# Saint Maroun's College

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## Welcome to Saint Maroun's College!

For those who do not know me, I am a Maronite Sister of the Holy Family. I was Assistant Principal and then Principal of Maronite College of the Holy Family and have gained 22 years' experience in education. I also hold a Doctorate in Ministry and have written books, published numerous articles and lectured at tertiary level.

One of my intentions as the principal is to turn focus on building the student as a whole – intellectually, physically, spiritually, and emotionally. This can only be achieved when we work as a team – staff, students, and parents.

The Saint Maroun's College motto is – Friendship, Faith and Honesty. So, this year we will place Friendship as our College theme. Building friendships is important in several ways. Friends support and challenge us. They make us grow. Each student at Saint Maroun's needs the company of peers to help them mature socially and emotionally. Through friends they learn to give and take, laugh and empathies. Friendship is essential.

I trust we will be a family here at Saint Maroun's College.

**Sr Margaret Ghosn**
**College Executive Principal**

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# Definition – International Student

The Australian Government operates an Overseas Student Program that allows overseas students who are not Australian citizens or Permanent Residents to study in Australia whilst completing a registered course

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students defines an overseas student as:

*A person who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the regulations (e.g. exchange students).*

Students can apply for visas on-shore or off-shore, dependent of the country of origin. Upon successful application, international students will be granted a Student Visa 500.

# Why Choose Saint Maroun's College?

Saint Maroun's College is an Independent Catholic Coeducational day school, centrally located in the inner west of Sydney. The College is comprised of a Preschool, Primary and Secondary School.



Saint Maroun's College values and appreciates the integration of Overseas Students into our Catholic multicultural community. As such, the school encourages students from overseas to participate and strive to succeed in all opportunities made available to them.

In addition, students in Year 11 and 12 seeking to undertake study in Vocational Education and Training (VET) subjects, Open High School and Saturday School of Community Languages, may be required to travel off-site to various locations around Sydney – for examples Ultimo, Petersham, Marrickville, Lewisham.

# Courses




At Saint Maroun's College we are pleased to offer three (3) courses of study for International Students to enrol:

- ✓ **Primary School**: Kindergarten - Year 6
- ✓ **Junior Secondary School:** Year 7 – Year 10
- ✓ **Senior Secondary School:** Year 11 and Year 12

All International Students are eligible for the New South Wales *Record of School Achievement* (RoSA) at the successful completion of Year 10 and the *Higher School Certificate* (HSC) at the successful completion of the Year 12 Course.

# Academic Curriculum

At Saint Maroun's College we offer a comprehensive academic program with a wide range of subjects within the New South Wales Board of Studies Departments of Religious Education, English, Mathematics, Science, Human Society and Its Environment (HSIE), Physical Development Health and Physical Education (PDHPE), Languages, Technical and Applied Studies (TAS) and Creative Arts.



We also network with other educational institutions to offer external courses in a wide variety of languages, such as Vocational Education and Training (VET) course, Open High School and Saturday School.

The College endeavors to cater to the needs of the individual. To assist our International Students, we offer the HSC Course English as a Secondary Language (ESL) and ESL/Literacy Support classes both in the Primary, Junior and Senior Secondary School courses. The College also offers Special Needs Support to students with learning difficulties.

# College Motto

St Maroun's College

## FRIENDSHIP

*Preparedness to reach out to others, to make them feel warmly welcomed and to build quality relationships built on mutual respect.*

## FAITH

*Commitment to foster a spirituality based on a belief in God, ourselves and others, to develop our God given gifts and talents by striving for excellence in all our endeavors and to have a sense of self worth and respect the dignity of each person.*

## HONESTY

*Openness to people, ideas and challenges, to speak the truth in love, to live College life with integrity and to create an environment where students develop a love of learning.*

# College Policies and Procedures for International Students

Saint Maroun's College is registered by the New South Wales Board of Studies and is under the care of the trustees of the Maronite Sisters of the Holy Family.

Saint Maroun's College is an Independent Catholic Co-Educational Day School, centrally located in the inner west of Sydney at 194 Wardell Road, Marrickville, 2204, New South Wales, Australia. Telephone number is **00 61 02 9559 2434**.

Saint Maroun's College prime objective is to provide an outstanding Australian educational system founded on the Christian values of the Maronite Sisters of the Holy Family and strict compliance to the New South Wales Board of Studies regarding educational standards administered throughout the College.

The College has a total enrolment of approximately 600 students from Kindergarten to Year 12 and accepts applications from international students at all school levels.

Saint Maroun's College is approved to accept International Students under the CRICOS provider number 03814D with approval granted to be a Course Provider by the NSW Education Standards Authority (NESA) and Department of Education (DoE).

# Our Mission

Our College expectations are set to a high standard.
We aim to develop admirable qualities of character in our students.

Students at Saint Maroun's develop their potential to have:

- *A good Christian spirit*
- *A commitment to justice*
- *Intellectual competency*
- *Honesty and courtesy*
- *Respect and tolerance of themselves and others*
- *National pride in Australia and their parents' homeland*



# Government Legislation

The *Department of Education (DoE)* regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the *Education Services for Overseas Students* (ESOS) legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students by setting minimum standards and providing tuition and financial assurance.

Saint Maroun's College will endeavor to uphold the integrity of the *National Code*. This is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the *Commonwealth Register of Institutions and Courses for Overseas Students* (CRICOS).

The College is bound by the **Fifteen (15) Standards** which form the essence of the education provider's responsibility of International Students. The College's policies and procedures comply with each standard.

**Standard 1***: Marketing Information and Practices*

**Standard 2:** *Student Engagement Before Enrolment*

**Standard 3:** *Formalisation Of Enrolment*

**Standard 4:** *Education Agents*

**Standard 5:** *Younger Students*

**Standard 6:** *Student Support Services*

**Standard 7:** *Transfer Between Registered Providers*

**Standard 8:** *Complaints and Appeals*

**Standard 9:** *Completion Within the Expected Duration Of Study*

**Standard 10:** *Monitoring Course Progress*

**Standard 11:** *Monitoring Attendance*

**Standard 12:** *Course Credit*

**Standard 13***: Deferring, Suspending or Cancelling the Student's Enrolment*

**Standard 14:** *Staff Capability, Educational Resources and Premises*

**Standard 15:** *Changes to Registered Providers' Ownership or Management*

*For more information of The National Code 2018 go to https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx*

# Recruitment of an Overseas Student Policy

Saint Maroun's College (the College) endeavors to recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the College in Australia.

Parent/guardians are encouraged to contact the International Student Coordinator (ISC) during school hours or email any time for further assistance prior to or during an application process.

Comprehensive information regarding the College courses, fees, facilities, services and resources are offered to International Students before enrolment including:

- *Saint Maroun's College Website: https://www.stmarouns.nsw.edu.au/*
- *Saint Maroun's College International Student Handbook*
- *Saint Maroun's College flyers (if available)*
- *International Student Application Form with Fee Schedule*
- *English Proficiency Requirements Guidelines*
- *Information on any arrangements with another registered provider, person or business including educational agents*

All information is available on the College website and the College administration office.

**PROCEDURE**

The International Student Coordinator (ISC) will update information relating to International Students via the College website with the assistance of the College Administration staff. The ISC will notify parents and/or guardians, homestay carers of up to date information via telephone, email and written correspondence.

It is expected that future applicants will abide by the College policies and procedures for International Students. The ISC will notify the NSW Education Standards Authority (NESA) if there any changes to the information presented such as Fee Schedules via PRISMS.

- International students' ages are checked prior to the application form being submitted to ensure that they appropriately apply for the grade that matches their age at the College. Those who are not native speakers of English, must be able to demonstrate sufficient command of Reading, Writing, Speaking and Listening skills in English as per the *Full Fee Paying Enrolment Policy* and *English Proficiency Requirements Guidelines*.
- Applications for enrolment must be made on the Saint Maroun's College International student enrolment form. The application must be comprehensively and correctly completed, signed by the student's parent/s or legal guardian and be submitted together with the supporting documentation listed in the application form.
- Where the above-mentioned documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
- The Enrolment Administration fee must be paid in Australian currency. The College is unable to proceed with the application process until this fee is received in full. Payment of the Administration fee does not guarantee a place at the College.
- Assessment procedures include an evaluation of reports from previous schools in the applicant's home country and an evaluation of the applicant's English language proficiency (either age-appropriate or sufficient for entry to the level of education applied for). In cases where report cards are not available or are inconclusive for any reason, the College may require relevant testing of the applicant to assess the application.
- An enrolment interview with the student and/or guardian and the International Student Coordinator will be required. This is followed by internal College testing of the student's English proficiency. It must be noted that the following interview and assessment may recommend a delay in commencement date as the student's English level might be too low. If the student and parent accept this recommendation, then an alternate commencement date will be arranged in consultation with the ELICOS program. If the student still does not meet the minimum requirements at the second interview and testing, then the student's conditional offer will be cancelled. At the interview, the ISC will advise the guardian and student that the College offers EAL/D support across the curriculum from Kindergarten to Year 12. Our EAL/D teachers are experienced, innovative and will monitor the progress of each student carefully.
- Each year of schooling is for one (1) calendar year.
- To successfully complete the New South Wales Higher School Certificate (HSC) applicants must complete year 11 and 12 consecutively.

All courses are delivered by professional educators in face-to-face teaching method on the Saint Maroun's College campus for Kindergarten to Year 12 at 194 Wardell Road Marrickville NSW 2204.

# International Student Enrolment Policy

All new International Student applicants must be able to demonstrate sufficient command of the Reading, Writing, Speaking and Listening Skills in English.

Applicants wishing to enroll must complete the Saint Maroun's College International Student Enrolment Form. This application must be comprehensively and correctly completed, signed by the student's parent/guardian and can only be processed with the following documents to support the application:

- Certified copy of student Birth Certificate or Family Register
- Copy of student and Parent/Guardian Passport, Passport Visa Page (or E-Visa)
- Copy of Driver's License and/or National Identity Card
- Copy of Baptismal Certificate or religious documentation
- Copy of Police Check (Guardian name and date of birth check only) College may request
- Certified copies of student's previous school report/record and/or transcript with translation (if required)
- Copy of student's medical record and/or Immunisation Certificate
- Copy of Overseas Student Health Cover (OSHC) card for the length of the Visa period
- Administration fee of AUD$500.00 (non-refundable)
- Students entering in years 7-11 should provide a copy of recent results on one of the following tests; IELTS (academic), TOEFL iBT, iDAT, AEAS, PTE or Cambridge English

The administration fee is charged in Australian Dollars and does NOT guarantee a place of enrolment at the College. Where the above-mentioned documents are NOT in English, certified translations in English are required, with necessary costs to be met by the applicant.

Assessment procedures include an evaluation of reports from previous schools in the applicant's home country and an evaluation of the applicant's English language proficiency (either age-appropriate or sufficient for entry to the level of education applied for). In cases where report cards are not available or are inconclusive for any reason, the College may require relevant testing of the applicant to assess the application.

Once all information is provided with the enrolment application, the International Student Coordinator (ISC) will authorise the Administrative staff to issue a Conditional Letter of Offer and, upon payment of the eCOE fee of $1,500 AUD (non- refundable) and the return of a signed acceptance of the conditional Letter of Offer, the ISC will provide an eCOE for Visa application. An enrolment interview with the student and/or guardian and the International Student Coordinator will be required. This is followed by internal College testing of the student's English proficiency.

The Department of Home Affairs requires all international students maintain a minimum of 85% attendance and a satisfactory academic result, defined by the College as a minimum of 50% result per subject in each course (Primary, Junior and Senior Secondary).

**PROCEDURE**

| STEPS | ACTION ADMINISTERED | |
|---|---|---|
| | **Primary School** | **Secondary School** |
| **Step One: Enrolment Package** | • Interested applicants can download the *Saint Maroun's College Enrolment Form package*.<br>• If new applicant enters the College a hard copy of the *Saint Maroun's College Enrolment Form package* will be available in Primary/Secondary office to hand out to prospective applicants.<br>• The *Saint Maroun's College Enrolment Form package* must include:<br>► *Enrolment form, Schedule of College fees*<br>• Administration fee of **AUD$500** is paid with submission of enrolment package | |

| | |
|---|---|
| **Step Two: Letter of Offer / College Schedule of Fees** | • Once the **$500.00 AUD non-refundable administration fee** has been received, the College ISC will issue a **Letter of Offer** that informs the applicant that there is a placement for the student. The College Schedule of fees and uniform list will accompany the *Letter of Offer.*<br>• The student, parents/guardian and agent will sign the Letter of Offer and, once onshore, bring the letter to the scheduled interview, at which point the Principal and ISC will need to formally approve the student's enrolment if applicable.<br>• Financial issues can only be addressed by an interview with the Principal and student family/guardian<br>• **NO payment of fees can be paid BEFORE a COE is completed.** |
| **Step Three: Issue of CoE and CAAW/ PRISMS entry** | • **A non-refundable fee of $1,500.00 AUD must be paid prior ISC will complete a CoE (Confirmation of Enrolment)**. The ISC will issue via PRISMS a CoE.<br>• A *Confirmation of Appropriate Accommodation/Welfare Arrangement* (Welfare Letter) will be issued if the College accepts welfare responsibility for any student under 18 years of age with no parent, legal guardian, or a close relative of good character (nominated by both parents) who is 21 years and older.<br>• ISC will provide a copy of the Letter of Offer and COE to the student/guardian BEFORE the commencement of enrolment. |
| **Step Four: Interview** | • During the enrolment interview, ISC will **verify all documentation** including:<br>► Birth Certificate<br>► Passport number and expiry date<br>► Visa number, conditions and expiry date<br>► Address and current contact details for the student in Australia (homestay and guardian) and family overseas<br>► Police Check and Working With Children for the guardian<br>• If the student and guardian are overseas, the ISC will arrange a mutually convenient interview date upon the student's arrival in Sydney to formally approve the enrolment and the document verification will be conducted via email or phone prior to onshore arrival<br>• All policies and procedures will be explained and signed by the parent/guardian, student and ISC<br>• Pre-approved applications will be referred to the College Principal for final approval. If successful, ISC will process the new enrolment form and College administration office will enter student details on Student Administration System (SAS).<br>• ISC will notify all staff members via email of the new student details, academic ability and commencement date.<br>• Unsuccessful applicants will be notified by telephone or written correspondence. |
| **Step Five: Arrangement of OSHC** | • All international students **MUST** have Overseas Student Health Cover (OSHC) for the length of their Visa period.<br>• The College will not arrange OSHC for the student as it must be arranged independently or through the education agent<br>• The student may choose their own OSHC and a copy of the paid OSHC must be submitted to the College for record keeping at the commencement of studies.<br>• The College will **NOT** accept any international student with no OSHC. |
| **Step Six: Payment of College Fees** | • Once a CoE, Welfare Letter and copy of OSHC is received, the applicant MUST pay the **FULL semester of fees PRIOR to** commencement of studies.<br>• Requests regarding financial issues can only be addressed to the Principal in an interview with the Principal and student family/guardian |

| | | |
|---|---|---|
| **Step Seven: Induction of Student into the College** | • On the first day of school the student will wait in the Administration office to meet the ISC and Primary Coordinator.<br>• The Primary Coordinator will assist the new student to their classroom to meet the teacher and will assign a "buddy" to assist the new student around the College grounds and facilities.<br>• The student will be dismissed with their class at the front of the College gates and be under teacher supervision and with the Primary Coordinator until the parent/guardian arrives.<br>• ISC will liaise with the Primary Coordinator and classroom teacher each week for the first month to assess student induction and progress. | • On the first day of school the student will wait in the Administration office to meet with ISC.<br>• ISC and Curriculum Coordinator will meet with the student to discuss subject selection, textbook list and academic timetable.<br>• Student will meet with ISC to discuss College procedures including merit/demerit system, spiritual and emotional well-being of the student and welfare issues.<br>• A buddy will be arranged to assist and inform the student of College grounds and facilities.<br>• Student will meet with ISC at the end of the day/during Pastoral care to receive a copy of their CoE and Welfare Letter and discuss their first day.<br>• Mentor meetings with ISC will continue every two weeks for the first term to see how the student is progressing.<br>• ISC will liaise with the classroom teachers of the student to discuss academic progress. |

# Schedule of Fees

## Primary School (Years K – Year 6)

Saint Maroun's College accepts enrolments for Full Fee Overseas Students. These students need a **Student Visa** (Subclass 500) to study in Australia.

A *Letter of Offer* is required from the College before a Student Visa can be issued from the *Department of Home Affairs*
(DHA).

To qualify for a *Letter of Offer,* the student must complete an *International Student Application Form* with all certified documents attached and make the full payment of the Confirmation of Enrolment Fee.

International students are required to have:

- *Overseas Student Health Cover* (OSHC) from an approved Australian Government Fund for the length of the Visa period
- *Confirmation of Appropriate Accommodation/Welfare* (CAAW) letter from the College if the student is under 18 years of age and not living with a parent or DHA approved nominated relative
- Access to sufficient funds to assist with the daily living costs in Australia

| SCHOOL FEE ITEMS | FEE ($AUD) |
|---|---|
| Administration Fee ***(NON-REFUNDABLE)*** | $500.00 |
| Confirmation of Enrolment Fee ***(NON-REFUNDABLE)*** | $1,500.00 |
| College Tuition Fees **(PER SEMESTER)**<br>*INCLUSIVE OF THE FOLLOWING:*<br>• Building Levy<br>• Subject resource Fee<br>• Sports Resource Fee<br>• ICT Resource Fee | $9,500.00 |

# Junior Secondary School (Years 7 – 10)

Saint Maroun's College accepts enrolments for Full Fee Overseas Students. These students need a **Student Visa** (Subclass 500) to study in Australia.

A *Letter of Offer* is required from the College before a Student Visa can be issued from the *Department of Home Affairs*
(DHA).

To qualify for a *Letter of Offer,* the student must complete an *International Student Application Form* with all certified documents attached and make the full payment of the Confirmation of Enrolment Fee.

International students are required to have:

- *Overseas Student Health Cover* (OSHC) from an approved Australian Government Fund for the length of the Visa period
- *Confirmation of Appropriate Accommodation/Welfare* (CAAW) letter from the College if the student is under 18 years of age and not living with a parent or DHA approved nominated relative
- Access to sufficient funds to assist with the daily living costs in Australia

| SCHOOL FEE ITEMS | FEE ($AUD) |
|---|---|
| Administration Fee ***(NON-REFUNDABLE)*** | $500.00 |
| Confirmation of Enrolment Fee ***(NON-REFUNDABLE)*** | $1,500.00 |
| College Tuition Fees **(PER SEMESTER)**<br>*INCLUSIVE OF THE FOLLOWING:*<br>• Building Levy<br>• Subject resource Fee<br>• Sports Resource Fee<br>• ICT Resource Fee | $10,750.00 |

**Please note:**

- *Prices are subject to change at the discretion of the College*
- *The administration fee is a non-refundable once only payment upon enrolment*
- *New enrolments must pay HALF the Schedule of Fees PRIOR to the commencement of studies*
- *All Schedule of Fees must be finalised in FULL PRIOR to the commencement of studies for Semester Two (Term 3) for each year*
- *The annual College tuition fee is calculated over four (4) terms*
- *The Schedule of Fees is INCLUSIVE of all course-based fees*
- *The Schedule of fees is EXCLUSIVE of textbooks, exercise books costs, school uniform and associated items, retreats, camps and excursions.*

Please refer to the ***St. Maroun's College Refund Policy for International Students*** detailed in the *St. Maroun's College International Student Handbook* available on the College website.

# Senior Secondary School (Years 11 - 12)

Saint Maroun's College accepts enrolments for Full Fee Overseas Students. These students need a **Student Visa** (Subclass 500) to study in Australia.

A *Letter of Offer* is required from the College before a Student Visa can be issued from the *Department of Home Affairs*
(DHA).

To qualify for a *Letter of Offer,* the student must complete an *International Student Application Form* with all certified documents attached and payment of and make the full payment of the Confirmation of Enrolment Fee. .

International students are required to have:

- *Overseas Student Health Cover* (OSHC) from an approved Australian Government Fund for the length of the Visa period
- *Confirmation of Appropriate Accommodation/Welfare* (CAAW) letter from the College if the student is under 18 years of age and not living with a parent or DHA approved nominated relative
- Access to sufficient funds to assist with the daily living costs in Australia

| SCHOOL FEE ITEMS | FEE ($AUD) |
|---|---|
| NSW Education Standards Authority (NESA) Fee | TBA |
| Administration Fee ***(NON-REFUNDABLE)*** | $500.00 |
| Confirmation of Enrolment Fee ***(NON-REFUNDABLE)*** | $1,500.00 |

| | |
|---|---|
| College Tuition Fees **(PER SEMESTER)**<br>*INCLUSIVE OF THE FOLLOWING:*<br>• Building Levy<br>• Subject resource Fee<br>• Sports Resource Fee<br>• ICT Resource Fee | $11,750.00 |

**Please note:**

- *Prices are subject to change at the discretion of the College*
- *The administration fee is a non-refundable once only payment upon enrolment*
- *New enrolments must pay HALF the Schedule of Fees PRIOR to the commencement of studies*
- *All Schedule of Fees must be finalised in FULL PRIOR to the commencement of studies for Semester Two (Term 3) for each year*
- *The annual College tuition fee is calculated over two (2) semesters*
- *The Schedule of Fees is INCLUSIVE of all course-based fees*
- *The Schedule of fees is EXCLUSIVE of textbooks, exercise books costs, school uniform and associated items, retreats, camps and excursions.*

Please refer to the ***Saint Maroun's College Refund Policy for International Students*** detailed in the *St. Maroun's College International Student Handbook* available on the College website.

**Additionally, there will be a compulsory cost for YEAR 12 students issued from the NSW BOSTES to be eligible for the Higher School Certificate (HSC) Examination. The cost and payment for this will be mailed out mid-year as a separate invoice. Failure to pay this fee will result in the student NOT receiving a Higher School Certificate (HSC) result or the Australian Tertiary Admission Ranks (ATAR).**

# Refund Policy

Fees for international students entering Saint Maroun's College, Marrickville, on Student visas are payable in advance. For all international students, this means that fees are to be paid for the coming year prior to the commencement of the school year. For new students, payment will be made at the time of enrolment for the remainder of the current year. (I.e. before issuing the *Confirmation of Enrolment* form).

All fees and payments are issued in Australian Dollars (AUD). The application fee of $500 and eCoE issuing fee of $1,500 are non-refundable.

In any instances requiring a refund of fees, the request for refund must be made in writing to the International Student Coordinator by using the ***Request for Refund Form***.

- No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- Where a refund is approved, administrative staff will make payment of refunds via Bank Transfer to the parent/guardian approved account, not to the student.

The tuition fees **<u>will be refunded</u>** under the following circumstances but at the discretion of the International Student Coordinator as per the Refund Policy.

- Enrolment/application fee and COE Issue Fee is non-refundable
- will refund without deduction, all tuition fees paid in advance where the Saint Maroun's College refuses the student's application for admission.
- Saint Maroun's College agrees to refund without deduction, all tuition fees paid where the student produces the original student visa rejection letter from the Department of Home Affairs (DHA).
- If a student withdraws from a course and notifies the College 20 working days or more before the course start date, the tuition paid in advanced will be refunded in full.
- If a student withdraws from a course in less than 20 working days before the course start date, a penalty of $500 AUD will be applied.
- A penalty of 4-weeks tuition will be made to any student who withdraws after the commencement of the course or during the course.
- In the case of default by Saint Maroun's College, the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 apply.
-

Tuition fees **<u>will be not refunded</u>** under the following circumstances:

- Student whose enrolment is terminated for failure to comply with Saint Maroun's College's policies and procedures and the requirements of their Student Visa by DHA.

As fees are paid in advance, there will be some situations in which refunds may be payable. The Saint Maroun's College,

Marrickville, policy on refunding of fees is as follows:

| | CIRCUMSTANCES | REFUND POLICY |
|---|---|---|
| 1 | A student who has enrolled fails to commence a course. | Pre-paid fees, other than the Application Fee and eCOE Fee, will be refunded. |
| 2 | A student withdraws after commencement in the course. | • A *Request For Fee Refund Form* to be submitted<br>• A partial refund will apply with a 4-week penalty applied<br>• The Application Fee and eCOE Fee are non-refundable<br>• Some other fees may not be refundable, and this will be at the discretion of the Principal.<br>• For Year 12 students, the HSC charge, if not already paid to NESA, will be refunded. |
| 3 | A student withdraws after commencement due to illness or misadventure deemed by the school to be beyond the control of the student. | • As above |
| 4 | Cancellation of enrolment by the school due to student's failure to comply with course requirements. | • A *Request For Fee Refund Form* to be submitted<br>• A partial refund will apply.<br>• The Application Fee and eCOE Fee are non-refundable<br>• The total Semester tuition fee is non-refundable<br>• For Year 12 students, the HSC charge, if not already paid to NESA, will be refunded. |
| 5 | A course does not start on the agreed starting date or the course ceases to be provided at any time after it starts but before it is completed | • All pre-paid fees will be refunded |

In the case of circumstances 1 to 4 a refund will be made by the Administrative staff within 4 weeks after receiving an accurate and finalised written claim from the student's parent/guardian. In the case of circumstance 5 a refund will be made within 2 weeks of the course not starting or being terminated.

Note: The International Student Coordinator must be informed by the student/guardian/agent whenever a student:

- Fails to commence the nominated course
- Fails to complete the nominated course
- Has enrolment cancelled due to failure to meet course requirements, including attendance
- Transfers to a non-Catholic school or interstate
- Completes a course and returns home

# Education Agents Policy

Education agents play a vital role in connecting prospective international students with Saint Maroun's College (the College). The ethics and procedures followed by Education Agents are of fundamental importance to maintaining the College's reputation for its international educational quality and services. Saint Maroun's College is committed to appointing and working with Agents demonstrating:

- A comprehensive understanding of students' requirements, Australian culture and Australia's education system in general.
- The nature of Saint Maroun's College's programs, policies and requirements.
- Honesty, integrity, and the highest ethical standards.

Saint Maroun's College's Education Agents Policy is designed to ensure that the standards expected of its relationships with Education Agents comply with all legislative and regulatory requirements established under the:

- ESOS Act 2000 and subsequent amendments.
- ESOS Regulations
- National Code.
- Migration Act and Migration Regulations;

- Trade Practices Act 1974 (Cth)

**SCOPE**

This procedure applies to the use of non-exclusive education agents used in the enrolment process for all international students in the College.
This document includes the:

- Appointment of Education Agents
- Monitoring of Education Agents
- Termination of Education Agents Agreements

**POLICIES**

- Saint Maroun's College has a number of agreements with Education Agents.
- The agents are the first point of contact between Saint Maroun's College and prospective students and therefore the College puts a great emphasis on the ethical, legal and honest conduct of its agents.
- There is a requirement under the National Code of Practice for Registration Authorities and Provides of Education and Training to Overseas Students 2007 (Code), Standard 4 to document the application criteria and formalise the written agreement between the agent and the College.
- All providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) must maintain a list of all persons, whether within Australia or outside Australia, who represent or act on the College's behalf in dealing with overseas students or intending overseas students. Accordingly, Administration staff at the College will publish a list of all appointed agents on its website at: http://www.stmarouns.nsw.edu.au/international.aspx
- The College requires its agents to have an appropriate knowledge and understanding of the Australian international education industry.
- The College expects its agents to provide honest and accurate information about Saint Maroun's College's courses to all prospective students.
- The College expects the agents to treat all the prospective students respectfully and conduct themselves ethically and appropriately in all dealings with them.
- The College will make a decision on renewal of agent contracts based on agent performance and student assessments.
- Ongoing monitoring may result in Saint Maroun's College terminating an Education Agent appointment in circumstances where:
    - The International Student Coordinator (ISC) has reasonable grounds for believing that an agent may have been engaged in unprofessional conduct.
    - The ISC has reasonable grounds for believing that an agent has facilitated the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa.
    - The agent has consistently underperformed; in relation to the number of referred enrolments.
    - The agent has misrepresented Saint Maroun's College and the services it offers.
    - The agent has not been compliant with relevant legislation and regulations; and/or
    - The agent has not been compliant with the terms and conditions of the Education Agent Agreement.

**PROCEDURES**

The procedure for the ISC in ensuring that all its Education Agents operate ethically, in the best interests of the College and in accordance with the requirements of the ESOS National Code is based on:

- Selection of agents
- Agent contracts
- Student feedback
- Communication with agents
- Performance review (when necessary)

**SELECTION OF AGENTS**

Whenever an Education Agent approaches the College to provide recruitment services or the ISC expresses interest in an agent providing recruitment services each agent will provide information about their company. This information includes, but is not limited to:

- Business profile including business name, name of contact person, postal, email, website and telephone contacts.
- Company registration documentation.
- ESOS and National Code training certification.
- Primary countries/markets of operation.
- Outline of experience, services to be provided and any professional associations.
- Names of three references.

On receiving the information, the administrative staff will establish an Agents file and the ISC will check the accuracy of

the information and send a confirmation email. All outcomes of the checking will be recorded on the file and Agents applying will be given an opportunity to supplement their application if requested by the ISC. If the outcome of the checks is unfavourable or misinformation is provided, the ISC will take no further action and advise the Agent that they will not engaged to provide services. If the outcomes are favourable the Education Agent will be offered a contract.

**AGENT CONTRACTS**

All Agents engaged by the College to provide recruitment services will be asked to enter into a signed agreement (contract) with the College. This contract will specify the requirements and undertakings of both parties consistent with the requirements of the National Code and ESOS Act.

**Procedure for Maintaining Updated Agent List, Details and Contracts**

- Once the agent application has been reviewed by the ISC and deemed successful, the ISC will notify the Enrolments Officer in writing. The Enrolments Officer will print and have the Principal sign the agent agreement contract.
- Once the contract has been signed by both the agent and Principal, the Enrolments Officer will place a copy in the Agent's file on the International Sharepoint.
- The Enrolments Officer will update the Agents List when each new agent is signed and approved. The Enrolments Officer will then email a request to the IT Technician to update the College website.

The term of Agent agreements shall be automatically renewed for successive ONE year terms, unless either party gives the other party written notice of termination of at least 21 days prior to the end of the then current term.

All signed Agents that use sub-agents must take responsibility to sign Memorandum of Understanding (MOU) with the sub- agents and inform the College with every student application coming from a sub-agent. It is the responsibility of signed Agents to ensure that sub-agents follow the necessary policies and procedures set out by the College. Any breeches will put the signed Agent at risk of losing their signed agreement status.

**STUDENT FEEDBACK**

The ISC will request an interview with specific students during the *Student Verification Report* process annually to check whether they are still with the same Agent and whether they are satisfied. If any issues are identified related to the Agent's conduct or performance, a more thorough written report will be requested from the student.

**COMMUNICATION WITH AGENTS**

Ongoing and open communication with Education Agents is regarded by the College as a critical part of the successful operation of the College. ISC or Administrative staff will communicate verbally and in writing any concerns it has. The agent is expected to address the issues and, if not rectified, a more formal performance review will be initiated by the ISC.

**PERFORMANCE REVIEW**

When necessary, the ISC will prepare a performance report. The report based on the analysis of the agents file and student survey results will include:

- Number of students provided by the agent
- The conversion rate of applications to successful commencement of study
- Comment on student satisfaction
- Comment on responsiveness of Agent's to communications with the College
- Areas of improvement required by the agent

On the basis of this performance review the ISC will extend the Agent's agreement with the College, take corrective action prior to extending agreement or terminate the agreement with 21 days' notice to the relevant Agent. As part of extending the contract the ISC will ensure that the agent details on file are accurate and up to date.

**WEBSITE UPDATE**

The College will ensure that all information presented on the College website is accurate and up to date. A current list of education agents and other persons that may act or represent the College will be uploaded to the College website by the IT Technician in collaboration with the Enrolments Officer.

# Younger Students Policy

Saint Maroun's College (the College) approves the accommodation, support and general welfare arrangements for a student who is under the age of 18. The College ensures that arrangements approved by the provider meet the provider's legislative obligations in relation to child protection.

Saint Maroun's College is bound by the following child protection acts of New South Wales:

- *Children and Young Persons (Care and Protection) Act 1998 (NSW)*
- *Commission for Children and Young People Act 1998 (NSW)*
- *Ombudsman Act 1974*

It is preferred by the International Student Coordinator (ISC) that international students live with a parent or approved relative according to DHA. The ISC is aware that some students may live with a homestay carer but prefers that they arrange to live with a family unit. All living arrangements whether family, guardian and/or homestay carer must be notified in writing to the ISC before completion of enrolment process.

- If the student is under the age of 18, they **must maintain approved accommodation, support and welfare arrangements as documented on the enrolment form upon application.**

- Any changes to the living arrangements of any international student under and/or over 18 years of age, the College MUST be notified BEFORE the change occurs in writing to the International Student Coordinator (ISC) immediately.

- Students enrolled in the Primary School course (Kindergarten to Year 6) MUST live with one or both parents for the duration of their studies.

- Students in the Junior and Senior Secondary courses must live with a parent, nominated direct relative or a College approved homestay accommodation.

- The ISC prefers international students to have arrangements regarding homestay before processing an enrolment. The College does not provide boarding or organise homestay and guardianship for the student. This must be arranged by the student/parents or agent representative.

- Homestay accommodation provides students with a safe place to live and a unique opportunity for international students to learn more about the Australian life and to improve their English language skills by living with an Australian host family.

**EXTERNAL PROVIDERS OF ACCOMMODATION AND GUARDIANSHIP**

The College does use the services of several professionally accredited homestay providers to ensure compliance. The companies screened, selected and monitored by the ISC are also registered with the New South Wales for compliance with NSW laws and also do not present a conflict of interest. The ISC will check the business profiles and references of the external provider prior to accepting any new accommodation arrangements, and periodically survey parents and students of relevant external providers to ensure quality assurance and care satisfaction.

The ISC will assist with guidance on the processes involved and recommend numerous options without favour. However, it is the responsibility of the family in arranging homestay or guardians for students. All fees and charges for these services are NOT part of the College Schedule of Fees.

The ISC will advise the agent and student to make arrangements for homestay and guardianship (if applicable). The ISC will work closely with any external provider to ensure that all checks are conducted. The external provider will source a homestay family for the student and send the ISC a detailed host family profile with names, addresses, contact details and working with children and police clearances. The ISC will then organise a time and date to conduct the College meet and greet and inspection of the accommodation prior to approval.

Parents, students and guardians are advised that they must comply with any rules, procedures or policies of the services provided by external companies.

**GUARDIANSHIP**

The Guardian must be at least 21 years of age, be proficient in the English language, a resident of Sydney and must provide the school with a 'working with children check' for themselves and should this person be providing accommodation during school holiday periods or weekend periods, they must also provide a 'working with children check' (WWCC) for every member of the household 18 years or over. The nominated guardian arrangement must be maintained for the entire period of enrolment at the College regardless of age.

**WELFARE APPROVED BY ANOTHER PROVIDER**

In circumstances where the student's enrolment is packaged or welfare is approved by another provider prior to Saint Maroun's College, the ISC will liaise with the previous registered provider to ensure that there is no gap in welfare arrangements. The College will nominate and agree in writing, as expressed in the CAAW, with the previous provider on a

date in which it will accept the student's welfare arrangement responsibilities. The ISC will also inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.

In the case that both provider cannot agree on a date to ensure that there is no gap in the student's welfare, the student must reside with a parent, legal custodian or suitable relative.

Should a student's enrolment be terminated, suspended, deferred or cancelled, the ISC will check that suitability of arrangements for the student are continued until:

- The student is accepted by another provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements (the College liaises to ensure continuity and the 'no-gap' policy);
- The student leaves Australia;
- Other suitable arrangements are made that satisfy the Migration regulations (example: the student changes from student visa to permanent resident status – in which case evidence is required);
- Saint Maroun's College ISC reports via PRISMS that the College can no longer approve the arrangements for the student (examples: where a student or parent is refusing to comply to the College's welfare and care policies, school rules - or to provide 'working with children check clearance'). The College will however ensure that the student remains under welfare provision until such time of confirmation that the student has left the school and returned home (flight details are provided) or the student changes to be under the welfare/care of another provider as per points above.

**PROCEDURE**

The International Student Coordinator and Administrative staff monitors, assesses and maintains up-to-date records at least every Semester (6 months) of living arrangements of all students less than 18 years of age including current address, email, mobile phone number and emergency contact.
All international students, parents and guardians/suitable nominated relative/homestay/carers are issued with the *Obligations of Guardian, Homestay and Carer sheet* to be informed of their obligations in relation to child protection legislation and welfare of international students.
All guardians and homestay providers (including anyone over the age of 18 in the home or involved in the provision of international student accommodation and welfare) must provide a current "*Working with Children"* and "*Police Check*" form prior to enrolment to the ISC for review.

| CIRCUMSTANCE | ACTION ADMINISTERED | |
|---|---|---|
| | Primary School | Secondary School |
| Welfare Approval Prior to Commencement | • Students enrolling in Kindergarten – Year 6 must live with at least one parent and will not be provided with a CAAW letter.<br>• Students from Years 7-12 may nominate to live with homestay.<br>• All external providers will ensure that WWCCs are provided to the ISC to sight. The ISC will use the College register to check and verify the individual WWCC status.<br>• All students living with homestay will have the nominated homestay inspected by the ISC and, if approved, are permitted to stay with ongoing periodic inspections (at least every 6 months)<br>• In the case where a student has prior welfare approved by another provider, the ISC will: (a) negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap and (b) inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect. | |
| Up-to-date living arrangements | • Living arrangements are written and confirmed on College Application and Orientation form<br>• The ISC reviews all international student documentation including arrangements at least every 6 months. A *Student Verification Report* for review of student documentation will be issued to all international students every 6 months.<br>• The ISC and/or Enrolments Officer will conduct a home inspection at least every 6 months to ensure current and appropriate living arrangements are maintained<br>• Regular meetings between student and the ISC assist with maintaining up-to-date living arrangements<br>• Student and/or parent/guardian can notify the College in writing of changes to living arrangements by completing a *"Personal Details Form"*<br>• ISC to advise DHA of College approval using PRISMS | |

| | |
|---|---|
| Changes to living arrangements | • Student and parent/guardian must inform the College Administration by telephone and in writing of a change to living arrangements.<br>• All changes must be notified in writing within 7 days by the student/parent/guardian<br>• If the student is changing homestay carers, the College ISC will the guardian and parent overseas of the change before it occurs via email<br>• Updated on School Administration Software (SAS) and a copy placed on student file by the Enrolments Officer<br>• ISC to advise DHA of College approval using PRISMS |
| Student wishes to change homestay | • Student to notify ISC immediately of the cause and reason/s.<br>• Student and ISC to notify parent/guardian of the intention to change homestay<br>• ISC will survey the parents/student and record any issues with the external homestay provider and contact the external provider directly to rectify any issues<br>• ISC liaise with parent/guardian to locate an appropriate accommodation of homestay.<br>• If parent/guardian approves, ISC to inspect new homestay for health and safety welfare of accommodation.<br>• A *Personal Details Update* form is to be completed by the student and ISC<br>• SAS updated and a copy of new homestay accommodation sent to parent/guardian.<br>• ISC to advise DHA of College approval using PRISMS |
| Student over the age of 18 | • The College requires that students over the age of 18 continue to live with relatives or homestay families and not on their own.<br>• Changes to accommodation must be notified in writing to the Enrolments Officer and ISC within 7 days and should have the parent/guardian authorization with details of the new accommodation.<br>• If parent/guardian approves, ISC to inspect new homestay for health and safety welfare of accommodation.<br>• The ISC will determine whether accommodation within reasonable travelling distance to and from school |
| Monitor, assess and approval of accommodation of students under 18 years of age | • If student resides with parent or relative, the ISC is content to contact via telephone on a semesterly basis to satisfy suitability of approved accommodation and welfare of the student.<br>• If student resides with a suitable nominated relative, periodical inspections are administered by the ISC and Wellbeing Team.<br>• If student resides in a homestay accommodation, periodical inspections are administered by the Homestay provider and monitored by the ISC and Administrative staff to ensure the welfare and safety of the student.<br>• Inspections are pre-arranged between the suitable nominated relative and/or Homestay provider and guardian/student and the ISC<br>• A report is completed by the ISC and/or Enrolments Officer on the health, safety, accommodation and welfare of the environment during inspection. Any recommended changes by the ISC needs to be complied with and a follow-up inspection to be carried out 14 days after.<br>• Parent to be issued a report from the accommodation inspection if there are any concerns or requests for modification.<br>• All documentation to be placed on the student file by the Enrolments Officer |
| Concerns of accommodation and welfare of students under 18 years of age | • If the accommodation and/or welfare of a student residing with a parent, suitable nominated relative or homestay is questionable or there is grounds for concern, the ISC will have an impromptu inspection.<br>• The parent will be notified by the ISC via telephone and written correspondence of the outcome and recommendations. The ISC will also contact the external provider and record the issue internally for a review of the provider.<br>• If the ISC and executive committee believe the accommodation and welfare is an unsatisfactory standard, the ISC will arrange immediate alternative accommodation with a homestay provider. The student will incur the additional cost to the homestay provider.<br>• Written correspondence detailing new accommodation and welfare of the student will be issued by the ISC to the parent pending approval.<br>• Parental confirmation upon submission of the *Parental nomination of suitable relative/homestay/carer form.* The student will be removed from the previous unsafe accommodation and placed in the new approved accommodation by the ISC.<br>• All documentation to be placed on the student file by the Enrolments Officer |
| Student enrolment suspended and/or cancelled | • The ISC will continue to continue to monitor and assess the suitability of approved accommodation and welfare of the student during the period of suspension/cancellation.<br>• In the event of a cancelled enrolment, the College ISC and Enrolments Officer will continue to monitor and assess accommodation and welfare of the student until:<br>- The student is accepted by another provider and that registered provider takes over responsibility for approving the student's accommodation, support and general |

| | |
|---|---|
| | welfare arrangements (the ISC liaises to ensure continuity and the 'no-gap' policy);<br>- The student leaves Australia.<br>- Other suitable arrangements are made that satisfy the Migration regulations (example: the student changes from student visa to permanent resident status – in which case evidence is required);<br>• The ISC will however ensure that the student remains under welfare provision until such time of confirmation that the student has left the school and returned home (flight details are provided) or the student changes to be under the welfare/care of another provider as per points above. |

# Critical Incident Policy

Saint Maroun's College *Serious Incident and Emergency Policy* applies to all students enrolled in the College including international students. When developing a serious incident management plan, Principals should be aware of the needs of international students enrolled in their school.

Critical Incidents can include but is not limited to;

- Natural disaster
- Drug and Alcohol abuse
- Domestic violence
- Racial motivated abuse
- Missing Student
- Student assault (actual or alleged physical, sexual, physical, or other abuse)
- Student suicide attempt
- Student hold-up or robbery
- Acute illness (physical or mental)
- Student death
- Students in legal difficulties
- Chemical, radiation or bio-hazard

Examples of emergencies (or "critical incidents") given by the **National Code** are:

- Missing students
- Housing arrange has failed
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol

abuse. Additional actions required for **international students** involved in an emergency are:

- For students under 18 years, contact family in the student's home country and guardian/carers in Australia

**PROCEDURE**

The Principal is ultimately responsible for the management of students and staff on-site and off-site in relation to serious incidents and emergencies including:

- to minimise trauma and distress to students and staff and damage to property.
- to enable the teaching and learning program to be maintained and/or resumed.

**Responding to Serious Incidents and Emergencies**

The College has in place procedures that would be implemented immediately in the event of a serious incident or emergency ( Appendices).

The Principal will establish the College Critical Incident Management Team (CIMT) which will comprise:

- Principal
- Assistant Principal
- Business Manager
- Counsellor
- Chair of the Board

**Immediate Response, Reporting and Management of Serious Incidents/Emergencies**

In the event of a serious incident or emergency the Principal should be notified as soon as possible. When notified the Principal should be given all available information about the event including:

- when and where incident has occurred
- the names of students and staff involved
- the nature of the incident
- who else is involved?
- any immediate danger to people or property
- response already taken and needs to be addressed.

The Principal/authorised delegate will immediately:

- contact the emergency services. Contact information is displaed in the College Reception Offic.
- meet with the members of the CIMT, emergency services and any other staff members as appropriate.

All media and enquiries from the school community and the public are to be directed to the Principal. No staff are to talk with the media or make any public statements regarding a serious incident/emergency at any time.

The CIMT will review the factual information available and a detailed Serious Incident/Emergency Management plan (the Management Plan) will be formulated. When developing the management plan the team will assess the situation and risks and develop a plan of action to be followed including, but not limited to:

- what are the immediate/current needs?
- what must be done to address the needs?
- who will liaise with all relevant emergency services?
- who and how will staff, students and parent/carers.be informed of the situation?
- which people will be responsible for specific tasks, including:
    - conducting a risk assessment of the situation that will require short-term and long-term responses;
    - training Administration staff to deal with face-to-face and telephone enquires
    - contacting outside agencies/organisations that may be required for advice and/or assistance (e.g., AISNSW, other? Catholic Church Insurance - CCI)
    - determining counselling or other support requirements of College personnel, students and parent/carers.
- The Business Manager will be responsible for maintaining records and minutes will be kept in Executive Drive in the CIMT folder
- The Principal and Assistant Principal will attend the scene if the event is off site.

The Principal will inform staff, students and parents/carers of what has happened; the Serious Incident/Emergency Management plan, including but not limited to:

- specific reference to roles and responsibilities of teachers; changes in daily/weekly routine
- advising of support, counselling/debriefing arrangements for staff, students, parents/carers
- responding to and addressing staff questions/concerns as appropriate.

The Principal will be responsible for:

- monitor arrangements relating to building, premises, facilities staff and timetable
- liaising with the Chair of the Board and keeping the Board informed.

**Ongoing Reporting, Responding and Management of Serious Incidents/Emergencies**

The Principal and Serious Incident Management Team will continue to directly manage and respond to the after effects of the incident for as long as deemed necessary, including but not limited to:

- returning the College to a normal routine:
- provide structure and support to help students and staff return to normal routine and functioning (e.g. staff relief, timetable changes to buildings/premises, replacement of facilities)
- keeping students, staff and parents/carers up to date about the event and the School's management and follow-up procedures. Where appropriate the Principal will arrange to meet with parents/carers and members of the school and wider community.

**Pastoral care of students:**

- the Assistant Principal will coordinate ongoing pastoral care for students, such as: setting up a 'recovery room' and in consultation with the Principal organise appropriate services/prayer support for student and the school community
- The Year Advisors and Primary teachers will be responsible for arranging for individual counselling for those most affected
- teachers will continue to monitor reactions of students in their classes/groups and give feedback to the Principal
- all staff should be aware and advise the Principal of concerns relating to students.

**Staff pastoral care:**

The Principal and Assistant Principal will be responsible for monitoring of staff reactions and implementing processes to support staff following the event, including but not limited to:

- regular staff meetings to provide staff with information about and strategies for responding to and managing student's welfare
- arranging opportunities for debriefings for individual and/or groups of staff
- put in place processes to monitor staff for ongoing reactions and in consultation with staff take action as appropriate
- assisting staff to access support and counselling as necessary.

**Review of the Serious Incident Management Plan**

- the Principal and Serious Incident Management Team will review the records and other information relating to whole school response to and the reporting and management of any serious incident/emergency.
- a report including the effectiveness of the Serious Incident Management Plan in responding to and managing the incident will be prepared by the Principal.
- the Principal will review and update the College policies and procedures as required.
- the Principal and where appropriate members of the Serious Incident Management Team will provide feedback to the College Board.

This policy should be read in conjunction with Saint Maroun's College:

- *Evacuation and Lockdown Procedures*
- *Risk Assessment Policy*

| EMERGENCY NUMBERS | |
|---|---|
| *International Student Coordinator Emergency Mobile* | 0424 230 280 |
| *Fire, Police and Ambulance* | 000 |
| *Marrickville Police Headquarters* | (02) 9568 9299 |
| *Lifeline (24 hours)* | 13 11 14 |
| *Crime Stoppers Australia* | 1800 333 000 |
| *Domestic Violence Crisis Service* | 1800 737 732 |
| *Alcohol & Drug Information Service* | (02) 9361 8020 |
| *Canterbury Hospital* | (02) 9787 0000 |
| *Royal Prince Alfred (RPA) Hospital* | (02) 9515 6111 |

# Obligations of Guardians and Homestay Policy

Saint Maroun's College approves the accommodation, support and general welfare arrangements for a student who is under the age of 18. The College ensures that arrangements approved by the provider meet the provider's legislative obligations in relation to child protection.

Saint Maroun's College is bound by the following child protection acts of New South Wales:

- *Children and Young Persons (Care and Protection) Act 1998 (NSW)*
- *Commission for Children and Young People Act 1998 (NSW)*
- *Ombudsman Act 1974*

It is preferred by the College that international students live with a parent or approved relative according to DHA. The College is aware that some students may live with a homestay carer. All living arrangements whether family, guardian and/or homestay carer must be notified in writing to the College before completion of enrolment process.

If the student is under the age of 18, they **must maintain approved accommodation, support and welfare arrangements as documented on the enrolment form upon application.**

Any changes to the living arrangements of any international student under and/or over 18 years of age, the College MUST be notified BEFORE the change occurs **in writing** to the **International Student Coordinator immediately.**

Only a parent or person who has legal custody of the student can nominate a guardian for the student.

**ELIGIBILITY:**

The person accepting the role of carer is required to:

- Be over the age of 21 years
- Provide evidence of police clearance along with any person in the house over the age of 18 years
- Must be of good character and have permission to reside in Australia until the student has completed their course
- Must be nominated by the parent by completion of 'Parental Guardian Nomination' Form

**GENERAL RESPONSIBILITIES:**

The responsibilities of the guardian/ homestay/ carer include *(but are not limited to*):

- Take responsibility for the student's welfare and supervision outside school hours
- Regular contact with the student's parent/guardians
- Ensure the student has regular and punctual school attendance. Student visa regulations require a **minimum**

**80% attendance** and failure to meet attendance requirements can lead to the cancellation of the student visa

- Provide a safe, hygienic environment including meals, bed, bathroom facilities, personal and study area
- Immediate notification to the College of student absence/s
- If student is to be absent for a week or more during school term, a *Request of Leave Form* must be completed and submitted to the Principal at least 2 weeks in advance to commencement date
- Acting on the parents' behalf in communications with the College
- Being readily available to discuss matters of concern such as parent/teacher interviews, subject selection meetings and other school meetings deemed necessary by the principal on behalf of the parents
- Assist the student to understand school and visa requirements and abide by them
- Attending the College functions and events that concern the student
- Showing interest in and monitoring the academic progress and attendance of the student
- Agreeing to inspections of the premise by nominated college staff members throughout the length of the course
- Notifying the College of change of address and contact details within 7 days including supplying all relevant supportive documentation
- Informing the College of an appropriate carer's proxy when the care is unavailable for any reason
- Appointing a proxy carer if for any reason the carer needs to be away for a duration of up to 4 weeks
- Nominating another carer if the absence is longer than one month

Any further queries please feel free to contact the *International Student Coordinator (K-12)* during school hours on (02) 9559 2434 or via email internationals@stmarouns.nsw.edu.au

Student Support Services are outlined below.

Saint Maroun's College acknowledges the challenges faced by International Students when studying in Australia. The College seeks to provide student support to assist international students in adjusting to study and life in Australia through age and culturally appropriate orientation program and ongoing monitoring.

**INTERNATIONAL STUDENT COORDINATOR (K-12)**
The International Student Coordinator (ISC) is the primary contact person at Saint Maroun's College. The ISC is responsible for the orientation program, the first contact during the enrolment interview and first day at school, help to answer any and all questions regarding courses, study, subjects, rules and expectations.

**INTERNATIONAL STUDENT MOBILE (24HRS)**
The International Student Mobile is rotated amongst the College executives to be a point of contact for all international students available 24/7 on **0424 230 280.**

**COLLEGE PSYCHOLOGIST**
A trained Psychologist is available onsite for all international students to help with issues about relationships, homesickness, finance, legal, health and emergencies.

**WELLBEING TEAM**
The welfare team consists of the Principal, Assistant Principal, Curriculum Coordinator, Welfare Coordinator, Year Coordinators and ISC. All personnel are available to assist all international students in various issues and offer assistance and guidance at all times. The Wellbeing Coordinators will provide ongoing support in areas of health, safety, wellbeing, legal services, adjustment and transition.

**CAREERS ADVICE**
The Curriculum Coordinator is available to give one-on-one career advice regarding post-school pathways. The ISC can also provide information on international student requirements for the ATAR, university preparation and entrance.

**LIBRARY SUPPORT**
The College library is open before and after school including during recess and lunch for access to computers, internet, photocopiers and educational resources.

**LEARNING SUPPORT (EALD, SPECIAL NEEDS)**
The College has an ESL and Special Needs support staff member in the primary and secondary school. All international students are to partake in a minimum of one lesson a fortnight in the ESL room.
The Enrichment Program is available to meet the needs of the gifted and talent international students within the College.

**ORIENTATION PROGRAM**
All new international students partake in an orientation program to help adjust and integrate into the unique Australian education system of Saint Maroun's College. The program includes fortnightly informal "catch up" meetings with the ISC and the student.

**HOLIDAY STUDY LESSONS**
The dedicated teaching staff of Saint Maroun's College frequently give recess, lunch and after school study sessions in all KLA's. For the Year 12 students, teachers offer holiday study lessons at no additional cost

**SMS TEXT ATTENDANCE**
The College assists international students by contacting parents, guardian and students via mobile SMS texts of non- attendance to ensure compliance to DHA Visa regulations and to ensure the safety of all students.

**MERIT/DEMRIT AND AWARD SYSTEM**
The College assists international students to monitor their daily and weekly behavior through the merit and demerit system. With an accumulation of merits, students begin progressing up the award system towards Principal Award. Students who are late or demonstrate misbehavior (welfare/academic) are given demerits which can result in a Friday afternoon detention. This is in each student's College diary and is a way for the College to communicate course progress or raise any concerns with parents/guardians/homestay carers.

The International Student Coordinator will also use the merit/demerit system to monitor and intervene when necessary to provide support to international students.

**MONITORING SHEETS/WARNING LETTERS**
The ISC will intervene and provide students with fortnightly monitoring sheets to examine effort, punctuality, organisation, homework and any other relevant aspects of the student's course. This acts as a support tool to ensure students meet academic outcomes and course progress.

# Attendance Policy

The Department of Home Affairs (DHA) Visa requirements for overseas students specify a minimum 80% attendance rate as permissible. The International Student Coordinator (ISC) requires all overseas students to maintain a strict adherence of 85% attendance rate as per College-wide Attendance Policy. It is the intention of the ISC to monitor, counsel and intervene prior to students reaching 80% due to unsatisfactory attendance.

The College teachers and Administration staff maintains daily attendance records of all students enrolled, assesses it regularly and calculates it over a Semester.

- If the attendance is close to 90% for the Semester, the ISC will schedule an intervention meeting with the student to advise the student verbally and record on the College system, Millennium.
- If the attendance falls under 90%, the ISC will place the student on an Attendance Monitoring Sheet
- If the attendance is at 85%, the ISC will issue a First Warning letter to parents/guardian advising them of the College's intention to report the student for not achieving satisfactory attendance to the DHA
- If the attendance falls under 85%, a Second Warning will be issued
- If tthe student's attendance falls under 80%, the ISC will issue a Final Warning with Intention to Report letter and schedule a parent/guardian meeting. All written notices will specify that the student is able to access the College's complaints and appeals process and that the student has 20 working days in which to do so. The ISC will not report until the appeals process following the Final Letter is completed and it supports the provider, or the student has not accessed the provider's complaints and appeals process within 20 working days of being notified.

**Clause 11.9 -** The ISC may choose not to report a student for attending less than 80% where:

- the student can demonstrate compassionate or compelling reasons*
- the student is attending at least 70% of the scheduled course contact hours and is showing a shifting improvement in attendance

Students are advised to approach their Primary Coordinator/Pastoral Care Teachers/International Student Coordinator (K-12) if they anticipate any difficulties with attendance.

The College will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or
- the College has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the student's enrolment has occurred

***Compassionate or Compelling Circumstances**

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- involvement in, or witnessing of a serious accident; and

- witnessing or being the victim of a serious crime.

**PROCEDURE**

Satisfactory course attendance is attendance of 80% of scheduled course contact hours. The attendance percentage is calculated by generating an Attendance summary from Millennium every fortnight based on Absences (justified and unjustified) divided by the number of school days in the term, multiplied by 100%.

Student attendance is:

i. Checked and recorded daily
ii. Assessed regularly (every fortnight)
iii. Recorded and calculated over each semester

Late arrival at school will be recorded and will be included in attendance calculations. All absences from school 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. Any absences longer that 5 consecutive days without approval will be investigated.

St. Maroun's College expects all students to attend full school days from the beginning of the first day until the last day of each term. A full day of school is from 8:30am until 3:00pm. Lateness is defined as a student that attends school after 8:30am. Lateness will be included in the calculation of a student's required 80% attendance rate according to DHA.

In the event of illness/misadventure, the student's parent/guardian must inform the College Office (Primary/Secondary) by 8:30am on EACH DAY by phone or use of Skoolbag App about the students' absence.

Upon the first day of return to school, a written note accounting for each absent day must be submitted to the classroom teacher in the primary school and Roll Call teacher in the secondary school. In the case of prolonged absence (three or more consecutive days) due to illness/misadventure, a MEDICAL CERTIFICATE is required.

If the student is absent the day before and/or on the day of an assessment task, a medical certificate MUST be provided to prevent a result of zero (0) in Years 11 and 12, or afternoon detention in Years 7-10, for non-submission due to absence.

A student requesting permission to go on leave or extend the holidays must first complete a request for leave form from the Administration Office. The Leave form must be submitted to the College Principal a minimum of two (2) weeks prior to the intended date. Approval is granted by the College Principal and if successful, absent days will NOT affect the students' attendance rate.

# Course Progress Policy

Saint Maroun's College aims to develop the intellectual and creative dimensions of the academic student. The School Year is divided into two semesters (four terms). There are two main reporting periods (Semester 1 and Semester 2) and comprehensive reports are generally issued to students at the completion of each semester.

Courses on offer to International Students are divided into three (3) groups:

- Primary school (Kindergarten to Year 6)
- Junior Secondary (Year 7 -10)
- Senior Secondary (Year 11 and 12)

All courses are full-time courses, delivered on school campus (Marrickville) by face to face delivery in classrooms and other subject-specific facilities, with the exception of some course in Years 11 and 12 such as Vocational Education and Training (VET), Saturday School of Community Languages and Open High School (various campuses around Sydney that the student will be informed of before enrolment).

NSW Syllabus contains a standards framework of outcomes at different years of schooling. The stages relate to years of schooling as follows:

- Early stage 1 – Kindergarten
- Stage 1 – Year 1 and 2
- Stage 2 – Year 3 and 4
- Stage 3 – Year 5 and 6
- Stage 4 – Year 7 and 8
- Stage 5 – Year 9 and 10
- Stage 6 – Year 11 and 12

The *Department of Home Affairs* (DHA) Visa requirements for overseas students specify a **satisfactory academic result.** A Student Visa is issued for the sole purpose of study in an Australian Educational Institution.

A **satisfactory academic result** is deemed by the College to be above an 'E' grade or 50% for the core subjects of English, Maths and Science in a student's course (*Primary, Junior and Senior Secondary*). The course progress is assessed on the students contact hours for each course and biannual academic reports. A minimum of **80%** of contact hours for each

subject per course is required.

The International Student Coordinator (ISC) is obligated to notify DHA, if a student's course progress is unsatisfactory for each semester of the course.

A notification will be made to DHA by the ISC via a Student Course Variation (SCV) letter and entered into the PRISMS database system. The possibility of cancellation of a student visa may be imposed by DHA.

In accordance with DHA, St. Maroun's College requires all overseas students to maintain a strict adherence to a satisfactory academic result**.** It is the intention of the College to monitor and intervene with the prevention of a Student Visa cancellation due to unsatisfactory course progress.

The College teachers, Administrative staff and ISC, under the policies and procedures of NSW Education Standards Authority (NESA), maintains daily attendance records of all students enrolled, and administers formal and informal assessments throughout the course to assess a student's academic progress. The ISC will advise the student and parents/guardian by verbal and written correspondence *(Warning Letter)*, if the course progress is unsatisfactory (below 50% success).

The College understands the language difficulties that international students may encounter and offers English as an Additional Language/Dialect (EAL/D) small group withdrawal support, learning support, special needs support, homework support and curriculum differentiation in all subject areas.

Students are advised to approach their Classroom Teacher/Primary Coordinator/KLA Coordinator/International Student Coordinator/Curriculum Coordinator if they anticipate any difficulties with course progress. They are also entitled to access any of the support services as outlined in the *Overseas Student Support Services Policy*.

**PROCEDURES**

**MONITORING STUDENT PROGRESS AND COURSE COMPLETION**

- Students are made aware of attendance and assessment requirements thorough access to the international Students' Handbook and HSC and Preliminary Assessment Handbooks provided by the Curriculum Coordinator
- The Curriculum Coordinator and International Student Coordinator are responsible for monitoring academic progress for international students. Following the release of Semester 1 reports, telephone conversations are held with parents to update them on their daughters' progress and give/ receive feedback at the same time. Any feedback from students' parents will be passed on to the International Student Coordinator and relevant teachers.
- The course progress of all students will be assessed informally by the Head of Departments as teacher are submitting assessment results as they become available (Term 1 and 3) and also formally on Mid-Year and Yearly reports (Terms 2 and 4). There are structured teacher/parent (guardian) interviews following the issuing of Mid- year reports and more formal meetings regarding 'at risk' progress in Years 10-12 as requested by the Curriculum Coordinator
- The ISC will collate student progress every term and at the end of each Semester based on formal Reports and identify any students at risk of not meeting course progress.
- A student is considered at risk by the ISC of not progressing in a course if the following applies:
  - Failure to hand in or make a serious attempt at assessment tasks
  - Receives consistent Semesterly 'E' achievement grade in the subjects of English, Mathematics and Science
  - Failure to show satisfactory course progress
- The course progress of all students will be continually assessed by the Curriculum Coordinator, ISC and Head Teachers as per NESA requirements, following the College Assessment Policy.
- If a student is failing to demonstrate satisfactory course progress, the International Student Coordinator (ISC) will assist with strategies to assist such as supervised study periods, individual tutorial assistance and other strategies as deemed necessary.
- Bi-annual written reports are given to students and posted to parents. The International Student Coordinator is assisted by a native speaker, to telephone parents and inform them of the progress and strategies for assistance. The ISC will also speak to the parents of any pastoral concerns of which they are aware.
- Students will be issued with Initial Warning letters for unsatisfactory Academic Results of Attendance using the appropriate forms by the ISC.
- If the student does not improve academically to a satisfactory standard and/or achieve satisfactory course progress by the end of the next assessment period, the ISC will advise the student in writing, with a Final Warning Letter, of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process.
- The ISC will notify DFA via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
  - The student does not access the complaints and appeals process within 20 days, or
  - Withdraws from the complaints and appeals process, or
  - The complaints and appeals process results in favour of the school

**Intervention Strategy**

If the student falls into the 'at risk' category or appears likely that a student will not complete requirements for a course within the normal course duration then the ISC, with the advice by the Curriculum Coordinator, will undertake an

intervention strategy which may include the following:

- Advising the student accordingly of the concerns the school has concerning satisfactory progress or course completion
- Providing additional EAL/D or counselling support
- Advising the student's parents and guardians
- Informing the students in writing via an 'Course Warning' letter
- Providing appropriate support and counselling as necessary
- Meeting with the International Student Coordinator, Welfare Coordinator and/or the Director of Curriculum as required
- Meeting with the student's parents if possible

**Completion within expected duration of study (course progression)**

- Part of the ISC's assessment of course progress at the end of each semester will include as assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- the school will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
  - Compassionate or compelling circumstances
  - Student participation in an intervention strategy
  - An approved deferment or suspension of study has been granted in accordance with Shore's Deferment, Suspension and Cancellation Policy.
- If the student believes that he/she has just cause for any of the compelling excuses above, the student must provide documentation to the ISC for assessment

# Completion During Expected Duration

Saint Maroun's College is obligated to monitor all students' progress through the course to ensure that at all times the student is in the best position to complete the enrolled course within the expected duration stated on the student's CoE.

The International Student Coordinator (ISC) will only extend the duration of a student's study where it is clear the student will not complete the course within the expected duration, as specified in the students CoE as a result of compassionate and compelling circumstances. These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:

- Serious Illness or injury, where medical certificate states that the student was or will be unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

**PROCEDURE**

The International Student Coordinator, alongside the Welfare team, EAL/D support teacher and KLA Coordinators, will conduct its intervention strategy for students at risk of not meeting satisfactory course progress according to the Course Progress Policy.

Academic results are recorded for all compulsory assessments according to the procedures determined for the particular course.

Classroom teachers will liaise with the Subject Coordinator regarding course progress of student. Subject Coordinator will liaise with the Curriculum Coordinator and International Student Coordinator (ISC).

At the completion of each set of compulsory assessments students who have not successfully completed the required tasks are advised by the KLA Coordinator and/or Curriculum Coordinator of the options available to them.

Options which may be available depending on the subjects:

- Reassessment
- Supplementary examinations
- Tutorial/additional assistance
- Repeat of entire unit/module/subject

A student that is identified as not likely to complete their course in the required time; will be notified in writing that they are not likely to complete their course within the expected duration by the ISC.

A meeting between the student, parent/guardian, Curriculum Coordinator and International Student Coordinator will be arranged. A discussion of students' report and possible options/strategies to rectify the situation.

The Curriculum Coordinator and International Student Coordinator will notify the Assistant Principal and Principal of the current situation and outcome from the meeting.

If it is evident that a student will not complete their course in the expected duration, the International Student Coordinator will issue a new CoE subject to one of the following conditions being met:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes).
- An intervention strategy has been implemented to assist the student to successfully complete the course of study arranged in collaboration with the student, parent/guardian and relevant staff members
- An approved deferment or suspension has been granted under the College policy.

If it is evident that the student will not complete the course in the expected duration and the above conditions are not met one of the following may occur:

- Cancellation of student enrolment
- A letter of Intention to Report to DHA
- Refusal to extend the CoE based on student behavior or lack of application.

A letter with final decision will be issued to the student and parent with an acceptance and return slip.

Where a student is applying for an extension to the duration of the course as specified on the COE relevant documentation must be presented to the International Student Coordinator for approval. Copies of all documentation will be kept on student's file. If documentation is satisfactory the ISC will submit t to the Curriculum Coordinator and Assistant Principal to approve changes to extend COE.

The International Student Coordinator will liaise with the Curriculum Coordinator, Assistant Principal and Principal to review student documentation and request for extension. A letter with the College outcome will be sent to the student and parent/guardian.

Any changes to a student's course duration other than what is stated on the CoE will be entered into PRISMS and a new CoE issued when the completion date can be accurately predicted. All supporting documents and variations to enrolment will be kept on the student's file.

**Saint Maroun's College does not offer course credit to any student for any previous educational studies or prior learning and experience.**

# Deferment, Suspension and Cancellation Policy

An international student's enrolment can be deferred, suspended or cancelled.
This may be instigated by either the overseas student for compassionate or compelling circumstances or the College for the breach of a student's visa conditions, failure to pay fees, misbehaviour or other conditions as outlined in Saint Maroun's College's policies.

**Deferment of Study Requested by the Student**
If a student's enrolment is deferred, suspended or cancelled, his/her visa status may be affected. The College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

- illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)

The final decision for assessing and granting a deferment of commencement of studies lies with the Principal and a record of the decision will be given in writing to the student and the parent or legal guardian. A student whose application for deferral is refused may appeal the decision in accordance with the Complaints and Appeals Policy. Deferment will be recorded in PRISMS within 14 days of it being granted.

**Suspension of Study Requested by the Student**
Once the student has commenced the course, the College will only grant a suspension of study for compassionate and compelling circumstances.
These include but are not limited to:

- illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)

Suspensions will be recorded in PRISMS within 14 days of it being granted. The period of suspension will not be included in attendance calculations. The final decision for assessing and granting a suspension of studies lies with the Principal and a record of this decision will be given in writing to the student and the parent or legal guardian.

**Cancellation of Enrolment Initiated by the Student**

All notifications to withdraw from a course, or applications for refunds, must be made in writing to the Principal. Students seeking a refund of tuition fees must refer to the Refunds Policy.

Parents are required to notify the College in writing that their daughter will no longer be attending the College.The usual r equirement is for 20 working days notice to be given.

**Internal Suspension Initiated by the College**

The College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in St Maroun's College's Suspension and Expulsion Policy. Excluded students must abide by the conditions of their exclusion from studies which will involve full College day attendance with separate supervision as determined by the Principal. 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. Exclusions from class will not be recorded on PRISMS. Periods of 'exclusion from class' will not be included in attendance calculations as the student will still be in attendance at College.

**Suspension Initiated by the College**

St Maroun'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 the College's Suspension and Expulsion Policy. Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

This will be discussed initially with the student and her parents and then they will be informed of the intention to suspend the student and the reason for doing so in writing by the Principal. They will be advised of their right to appeal through the Complaints and Appeals Procedure within 20 working days of the suspension being issued.

Where the student is provided with homework or other studies for the period of exclusion, the student must continue to meet the academic requirements of the course.

The College will report this through PRISMS; however, the suspension or cancellation of an international student's enrolm ent cannot take effect until the internal appeals policy has been completed.

**Cancellation of Enrolment Initiated by the College**

The College ISC will cancel the enrolment of a student under the following conditions;

- Failure to pay course fees
- Failure to maintain satisfactory course progress (visa condition 8202).
- Failure to maintain satisfactory attendance (visa condition 8202).
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- Failure to maintain and hold overseas student health cover (OSHC) (visa condition 8501)
- Any behaviour identified as serious misconduct resulting in expulsion as per the College's Suspension and Expulsion Policy

The College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC which will result in automatic cancellation.

This will be discussed initially with the student and her parents and then they will be informed in writing of the intention to cancel the enrolment of the student and the reason for doing so. College initiated cancellations are subject the College's Complaints and Appeals Policy and may be initiated by the parents/guardians/students within 20 working days.

Cancellation of enrolment will occur after the internal complaints handling and appeals process has been completed.

Cancellation of enrolment due to course progress or attendance breaches needs to wait for both internal and external appeal processes to be processed.

**Complaints and Appeals Policy**

For the duration of the appeals process, the student is required to maintain your enrolment and attendance at all classes as normal.

The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If students access the College's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. Extenuating circumstances include;

- the student refuses to maintain approved welfare and accommodation arrangements
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing

- the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence, or
- the student is the subject of investigation relating to criminal matters g

The use of extenuating circumstances by the 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. The final decision for evaluating extenuating circumstances lies with the Principal.

**Students are advised that deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration for advice.**

**PROCEDURES**

| Circumstance | Action administered | |
|---|---|---|
| | Primary School | Secondary School |
| Student written request to defer, suspend or cancel enrolment | • Student/Guardian to complete *Application for Transfer, Deferment, Suspension, Cancellation* a minimum of **three weeks** prior to commencement with new course provider. If under 18, written confirmation by the student's parent or legal guardian supporting the transfer is to be enclosed.<br>• Meeting will be held with ISC and student, parent/guardian upon receiving *Application for Deferment, Suspension or Transfer* to discuss issue and possible counseling. A record of meeting and copy placed on student file.<br>• Principal notifies International Student Coordinator of approval/no approval decision – based on a case by case decision from the meeting and CRICOS gudielines<br>• A letter with the College final decision (**within 5 working days)** will be provided to the student/parent/guardian – reference to the *College Complaints and Grievances Policy* to appeal decision<br>• *A Release* is issued to student from Principal if successful<br>• A *Record of International Student Transfer* is completed outlining all meetings/interactions by the ISC<br>• All documents to be placed in student file and updated on SAS system and PRISMS by the Enrolments Officer<br>• ISC to notify via PRISMS | |
| No written request to transfer to another provider | • Student not permitted to sign out<br>• A written notification to the student/parent/guardian regarding students' intention to transfer will be sent by the ISC.<br>• A *Record of International Student Transfer* (*if applicable) is completed outlining all meetings/interactions by the ISC<br>• All documents to be placed in student file by the Enrolments Officer<br>• If a student is missing, the ISC will follow the Critical Incident and Younger Overseas Student Policies and procedures. | |

# Transferring to and from Another Provider

Saint Maroun's College does not knowingly enroll an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing the first six months of the first registered school sector course, except where any of the following apply:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

All applications for transfers into the College from another provider will be assessed on a case by case basis, taking into consideration reasons for transfer, welfare arrangements, agreement of release and reason recorded on PRISMS and supporting evidence including reports and application form.

Overseas students are restricted from transferring from their principal course of study for a period of six months. Students, along with their parent(s)/guardian, can apply for a letter of release to enable them to transfer to another education provider.

The College will only provide a release to students in their first six months of their principal course in the following circumstances:

a. It has been agreed by the school the student would be better placed in a course not available at the College.

b. Any other reason including compassionate or compelling circumstances

The College will NOT provide a release to students in the first six months of their principal course in the following circumstances:

a. The student's progress is likely to be academically disadvantaged

b. The College is concerned that the student's application to transfer is a consequence of the adverse influence of another party in order to apply for a letter of release, students, along with their parent(s)/guardian must have a letter from the receiving provider that a valid offer of enrolment has been made.

Students and their parent(s)/guardian must also have;

a. Written evidence that the student's parent(s)/legal guardian supports the transfer

b. Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative

c. Evidence that the student is always in DIBP approved welfare and accommodation arrangements

All applications for transfer will be considered within 10 working days and the applicant notified of the decision. Students whose request for transfer has been refused may appeal the decision in accordance with the College's complaints and appeals policy. All students must complete and submit a *Request to Transfer* form prior to date of cessation of studies.

**PROCEDURES**

| Circumstance | Action administered |
|---|---|
| Student request to transfer **from another provider within** the first 6 months of their course | • Students wishing to transfer from another provider must provide to the ISC, along with their application form and application fee,<br>- A statement to outline their reason for seeking a transfer<br>- A record of release release from their current provider on PRISMS<br>- A Confirmation of Appropriate Accommodation and Welfare (CAAW) letter if applicable, or current living arrangements<br>- Supporting documents including academic reports<br>• If reasons for transfer, academic reports and/or letter of release is not/cannot be provided, the transfer enrolment may be granted (assessed by the ISC)<br>• If all requested documents are provided, reviewed and deemed sufficient to avoid academically disadvantaging the student, the ISC will authorize the enrolment process to continue. |
| Student request to **transfer to another provider within** the first 6 months of their course | • An *Application for Transfer, Deferment, Suspension, Cancellation of Studies form* is submitted to the International Student Coordinator (ISC) prior to any change of studies.<br>• The ISC may permit under special circumstances which may include:<br>o A student's relative who is their guardian/carer is moving to another state.<br>o The student has special needs which cannot be catered for within the College<br>• For the ISC assessment, factors to be considered in assessing the request may include where the transfer could jeopardise the student's progress:<br>o How long the student has been studying at the school as the student may need time to settle into the course.<br>o If the school forms the view that the student is trying to avoid being reported to DIAC for failing to meet attendance or course requirements<br>o If the College view that a change of provider would not be in the student's best interest.<br>• A Student release is granted by the ISC and recorded on PRISMS, followed by written confirmation to the student/parent/agent |
| Student request to **transfer to another provider after** the first 6 months of their course | • An *Application for Transfer, Deferment, Suspension, Cancellation of Studies form* is submitted to the ISC prior to any change of studies.<br>• Parents must provide:<br>o a signed request outlining the reasons for the transfer of provider and requesting a letter of release. Note: a parent not the guardian/carer or other relative must sign the letter.<br>o a valid letter of offer from the new provider, and<br>o Confirmation of Appropriate Accommodation and Welfare Arrangements (CAAW) form (if applicable)<br>o A written statement by the parent or guardian/carer to outline reasons for transfer and appropriate counselling if necessary.<br>• Under Student visa condition 8533 requires students to notify their current provider of a change of education provider within seven (7) days of receiving another eCoE.<br>• The ISC will contact the new provider to confirm enrolment and discuss student progress and details.<br>• The College Enrolment Officer will forward the above documents to the student and new provider within seven (7) days<br>• A copy is placed in the student file by the Enrolment Officer |

| | |
|---|---|
| No request to transfer to another provider | • Student not permitted to sign out<br>• The ISC will seek to contact the student if the student is absent from school<br>• The ISC will follow the Critical Incident Policy procedures if the student is not contactable |

# Complaints and Appeals Policy

Saint Maroun's College respects the dignity and worth of all its staff members, students and College community. Any complaints or grievances are dealt with promptly, respectfully, fairly and confidentially.

The International Student Coordinator (ISC) will endeavor to resolve any complaint or grievance informally through discussion with the relevant staff member. The relevant staff member of the discussion and outcome of the communication will complete a Coordinator Referral Sheet and supply a copy to the relevant staff member especially the Assistant Principal and Principal.

Those with a more serious grievances or complaint must submit in writing to the College principal with supporting evidence for it to be investigated. A serious matter e.g. sexual harassment or criminal behaviour should be immediately referred to the Principal.

**PROCEDURE**

Saint Maroun's College is required under Department of Education (DoE) to have documented the complaints and appeals policy and procedure access to all student in particular international students.

The College will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the College, the College's education agents or any related party the College has an arrangement with to deliver the overseas student's course or related services

**INFORMAL COMPLAINTS HANDLING PROCEDURE**
In the first instance the College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

Students should contact their classroom teacher, sporting coach, counsellor, Chaplain, Year Coordinators, International Student Coordinator or any relevant member of staff, in the first instance to attempt mediation/informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred. For welfare issues, matters will be referred to the Wellbeing Team, for academic issues to the relevant Head of Department and/or the Curriculum Coordinator, for behavioural issues to the Deputy Principal and if necessary matters will be referred to the Principal and the College's internal formal complaints and appeals handling procedure will be followed.

**FORMAL COMPLAINTS HANDLING PROCEDURE**
In the instance of appeals against one or more of the following:

- Warning Letter for attendance
- Warning letter for course progress
- Denied transfer or deferment
- Cancellation or suspension of studies
- Refund
- Homestay and/or Guardianship denied
- Recruitment

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. The student and parent/guardian must notify the school in writing of the nature and details of the complaint or appeal.

Written complaints or appeals are to be lodged with the Principal and/or the International Student Coordinator.

Where the internal complaints and appeals process is being accessed because the student and parent/guardian has received notice by the school that the school intends to report them for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student and parent/guardian has 20 working days from the date of notification in which to lodge a written appeal.

Internal complaints and appeals processes are available to student and parent/guardian at no cost. Each complainant has the opportunity to present their case to the Principal.

Students and their parent/guardian may be accompanied and assisted by a support person at all relevant meetings.

The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the

Principal. Once the Principal has come to a decision regarding the complaint or appeal, the student and parent/guardian will be informed in writing of the outcome and the reasons for the outcome.

If the grievance procedure finds in favour of the student, the Principal and International Student Coordinator will immediately implement the decision and any corrective and preventative action required. The College undertakes to finalise all grievance procedures within 20 working days. For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

All communication of the grievance will be made in writing or by email. A record of all incidents and meetings will be kept. A copy of the record will be placed on the students' file.

A student's enrolment will be maintained throughout this entire process.

A written letter with the outcome is provided to the complainant, parent/guardian and a copy placed on the students' file.

If an independent arbiter is required the College will use the resources of the College Board to resolve the matter. The College will incur any additional costs.

**OVERSEAS STUDENT OMBUDSMAN**
This policy does not take away the complainant's rights to take further action under Australia's consumer protection laws including access to the Overseas Student Ombudsman.

The Overseas Student Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. Complaints might be about:

- Refusing admission to a course
- Fees and refunds
- Course or provider transfers
- Course progress or attendance
- Cancellation of enrolment
- Accommodation or work arranged by a provider
- A provider not doing something or taking too long to do something
- Incorrect advice given by an education agent who has an agreement with a private provider.

All information is treated with privacy and respect. All international students will receive an information brochure in their enrolment package. This is also available from the ISC and on the College website.

The ISC will ensure measures are put in place to prevent further similar complaints. The complaint or grievance will be documented in the College administration office and in the students' file by the International Administrator.

# Internal and External Suspension Policy

Saint Maroun's College challenges each student to live out the Gospel Values and be the best student they can be. Students have clear understanding of what is expected of them. Saint Maroun's College policy on internal suspension of students applies to all students enrolled including international students.

**FEATURES INCLUDE: -**

- A student may not be placed on internal suspension unless a serious breach of school rules has occurred or if there is ongoing unacceptable behaviour.
- The International Student Coordinator/Student Welfare Coordinator/Primary Coordinator consults with the Assistant Principal in this matter.
- The International Student Coordinator/Student Welfare Co-coordinator/Primary Co-coordinator as to the behaviour whilst on internal suspension gives the student a clear set of guidelines.
- The International Student Coordinator/Primary Coordinator is responsible for ensuring that the student has work to do and has appropriate recess and lunch break (at different times from other students).
- Parents should be notified immediately to make an appointment for an interview.
- Students on internal suspension are given a set of expectations.
- Parents must be notified immediately, preferably by letter and telephone
- There should be immediate attempts to resolve the issue and/or impose sanctions.
- All procedures will be documented and placed in the student file.

**EXTERNAL SUSPENSION POLICY**
Suspension means temporary withdrawal of a students' rights to attendance at the school.
It is a disciplinary measure, which may be invoked, by the Assistant Principal and/or the Principal where a student's conduct and behaviour are deemed to be prejudicial to the good order or reputation of the College.
Saint Maroun's College policy on external suspension of students applies to all students enrolled including international students.

**PROCEDURES**

- The decision to suspend a student from school must be made by the ISC in consultation with the Principal.
- The Principal will conduct a suspension meeting with the student, guardian/parent and notify them of the reasons for suspension. The ISC will be present at the meeting.
- If possible the parent/guardian is to pick up the student or the student is to be sent home at the time of day negotiated by the parent/guardian and the staff member.
- The student will be sent home with a letter to the parent/guardian giving reasons for the suspension. This letter is to be signed Principal.
- Work is to be issued to the student to be completed at home. This will make up part of the re-entry process and to be presented at the interview.
- A student may not be suspended from the College for more than five school days at any one time.
- The student will remain suspended until a formal interview has taken place between the parent/guardian, student, Year/International Student Coordinator/Student Welfare Coordinator/Primary Coordinator and Assistant Principal/Principal.
- Whilst on external suspension the student will need to continue course work.
- Records are to be kept by the Administration staff and placed in student file.
- Issue First Warning letter of intention to report to immigration for long suspensions or expulsions
- International Student Coordinator to check that accommodation and welfare arrangements are maintained, for students under 18, during periods of suspension.

# Additional Information

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas* (ESOS) *Act* 2000 and the National Code 2007.

**Protection for overseas students**

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at https://cricos.education.gov.au/ CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course − including its location − match the information on CRICOS.

**Your rights**

The ESOS framework protects your rights, including:

• your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted visas only if there are arrangements in place for your accommodation, support and welfare.

• your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

• your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

• orientation and access to support services to help you study and adjust to life in Australia

• who the contact officer or officers is for overseas students

• if you can apply for course credit

• when your enrolment can be deferred, suspended or cancelled

• what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well

• if attendance will be monitored for your course, and

• a complaints and appeals process.

One of the standards does not allow another education provider to enroll a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted visas only if there are arrangements in place for your accommodation, support and welfare.

**Your responsibilities**

As an overseas student on a student visa, you have responsibilities to:

• satisfy your student visa conditions

- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

**Contact details**

| Who | Why | How |
|---|---|---|
| Your provider:<br>**Saint Maroun's College** | For policies and procedures that affect you | • College Phone: **(02) 9559 2434**<br>• Speak with International Student Coordinator email: maria.kouloulias@stmarouns.nsw.edu.au<br>• International Student Emergency Mobile: 0424 230 280<br>•School Email: info@stmarouns.nsw.edu.au |
| **Department of Education, Skills and Employment** | For your ESOS rights and responsibilities | •ESOS Helpline Phone: **+61 2 6240 5069**<br>• Online enquiry https://www.education.gov.au/ |
| **Department of Home Affairs (DHA)** | • For Visa matters | • Phone **131 881** in Australia<br>www.homeaffirs.gov.au |





# APPENDIX A – SAMPLE LETTER OF OFFER

## *(COLLEGE LETTERHEAD)*

## Letter of Offer and Statement of Fees

(Date)

Saint Maroun's College is pleased to offer **STUDENT NAME** a CONDITIONAL place of enrolment in the following course of study:

| Course | CRICOS Code | Tuition Fee | Course Length | Study Period |
|---|---|---|---|---|
| Primary (Kindergarten – 6) | 077399B | AUD $133,000 | 7 years | |
| Junior Secondary (7-10) | 077400C | AUD $86,000 | 4 years | |
| Senior Secondary (11-12) | 077401B | AUD $47,000 | 2 years | |

**Conditions of Offer**

a) Confirmation of an Australian Overseas Student Visa 500 from the Department of Home Affairs (DHA)
b) Confirmation of Australian residency prior to commencement of study
c) Overseas Student Health Cover (OSHC) covering the duration of study
d) Completion of an ELICOS program reaching minimum language proficiency of Pre-Intermediate (Year 3-4), Intermediate (Year 5-8) and Upper Intermediate (Year 9-11), and College testing.

| | | | | | |
|---|---|---|---|---|---|
| **Date of Birth:** | | **Passport:** | | **Guardian Name:** | |
| **Gender:** | | **Mobile:** | | **Guardian Address:** | |
| **Nationality:** | | **Email:** | | **Guardian Contact:** | |

- To accept this Letter of Offer please complete the slip below and submit to the College. Your acceptance of this offer will be confirmed by the payment of all College fees in **FULL** before the student commences their course each Semester, otherwise the enrolment will be at risk of suspension/cancellation.
- Please refer to the College Terms and Conditions attached as well as policies and procedures regarding student academic expectations, attendance, and complaints/appeals procedures.
- Furthermore, the student will be required to attend an interview at the first possible opportunity, in which the conditional offer of enrolment will be finalized if all conditions have been met.

If you have any queries, please feel free to contact Ms Maria Kouloulias (*International Student Coordinator K---12*) during school hours on (02) 9559 2434.

Kind regards,

Maria Kouloulias
International Student Coordinator (K-12)

# APPENDIX B - REFUND OF FEES FORM

## *(COLLEGE LETTERHEAD)*

**INSTRUCTIONS**

- *Please read the **Saint Maroun's College Refund Policy for International Students** to determine your eligibility before filling in this form.*
- *Ensure that all sections of this form are complete, supporting documentation is attached, contact details have been supplied, and that you have signed the form. Incomplete forms will NOT be processed.*
- *The usual processing time for a refund payment is within four (4) weeks from the date the request was received.*

## STUDENT DETAILS

| | |
|---|---|
| Title: | Family Name: |
| First Name: | Australian Address: |
| Suburb: State: Postcode: | Email: |
| Home Phone Number: | Mobile Phone Number: |

## COURSE DETAILS

Current/future enrolment*:

☐ Primary School (K-6) ☐ Junior Secondary School (YR 7 -10) ☐ Senior Secondary School (YR 11 & 12)

| | |
|---|---|
| Course Start Date: | College Fees Paid: AUD$ |
| Course End Date: | Date Of Payment: |

## REASON FOR THE REQUEST

**Please indicate your reason for withdrawing. (*)**

- ☐ Health reasons/illness **Attach Evidence*
- ☐ Financial difficulties
- ☐ Personal/family issues **Attach Evidence*
- ☐ Course no longer offered
- ☐ Overpayment

**Transfer to another Provider:** ***Attach Evidence***

- ☐ Competitive tuition fee
- ☐ Course change
- ☐ More convenient location
- ☐ Other

**Have not met conditional requirements**

- ☐ English Proficiency
- ☐ Academic
- ☐ Deferment not approved

## REQUEST CONFIRMATION

I declare that the information provided on this form is true and complete and that it is my responsibility to provide all necessary documentation to support my request for refund. I agree and have read and understood the Saint Maroun's College Refund Policy for International Students. I hereby request a refund of student fees paid excluding the administration fee which is non-refundable.

Parent / Guardian Name: Click or tap here to enter text.

Parent / Guardian Contact Number: Click or tap here to enter text.

Parent / Guardian Email Address: Click or tap here to enter text.

Parent / Guardian Signature: _____ Date:

# APPENDIX C – WARNING LETTER (ATTENDANCE)

## *(COLLEGE LETTERHEAD)*

(Date)

## Warning Letter –*Attendance*

To Parent / Carer,

This letter is to inform you that under section 20 of the Education Services for Overseas Students Act 2000 (ESOS Act), Saint Maroun's College intends to report **STUDENT NAME** to the Department of Home Affairs (DHA) for

**UNSATISFACTORY ATTENDANCE.**

Under the Migration Act 1958, student visa condition 8202, **STUDENT NAME** is in breach of the following:

☐Maintain enrolment in a 'registered course'

☐Attend classes at the required minimum of 85%

☐Achieve a satisfactory academic result in **SUBJECTS**

According to our records, **STUDENT NAME** has **NOT** achieved satisfactory attendance as defined in the National Code of the ESOS Act and the College's *Course Progress* and *Attendance Policy*. The College *Attendance Policy* is a minimum of **85%.**

The College is requesting an interview with you to discuss this issue and devise support or management plan. Please refer to the Saint. Maroun's College *Complaints and Appeals Policy* for International Students to resolve this issue.

Please contact the College during school hours on (02) 9559 2434 to make arrangements to resolve this issue. Kind regards,

_____
College Principal

# APPENDIX D – WARNING LETTER (COURSE PROGRESS)

## *(COLLEGE LETTERHEAD)*

(Date)

## Warning Letter – *Course Progress*

To Parent / Carer,

This letter is to inform you that under section 20 of the Education Services for Overseas Students Act 2000 (ESOS Act), St. Maroun's College intends to report **STUDENT NAME** to the Department of Home Affairs (DHA) for **UNSATISFACTORY COURSE PROGRESS.**

Under the Migration Act 1958, student visa condition 8202, **STUDENT NAME** is in breach of the following:

☐Maintain enrolment in a 'registered course'

☐Attend classes at the required minimum of 85%

☐Achieve a satisfactory academic result in **SUBJECTS**

According to our records, **STUDENT NAME** has **NOT** achieved satisfactory application and diligence to his academic work as defined in the National Code of the ESOS Act and the College's Course Progress Policy and has accumulated N-Award(s) in his academic subjects.

The College is requesting an interview with you to discuss this issue and devise support or management plan.
Please refer to the Saint Maroun's College *Complaints and Appeals Policy* for International Students to resolve this issue.

Please contact the College during school hours on (02) 9559 2434 to make arrangements to resolve this issue. Kind

regards,

_____

College Principal

## APPENDIX E - STUDENT ORIENTATION PROGRAM

# SAINT MAROUN'S COLLEGE

## International Student Orientation Program

Student name: Year: Arrival Date:

☐ **ORIENTATION AND SCHOOL TOUR**

HAVE YOU MET (0): STAFF MEMBER NAME/S

- ☐ International Student Coordinator? _____
- ☐ Primary Office Administrator? _____
- ☐ Secondary Office Administrator? _____
- ☐ Assistant Principal? _____
- ☐ Principal? _____
- ☐ Director of Curriculum (K-12)? _____
- ☐ Secondary Schooling Welfare Coordinator? _____
- ☐ Pastoral Care Teacher? _____
- ☐ Student Counsellor? _____
- ☐ ESL Teacher? _____
- ☐ Student Buddy? _____

DO YOU KNOW WHERE IS THE:

- ☐ Office?
- ☐ International Student Coordinator Office?
- ☐ Primary Coordinator/Year Coordinator Office?
- ☐ Pastoral Care room?
- ☐ Staffroom (teachers)?
- ☐ Chapel?
- ☐ Classrooms?
- ☐ Science Laboratory?
- ☐ ESL room?
- ☐ Bathroom?
- ☐ Canteen?
- ☐ Basketball Steps?
- ☐ Art room?
- ☐ Computer Lab 1 and 2?
- ☐ Library?

DID YOU RECEIVE YOUR:

- ☐ *"Welcome To Our College"* Sheet?
- ☐ College Diary?
- ☐ Timetable?

ISC signature: _____ Date: _____

OTHER INFORMATION/ACTIVITIES:

- ☐ Information about Cultural Awareness/Culture Shock/Adjusting to life in a new environment
- ☐ Orientation to local area – shops, recreational areas, etc
- ☐ Public Transport in the local area

DO YOU UNDERSTAND…

- ☐ The use of the College diary? .....
- ☐ The Merit / Demerit system? .....
- ☐ The School start and finish times? .....
- ☐ Tuesday Sport Day? .....
- ☐ The uniform expectations? .....
- ☐ The academic progress expectations? .....
- ☐ The attendance expectation (including lateness)?.....
- ☐ The Mobile phone policy?.....
- ☐ The Hands Off Policy?.....
- ☐ The Zero Tolerance to Bullying Policy?.....
- ☐ The Emergency contact number of ISC?.....
- ☐ The Emergency number for fire, police, ambulance in Australia? .....
- ☐ How to travel to and from school? .....
- ☐ How to seek help on and off school grounds?.....
- ☐ Bank account details?.....

HAVE YOU RECEIVED INFORMATION ABOUT:

- ☐ OSHC?
- ☐ Complaints and Appeals Process?
- ☐ Available Student support services?
- ☐ Legal services available to students?
- ☐ Student visa conditions relating to course progress and attendance?
- ☐ Grounds for suspension or cancellation of enrolment?
- ☐ School rules and code of conduct?
- ☐ Subject selection?
- ☐ Textbook list?
- ☐ Assessment policies and requirements?
- ☐ Extracurricular activities?

STUDENT INTERVIEWS

- ☐ End of Week 2 ISC signature: _____ Date: _____
- ☐ End of Week 4 ISC signature: _____ Date: _____
- ☐ End of Week 6 ISC signature: _____ Date: _____
- ☐ End of Week 8 ISC signature: _____ Date: _____
- ☐ End of Week 10 - Student Interview Sheet completed/placed in student file
  ISC signature: _____ Date: _____

Completed by ISC signature: _____ Date: _____

# APPENDIX F – PARENTAL NOMINATION OF HOMESTAY GUARDIAN FORM

## *(COLLEGE LETTERHEAD)*

## *Parental Nomination of Suitable Guardian/Homestay/Carer Form*

I/ We, ……. , father / mother/ guardian (circle) of:

**Student Family Name:** …… **Given Name:** …… **Date of Birth:** ……/……/……

**Passport No.:** …….…….…….. **Visa Class / Sub class:** …… **Nationality: ..**……

Request approval for the following person/s to be the Homestay / Carer for my child/student:

**Nominated Relative/ Homestay / Carer Details:**

**Family Name**…… **Given Name**…… **Date of Birth:** ……/……/……

**Residency Status** (***must*** *provide documentation)*

☐ Australian Citizen □Permanent Resident □Other Visa (please state)……

**Address:** …… **Suburb:** …… **Postcode**: ……

**Telephone Home:** …… **Work:** …… **Mobile:** ……

**Email address:** ……

**Relationship to the parent**: ……

**Number of years you have known the family**: ……

**Additional Documentation (Compulsory):** □Police Check □Working With Children Check □Passport

**Suitable Nominated Relative/Homestay/Carer Requirements:**

- Nominated homestay / carers **MUST** provide a supportive family environment for students and must meet the requirements outlined in the ***Saint Maroun's College Handbook for International Students*** – *Obligations of Guardian, homestay and carer.*
- Nominated Relative/ Homestay / carers must be over the **age of 21** and be a resident in Australia until the student is 18 years of age.
- Approval will **NOT** be given to people who often travel overseas.
- The nominated homestay must be within reasonable travelling time from Saint Maroun's College.
- A student must **NOT** move into the nominated accommodation until approval is granted by the College.
- Any changes to the information stated above **MUST** be submitted to the College in writing.

**Declaration**

I/ We have read and understand the requirements of the nomination of a suitable relative/ Homestay/ carer and declare that the information provided is true and correct:

Parent Signature: …… Date: ……/……/……

International Student Coordinator Signature: …… Date: ……/……/……

Principal Signature: …… Date: ……/……/……

# APPENDIX G – DEFERMENT, SUSPENSION, CANCELLATION OR TRANSFER FORM

## *(COLLEGE LETTERHEAD)*

## APPLICATION FOR DEFERMENT, SUSPENSION, OR TRANSFER OF STUDIES

Student Name: …… Year: ……

Current Address in Australia: …… Home

Phone Number: …… Mobile Phone: ……..

Email Address: ……..

Address in home country: ……

I am applying for:

- D A deferment of commencement of studies
- D A suspension of studies
- D A transfer of studies – **please complete the section below**

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

……

……

**Please attach any relevant supporting documentation.**

**A Transfer Of Studies**

Transfer From: Saint Maroun's College, 194 Wardell Road Marrickville, 2204, NSW, Australia

Transfer To:

……

Contact Person: …….. Telephone: ……..

Intended Start Date: .....

**Please attach a copy of the Letter of Offer and/or CoE and CAAW (if applicable)**

**Please refer to the Transfer to Another Provider Policy for further details.**

**PLEASE NOTE:**

- *This form will be assessed once all documentation has been received; processed within 5 working days*
- *Deferment, suspension or transfer of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local DIAC office to see if this will affect you*
- *Please refer to the Saint Maroun's College Refund Policy regarding course fees*
- *Regarding transfers of studies, submission of this form must be a* **minimum of 3 weeks** *prior to the commencement of the new course start date*

Student Signature: …….. Date:

Parent/Guardian Signature: …….. Date:

# Saint Maroun's College







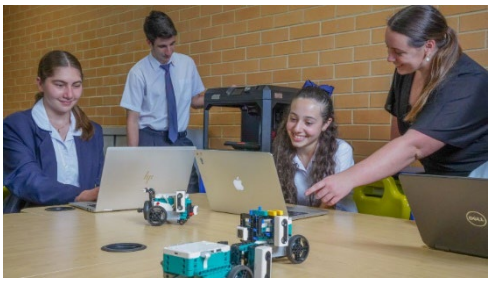




Our Mission is to develop and nurture students into their fullest spiritual, academic, physical, and social self.









Contact Details:

+61 295 592 434
info@stmarouns.nsw.edu.au
194 Wardell Road, Marrickville 2204