the student is granted a release in PRISMS.
- 2) Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
- 3) Caloundra Christian College will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
 - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Caloundra Christian College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
 - c) The student provides evidence of compassionate or compelling circumstances.
 - d) Caloundra Christian College fails to deliver the course as outlined in the written agreement.
 - e) The student provides evidence that their reasonable expectations about their current course are not being met.
 - f) The student provides evidence that he / she was misled by Caloundra Christian College or an education or migration agent regarding Caloundra Christian College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
 - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
 - h) Any other reason stated in the policies of Caloundra Christian College.
- 4) Students under 18 years of age MUST also have:

- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
- 5) Caloundra Christian College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
- a) The student's progress is likely to be academically disadvantaged
 - b) Caloundra Christian College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
 - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - d) The student has not accessed College support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e) School fees have not been paid for the current study period/semester.
- 6) To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the International Program Office
 - b) Give this completed application form and a valid offer of enrolment from another provider to the International Program Manager for assessment.
 - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Caloundra Christian College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- 7) Caloundra Christian College will assess the student's transfer request application and notify the student of a decision within 10 working days.
- 8) If Caloundra Christian College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
- 9) If Caloundra Christian College intends to refuse the student's transfer application request, Caloundra Christian College will provide the student with reasons for refusal in writing and include a copy of Caloundra Christian College 's complaints and appeals policy (available at: <http://www.calcc.qld.edu.au/enrolments/international-enrolments/> within the Information and Policies for International Students Booklet). The student has the right to access Caloundra Christian College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- a) the student confirms in writing they choose not to access Caloundra Christian College 's complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or

- c) the appeals process is completed and a decision has been made in favour of the student or Caloundra Christian College.
- 10) Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is:

Ground Floor
299 Adelaide Street
Brisbane QLD 4000

Tel: 131 881

e: student.centre@immi.gov.au

<http://www.border.gov.au/about/contact/offices-locations/australia>

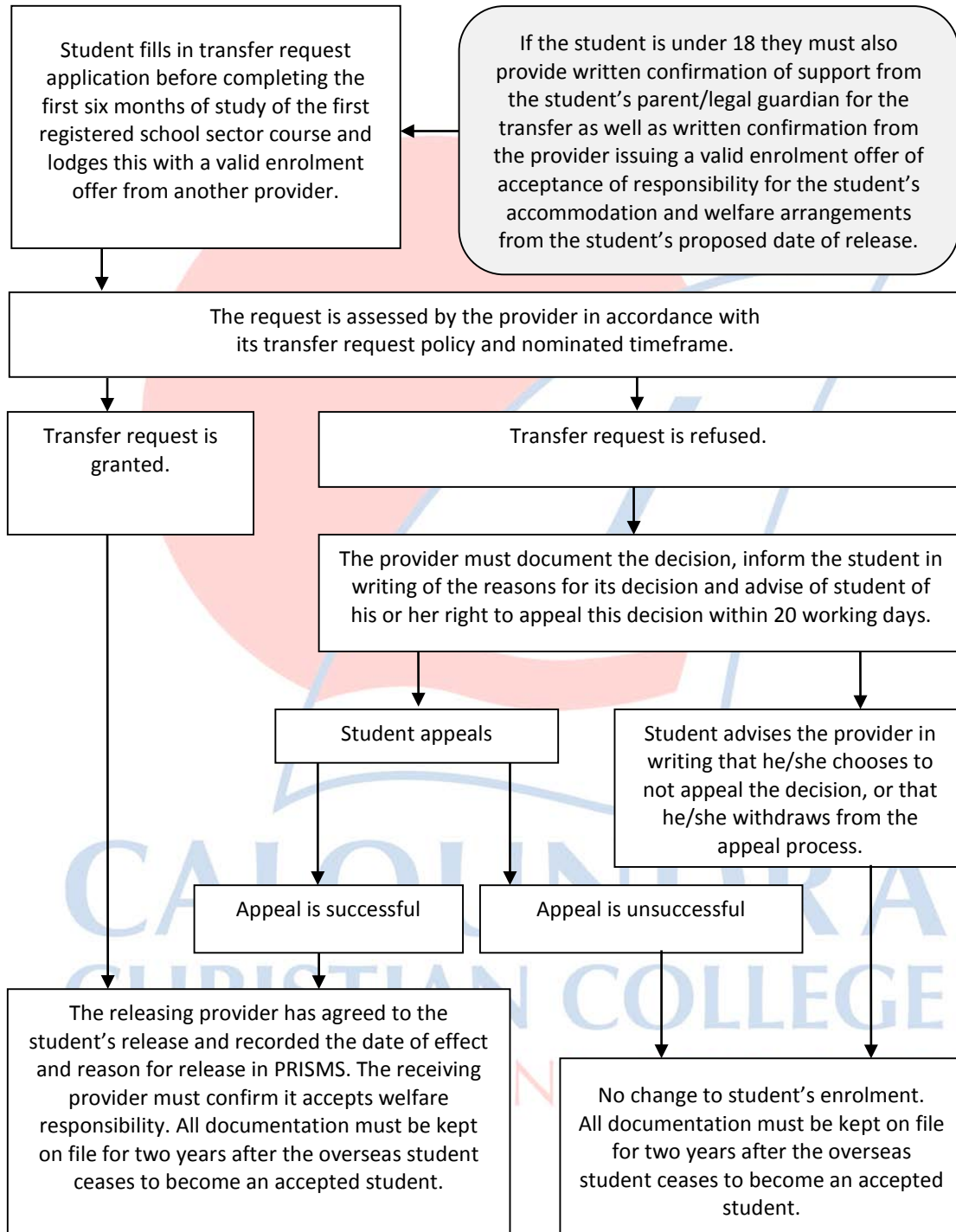
Alternatively, students can contact the Department of Immigration through their web enquiry form:

<https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

Student who are no longer subject to the transfer restriction but where Caloundra Christian College holds welfare responsibility via a CAAW.

- 11) Students under 18 years of age MUST have:
- Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
- 12) To apply for transfer to another provider, students need to:
- Complete an Application for Student Transfer Form available from the International Program Office
 - Give this completed application form and a valid offer of enrolment from another provider to the International Program Manager for assessment and response within 5 working days.
 - If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.
In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Caloundra Christian College in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- 13) Caloundra Christian College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.
- 14) Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

Transfer Request Assessment Flowchart:



Welfare & Accommodation Policy V18.1

1. Care for younger students under 18 years

Caloundra Christian College is a CRICOS-registered provider which enrolls younger students under 18 years of age.

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

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

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

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

2. Accommodation and care options for overseas students under 18 years

Caloundra Christian College approves the following accommodation and care options for overseas students:

a. The student will live with a parent or relative approved by the Department of Immigration. In this case:

- i. The College does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
- ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Student guardian Visa \(subclass 590\)](#), all obligations and conditions of this visa must be met, including:
 - not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the College has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - advising the Department of Immigration of any change of address, passport or other changes of circumstances.
- iii. Caloundra Christian College requires holders of Student Guardian Visas to:
 - maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
 - immediately advise the College of any change to address or contact details
 - immediately advise the College if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.
- iv. If there is a valid reason for travelling overseas, and the College is able to approve alternative accommodation and care arrangements for the student for the period

of student guardian visa holder's absence, the College will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Immigration via PRISMS.

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

b. The student will live in College approved accommodation and welfare arrangements and Caloundra Christian College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE). In this case:

- i. Any accommodation, welfare and other support arrangements for the student must be approved by the College, including arrangements provided by third parties
- ii. Any changes to approved arrangements must also be approved by the College. **This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12**
- iii. If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.border.gov.au/about/contact/offices-locations/australia>)
- iv. Accommodation options that may be approved by *Caloundra Christian College* for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

Homestay Program operated by Caloundra Christian College Ltd (see 11. below) only.

3. Caloundra Christian College will maintain approval of accommodation and care arrangements until:

- a. The student completes the course and departs Australia
 - i. With respect to visa requirements, until the student turns 18
 - ii. Beyond 18 years of age (duration of enrolment) in keeping with this College Policy
- b. any appeals processes in relation to Caloundra Christian College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- c. the student has alternative welfare arrangements approved by another registered provider
- d. a parent or nominated relative approved by the Department of Immigration assumes care of the student
- e. Caloundra Christian College has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

4. For students at or over 18 years of age:

- a. Any accommodation, welfare and other support arrangements for the student must be approved by the College, including arrangements provided by third parties. Approval will only be granted for:
 - i. Homestay Program operated by Caloundra Christian College Ltd (see 11. below), or
 - ii. A parent, legal guardian or immediate family member, accepted by the College as suitable, who resides full-time with the student.

- b. Any changes to approved arrangements must also be approved by the College. **This includes any requests by students at or over 18 years of age to attend “Schoolies Week” on completion of Year 12**
5. Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student’s age and needs
 6. Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate (<https://www.bluecard.qld.gov.au/>).
 7. If a student cannot be located and the College has concerns for his/her welfare, the College will contact the student’s parents / legal guardian and notify the police and any other relevant authorities.
 8. If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.border.gov.au/about/contact/offices-locations/australia>).
 9. If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the College as soon as practicable of their intentions and must provide the College with written evidence of a guardian visa grant.
 10. For College vacation periods, the following accommodation options are available to overseas students under, at or over 18 years of age:
 - a. student returns home to parents
 - b. Student continues to live in / is placed in Homestay arranged and approved by the College
 - c. Student may spend vacation with friend’s family or relatives if all requirements are met in order to attain College approval
 - d. Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain College approval
 11. Homestay / private accommodation arrangements at Caloundra Christian College:
 The Homestay / private accommodation arrangements [use applicable option] operated by Caloundra Christian College / approved by Caloundra Christian College meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students. These include:
 - a. Continuous dates for approved welfare arrangements
 - b. Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering
 - i. Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities for the duration of the student’s enrolment at the College
 - ii. Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
 - iii. Orientation program for families new to provision of homestay services
 - iv. Compliant Homestay risk management strategy, reviewed annually, undertaken by College

Blue cards are required for adults living in the homestay / private arrangement, other than overseas students, or who otherwise have regular contact with the student.

HOMESTAY CODE OF CONDUCT – OVERSEAS STUDENTS v17.1

Good Conduct Guidelines

The student will be expected to:

- Beyond ordinary family activities and outings, be financially independent; He/she must meet all personal expenses for travel, entertainment, telephone calls, medical expenses and other personal, incidental costs
- Respect and adhere to guidelines/rules for living in the household as given by the homestay family which may include conditions such as no smoking, no alcohol, spend no longer than 5 minutes in the shower and leaving bathroom tidy
- Offer to help with minor household chores such as occasional washing up and keeping their bedroom clean and tidy.
- Be considerate and keep noise to minimum after 8:30pm
- Ask the homestay parents before inviting friends over and accept their consent or refusal
- Ask their own parents or guardian to contact the College or homestay family and give permission for any late nights.
- Advise the homestay family about social activities and accept their consent or refusal
- Pay for any damage to family property (if the student is responsible for the damage)
- Keep all valuables, money, passport and airline tickets in a safe place. The College safe is a suitable option for items not required day-to-day
- Attend an orientation with the College homestay coordinator, where required
- Advise the homestay coordinator immediately of any concerns about their health or welfare which may arise in the homestay environment.
- Behave appropriately and be prepared to participate in reasonable family activities
- Respect and be aware that cultural differences and beliefs of the homestay family may differ from their own
- Communicate with the homestay family on a day to day basis. Student should be open about their needs/wants. For example, need to make a phone call late in the night (after 10pm)
- Students should not lend personal items to or borrow them from the family.
- Do not use the Internet between the hours of 9:00pm and 7:00am and if your homestay family asks you to use the Internet only during certain times please be respectful and do so. If you cannot abide by this then the College will impose a restriction of usage.
- Be aware and abide by the laws of Australia, for example, wear bicycle helmets, respect legal age of drinking, etc.

Policy for Disputes:

- Should you have any issues with your homestay family it is advised that you talk first to your homestay parents.
- If this is not possible or you find there is no resolution please contact the Home Stay Co-ordinator or the International Program Manager and we will endeavour to resolve any issues that may occur by consultation and mediation.
- The International Program Manager may elect to contact the Pastor of the College, College student Counsellor, Principal, the student’s family, or their Agent to advise them of the issues and clear direction for the action to be taken.

DECLARATION

I have been made aware of Caloundra Christian College’s documents and procedures regarding Student Safety and Homestay Risk Management.

I have read and understood this Code of Conduct document and agree to abide by it.

Student Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

Name of Parent or Guardian. _____



Senior Studies Outcomes

Senior Statement

Upon completion of Year 12 a student should receive a Senior Statement. The information on a Senior Statement includes (but not limited to):

- Queensland Curriculum and Assessment Logo
- Subjects
 - General Subjects
 - Applied Subjects
 - Vocational Subjects
- Australian Tertiary Admissions Rank (ATAR) Score

In addition a student completing Year 11 & 12 may be eligible to receive a Queensland Certificate of Education.

For more detailed information go to: <http://www.qcaa.qld.edu.au>

University Entrance Requirements – Visa Students

Pathway 1:

1. Student studies five general subjects or four general and one applied subject across four units of study during Years 11 and 12.
2. Student achieves at least a SA (Sound Achievement) for English.
3. Student lodges application for studies with QTAC (Queensland Tertiary Admissions Centre).
4. Student receives ATAR score adequate for selection into preferred course of study.

Pathway 2: (usually followed as well as Pathway1, to provide choice)

1. Steps 1 to 3 from Pathway 1 are completed.
2. Student applies directly to universities for enrolment as an international, full fee paying student.

Pathway 3:

1. Steps 1 and 3 from Pathway 1 are completed.
2. Student sits IELTS test or TOEFL test and scores the English proficiency result nominated by the relevant university as the minimum requirement for entrance to tertiary studies.
3. Student applies directly to universities for enrolment as an international, full fee paying student.

Pathway 4:

1. Steps 1 and 3 from Pathway 1 are completed.
2. Due to low English scores, student applies to universities for enrolment as an international, full fee paying student.
3. Offer of enrolment becomes conditional on student successfully completing a foundation course and possibly a diploma course with the university.

More detailed information can be found on various university websites for international students. Example of websites below for four of those universities.

<http://www.usc.edu.au/Students/International/>

<http://www.uq.edu.au/international/>

<http://www.qutic.qut.edu.au/>

<http://www.griffith.edu.au/international>

<http://www.qtac.edu.au>