



International Student Guide

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

Version 15.0 –



Welcome to Saint Stephen's College International Student Guide!

I am sure you will find this guide helpful throughout your transition into Saint Stephen's College.

As the person responsible for the pastoral care of international students; I wish to personally open my door to you and your family, adult carers and friends at any time.

Saint Stephen's College recognises we are all members of a greater global community, and as such, aims to develop that global awareness in all its students and staff. Our policy is to foster the knowledge, skills and values that equip young people to involve themselves in human society, and the different environments in which people live.

We invite students from various countries, cultures, religions and nationalities to be part of our student population. We encourage international students to join our College from Preparatory (Preschool) to Year 12 (graduation).

The diversity in our College encourages all students to actively participate as a 'world citizen'. Our learning environment relies heavily on co-operative learning and action, sharing responsibilities, critical thinking and communication.

We aim to create and manage a supportive College community through exceptional pastoral care. Individual needs are carefully considered, whilst progress and development are continually monitored. It is our desire to provide all children with the foundations for achievement in all areas including social, emotional and behavioural wellbeing in the College environment, as well as for the world of tomorrow.

Moving to another country and starting a new school is often filled with trials and tribulations, especially in the beginning as we attempt to quickly learn 'the way'. There are no greater learning experiences than 'just being there and doing it'. In all areas, I aim to help you learn the Saint Stephen's way and make

Saint Stephen's College is a CRICOS Approved College under the Accreditation of Non-State Schools Act, 2001

Offshore applications for enrolment in Years 11-12 will not be considered after the Year 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.

Enrolment at Saint Stephen's College is conditional upon the acceptance of, and adherence to the 'Conditions of Entry' listed within the Enrolment process, and in other College publications.

Saint Stephen's College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. Students undertaking a package of courses will have their academic and English language capabilities re-assessed prior to the commencement of each course in their enrolment package. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Academic Entry Requirements

Students must provide evidence of two years of academic performance, social skills, commitment and effort appropriate to entry to the year level requested on the Application for Enrolment, or offered as an alternative point of entry by Saint Stephen's College in the Letter of Offer.

a. For Students Entering Year 1 to 7:

Saint Stephen's College requires a full education report on all subjects, particularly academic and English language performance assessments (see English Proficiency Requirements below), for each international student applying to enrol in the College. These reports must cover the previous twelve-month period, at least. Copies of the past two years reports are preferable.

With respect to other academic subjects – the student's report is to indicate that the international student

If not presenting appropriate evidence of English language proficiency at the time of the application, Saint Stephen's College will use, as a measure of assessing English Language Performance (against the National Languages and Literacy Institute of Australia), EOL Bandscales

STUDENT ACCOMMODATION AND WELFARE POLICY

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

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

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

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

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

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

2. The student will live in school approved accommodation and welfare arrangements and submit the welfare letter (CAAW) via PRISMS to accompany the

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

- 2.1 Homestay Program managed by Australian Student Accommodation. Please see Additional Information, below.

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- 1.5.1 Calculating the number of days the student would have to be absent to fall below the attendance threshold for a study period (semester) e.g. 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.
- 1.5.2 The monitoring process will include a review of the reasons given for student absence, including a determination of whether compassionate and compelling circumstances apply (as per Definition, below.)
- 1.5.3 Where student's absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the student's attendance calculations for that study period.
- 1.5.4 Attendance for any period of exclusion from class will be assessed under Saint Stephen's College's Deferment, S

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- 2.3 Students will need to demonstrate satisfactory course progress in any study period as outlined below;

Primary Years P to 6 will need to demonstrate a commitment to their studies each study period that allow them to remain on track for progression to the next year level. Students will need to achieve a minimum pass grade (C-) in the core subjects (Maths, English and Science). Students will also need to show a willingness to participate in academic and co-curricular activities. If the student's effort is at least "satisfactory", despite not passing all subject/areas studied, the College may consider the student to have achieved "satisfactory" course progress.

Junior Secondary Studies Years 7 to 10 will need to demonstrate satisfactory course progress, students will need to achieve a minimum pass grade (C-) in 65% or more subjects studied in each study period (semester).

REFUND POLICY

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a) Fees are payable according to the School's Fees Policy
 - b) An itemised list of school fees is provided in the school's written agreement [as per NC Standard 3.3.4]
 - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal must be accompanied by written advice from the student or parent/guardian. Refunds will be payable according to the school's written agreement.

that student has undertaken and will refund any unused tuition fees* received by the school with respect to the student with the period of four weeks

Tuition Fees

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

Application and enrolment fees will not be refunded.

Non-Tuition Fees

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

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

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

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

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

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

Provider Default

If for any reason Saint Stephen's College is unable to offer a course on an agreed starting day for the course the College.

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- d) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - e) student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
 - f) commitment to represent the College
 - g) circumstances approved by the Executive Director of International Education
- 2.1 Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the

3. Student-initiated cancellation of enrolment

3.1 All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Executive Director of International Education. Please see the refund policy for information regarding refunds.

3.2 A student will be deemed to have inactively notified Saint Stephen's College of cancellation on enrolment where:

- a) the student has not yet finished his/her course/s of study with the school, and
- b) does not resume studies at the school within (14 days) after a holiday break, and
- c) the student has not previously provided the school with written notification of withdrawal

3.3 Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 3 b), above, is not subject to Saint Stephen's Complain

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

- a) For the duration of the internal appeals process, Saint Stephen's College will maintain the student's enrolment and the student will attend classes as normal. The Executive Director of International Education will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- b) If a student decides to access Saint Stephen's College's complaints and appeals process because they have been notified of a school initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- c) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Saint Stephen's College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- d) The use of extenuating circumstances by Saint Stephen's College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- e) The final decision for evaluating extenuating circumstances lies with the Executive Director of International Education.

Student to seek information from Department of Immigration

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 vis

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- e) Suspension of enrolment – to suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through PRISMS of the suspension of enrolment. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student. It is important to note the meanings of the terms for this context – suspension of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.

 - f) Cancellation of enrolment – the provider notifies the Department of Education through PRISMS that is wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

 - g) PRISMS – The Provider Registration and International Student Management System (PRISMS) is the

- 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 the school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
- e) To apply for transfer to another provider, students need to:

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

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

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

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

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

If Saint Stephen's College grants the student's transfer request, the student will be notified and the decision will be report to the Department of Immigration via PRISMS.

If Saint Stephen's College intends to refuse the student's transfer application request, Saint Stephen's College will provide the student with reasons for refusal in writing and include a copy of the College's complaints and appeals policy (page 33 of this document). The student has the right to access Saint Stephen's College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:

the student confirms in writing they choose to access College's complaints and appeals process, or

the student confirms in writing they withdraw from any appeals process they have commenced, or

the appeals process is completed and a decision has been made in favour of the student or Saint Stephen's College

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: 299 Adelaide Street, Brisbane Qld 4000.

See <https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations/list>.

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holds welfare responsibility via CAAW

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

Give the completed application form and a valid offer of enrolment from another provider to the International Department for assessment and response within 5 working days.

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

In this case, the valid offer of enrolment must confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the provider.

