

Enrolment Information for **INTERNATIONAL STUDENTS**



Fairholme



College

TOOWOOMBA



Enrolment Information for International Students

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Enrolment Process

1. Forward a completed Application for Admission form to :-

The Principal Fairholme College
PO Box 688
TOOWOOMBA QLD 4350
AUSTRALIA

Please include:-

Application fee of \$AUD132 for boarders and day students is required for the application to be processed a copy of the most recent school reports (see Academic Requirements) photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date (and visa) supporting evidence of any English language experience any letters of reference you may wish to include

2. Arrange an English Language Test and have results forwarded directly to The Principal, Fairholme College. Payment for this test is the responsibility of the applicant. **Sitting this test does not guarantee entry to Fairholme College.**
3. Upon receipt of the above documents, the Principal will review the application and if satisfied that the student has a reasonable chance of success at Fairholme College, and there is a vacancy available, letter of offer for a definite place will be sent to the applicant.
4. It is expected that parents and students embrace the Christian independent school ethos and practices of Fairholme College.
5. It is desirable for an applicant, with her family, to attend an interview with the Principal and view the College. **Attending an interview does not guarantee entry to Fairholme College.**
6. The applicant is required to complete the acceptance of the offer by returning the appropriate forms and paying the required funds for confirmation.
7. Once the acceptance forms and payment have been received, the College will complete the forms required by Department of Immigration for visa issue.
8. Orientation information can be arranged for an agreed time with the applicant and the College.

Use of Personal Information

The information provided by the student to Fairholme College may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code. Fairholme College is required, under s19 of the ESOS Act 2000, to tell the Department about:

- I. certain changes to the student's enrolment; and
- II. any breach by the student of a student visa condition relating to attendance or unsatisfactory academic performance.

Written Academic Requirements for entry to Fairholme College

Academic Courses Offered

- All courses offered are CRICOS registered for overseas students
 - All courses offered are on a full time basis and delivered face to face in a classroom
1. Fairholme College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the College, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

2. Applications for enrolment must be made on Fairholme College's Application for Admission form. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 - A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - A completed Subject Choices Form if appropriate (if entering Years 10, 11 or 12)
 - Appropriate proof of identity and age;
 - Written evidence of proficiency in English as a second language
 - Application for Course Credit if appropriate
 - Enrolment Application for Admission Fee
 - IELTS grading of not less than 4 or 5
 - Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date.
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the Enrolments Officer.
5. Applications from international students are processed according to established policy and procedures, and are dealt with on their merits.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the College may require relevant testing of the applicant to assess the application. If the information supplied is sufficient to satisfy the Principal that the applicant has a reasonable chance of success at Fairholme College, and a vacancy is available, then an enrolment offer will be made.
7. Minimum academic and English language requirements are as follows:

Academic Requirements

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

Minimum academic performance requirements, e.g.

- For Primary School: Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum
- For Year 8 – 12 students: A pass level or "C" grade or better for the majority of core subjects

English Language Proficiency Requirements

Fairholme College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

If applicable the College may note evidence presented by a student as part of the student visa application process as evidence of English language proficiency.

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

This evidence may be presented as evidence of previous study in English as the medium of instruction, or as results of an acceptable English language proficiency test. Where Migration Regulations do not apply, Fairholme College accepts results from the following test instruments:

Acceptable Test	Minimum Test Result	For Entry to Year
IELTS	4 /5	10
IELTS	4 /5	11
IELTS	4 /5	12

Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.

Following entry to Fairholme, the student's practical comprehension of English will be assessed by the Head of Teaching and Learning and if found not satisfactory to meet the normal proficiency for classroom activities it is understood that the student will attend further English Language lessons at their parents' cost.

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

Statement Regarding Course Credit

Fairholme College will assess all applications for entry into the School. Course credit may only be offered as outlined below:

For students transferring from interstate up to year 10, the school does not offer course credit and entry into any course is subject to the assessment of the school.

For students transferring from interstate in Year 11 and the beginning of year 12, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

Payment of Fees

An application fee of \$AUD132 for day students and boarding students must accompany the Application for Admission Form. When requested a non-refundable Enrolment Confirmation Fee of \$AUD500 will be required to confirm the enrolment.

The Australian Department of Immigration & Multicultural Affairs (DIMA) requires us to complete a Confirmation of Enrolment for Overseas Students before they will issue a student visa. Before we complete this form we require a full year's fees as detailed in the enclosed Schedule of Fees.

These fees will be deposited into an approved Trust Account established for the deposit of fees paid in advance by overseas students. These fees will remain in this Trust Account and will be drawn down as follows:-

For an amount to pay for a service that has been delivered to the student;

- In the period of 2 weeks before the scheduled start of the registered course in which the student is enrolled - an amount that is not more than 20% of the student's tuition fee for the course;
- On the day the course starts - an amount that is not more than 45% of the total of the student's tuition fee for the course.
- This Trust Account is held by Heritage Building Society, 400 Ruthven St., Toowoomba, Queensland, 4350 Australia – BSB Number 638-160 Account Number 8676054.

Written Refund Policy

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed.

1. This policy outlines refunds applicable to course fees paid to the College directly. The College does not accept remitted course fees for students from educational agents.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee and confirmation fee are non-refundable.

4. Payment of Course Fees and Refunds
 - a. Fees are payable according to the School's Fees Policy (see attached).
 - b. An itemised list of College fees is provided in the College's written agreement [as per NC Standard 3.1.b]
 - c. All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d. Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
6. Student default because of visa refusal
 - a. If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student, the total amount of course fees received by the school before the student's default day, minus the lesser of
 - i. 5% of the amount of course fees received, or
 - ii. AUD 500
 - b. If a student whose visa had been refused, withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

**Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*

7. Student default
 - a. Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18),
 - b. Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
 - c. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, a maximum of ten weeks tuition fees will be refunded from tuition fees received by the school.
 - d. If tuition fees for up to two study periods have been received in advance by the College and the College receives written notification of withdrawal by the student (or parent(s)/ legal guardian if the student is under 18), the school will:
 - i. Retain an administration fee of AUD100 and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.
 - ii. Refund 70% of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
 - iii. Refund only one term's (or ten weeks) tuition fees if written notice is received **after** 1 study period of the payment period has passed.
 - e. If tuition fees have been received for more than two study periods, refund provisions under (c) will apply for the first two study periods and any balance of unused tuition fees after this will be refunded.
 - f. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. Failure to maintain satisfactory course progress (visa condition 8202). Please see [Course Progress & Attendance Policy]

- ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see [Course Progress & Attendance Policy]
- iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) Please see [Welfare & Accommodation Policy]
- iv. Failure to pay course fees.
- v. Any behaviour identified as resulting in enrolment cancellation in Fairholme College's Behaviour and Relationship Management Policy. Please see [Behaviour and Relationship Management Policy]

8. Provider default

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

- a. If for any reason the College is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b. If for any reason the College is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the school's default day.
- c. In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see:
<https://tps.gov.au/StaticContent/Get/StudentInformation>.

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

- 9. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Complaints & Appeals Policy

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

1. Purpose

- a. The purpose of Fairholme College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- b. The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

- a. Grievances brought by a student against another student will be dealt with under the College's Behaviour and Relationship Management Policy/Code of Conduct and the Anti-Bullying and Harassment Policy.

3. Informal Complaints Resolution

- a. In the first instance, Fairholme College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b. Students should contact the Classroom Teacher / PCG Teacher or Head of House in the first instance to attempt mediation/informal resolution of the complaint.

- c. If the matter cannot be resolved through mediation, the matter will be referred to the Principal/other and College's internal formal complaints and appeals handling procedure will be followed.

Principal – Teachers matters

Head of Senior School – Pastoral matters for Senior School

Head of Middle School – Pastoral and academic matters for Middle School

Head of Teaching and Learning – Academic matters

Head of Fairholme Junior – Pastoral and Academic Junior School matters

Head of Boarding – Boarding House matters

Head of Sport - Sporting matters

Head of the Arts – Performing Arts matters

Business Manager – Business matters

4. Formal Complaints Handling Procedure

- a. The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b. The student must notify the College in writing of the nature and details of the complaint or appeal
- c. Written complaints or appeals are to be lodged with the Principal.
- d. Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e. Complaints and appeals processes are available to students at no cost.
- f. Each complainant has the opportunity to present her case to the Principal.
- g. Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
- h. The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.
- i. Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- j. If the grievance procedure finds in favour of the student, Fairholme College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k. Fairholme College undertakes to finalise all grievance procedures within 40 working days or as soon as is practically possible.
- l. For the duration of the appeals process, the student's enrolment and attendance must be maintained.

5. External Appeals Processes

- a. If the student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through an external body at minimal or no cost within 2 weeks.
- b. If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Fairholme College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.
- c. If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager
International Quality (Schools) Unit
DETE LMB 527
BRISBANE QLD 4001

6. Other legal redress

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

7. Definitions

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

Transfer Policy

1. Fairholme College provides information to overseas student's about the College's transfer policy, which complies with Commonwealth and State requirements. State legislation imposes additional requirements for letters of release.
2. Letters of release are issued if students comply with required conditions in the first six months of a principal course.
3. If a student is under 18 years of age, there must be written confirmation that the parent or legal guardian supports the transfer, and the receiving provider's Letter of Offer must confirm acceptance of welfare responsibilities.
4. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
 - a. If the student's course or school becomes unregistered
 - b. The school has a government sanction imposed on its registration
 - c. A government sponsor (if applicable) considers a transfer to be in the student's best interests
 - d. If the student is granted a Letter of Release.
5. Students can apply to the Principal for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.
6. Fairholme College will only provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
 - a. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
 - b. It has been agreed by the College the student would be better placed in a course that is not available at Fairholme College.
 - c. Any other reason stated in the policies of Fairholme College.
7. Students under 18 years of age MUST also have:
 - a. Written evidence that the student's parent(s)/legal guardian supports the transfer

- b. Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative.
 - c. Evidence that the student is always in DIAC approved welfare and accommodation arrangements.
8. Fairholme College will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
 - a. The student's progress is likely to be academically disadvantaged
 - b. Fairholme College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
 - c. The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - d. The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e. College fees have not been paid for the current study period.
9. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Citizenship office as soon as possible to discuss any implications. The address of the nearest Office is:

Street address:
Ground Floor
299 Adelaide Street
Brisbane QLD 4000

Other contact details for DIAC are:
Tel: 131 881 and E: student.centre@immi.gov.au
11. It is a requirement under Queensland legislation that letters of release, whether provided by this School or by another registered provider, give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.
12. All applications for transfer will be considered within **14** working days and the applicant notified of the decision.
13. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with Fairholme College's complaints and appeals policy. The complaints and appeals policy is provided to students in pre-enrolment materials and is available in the College's International Student Handbook at www.fairholme.qld.edu.au or through the Enrolments Office.

Transfer Request Assessment Policy

1. **Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.**
2. Students can apply for a letter of release to enable them to transfer to another education provider.
3. Fairholme College will only provide a letter of release to students in the first six months of their principal course in the following circumstances:
 - a. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College.

- b. It has been agreed by the College the student would be better placed in a course that is not available at Fairholme College.
 - c. Any other reason stated in the policies of Fairholme College.
4. Fairholme College will NOT provide a letter of 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. Fairholme College is concerned that the student's application to transfer is a consequence of the adverse influence of another party.
 5. In order to apply for a letter of release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.
 6. Students under 18 years of age MUST also have;
 - a. Written evidence that the student's parent(s) / legal guardian supports the transfer
 - b. Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s) / legal guardian or a suitable nominated relative
 - c. Evidence that the student is always in DIAC approved welfare and accommodation arrangements.
 7. All applications for transfer will be considered within 14 working days and the applicant notified of the decision.
 8. Students whose request for transfer has been refused may appeal the decision in accordance with Fairholme College's complaints and appeals policy. The complaints and appeals policy is provided to students;
 - in pre-enrolment information
 - in the College's International Student Handbook
 - during Student Orientation
 - within 7 days of commencement of studies
 - on the College's International student webpage

Welfare and Accommodation Policy

Fairholme College approves the following accommodation options for overseas full fee paying 571 visa subclass students regardless of age:

1. The student will live with a parent or relative as permitted by DIAC. In this case the College does not provide a welfare letter (CAAW) via PRISMS. The student's family provides proof of relationship to DIAC for the purposes of visa application. If the Adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years of age holds a Student Guardian visa (subclass 580), all obligations and conditions of this visa must be met including:
 - a. Not leaving Australia without the nominating student unless the College had first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - b. Advising the Department of Immigrations of any change of address, passport or other changes of circumstances
2. The student will live in College Boarding House and the College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).
3. For College vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students regardless of age:
 - a. Student returns home to parents
 - b. Student may spend vacation with friend's family or relatives provided details are given and the parents of the student have given signed approval

- c. Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain College's approval.

If the College has taken responsibility for approving arrangements for student care and welfare, should the College not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the College will advise the student this will be reported to DIAC and the student will need to contact DIAC to ensure visa implications are understood. **This includes any request by student to attend "Schoolies Week" upon the Completion of Year 12. The student is required to return home before attending and no longer under the care and Welfare of the College.**

DIAC – Brisbane Office
Ground Floor
299 Adelaide Street
Brisbane QLD 4000

<http://www.immi.gov.au/contacts/australia/index.htm>)

All students are required to notify the College of a change of address while enrolled in the course, and students who live in College approved accommodation must not change agreed arrangements without prior approval of the College.

College Deferment, Suspension and Cancellation Policy

1. Deferment of commencement of study requested by student

- a. Fairholme College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
- i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- b. The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
- c. Deferment will be recorded on PRISMS within 14 days of being granted.

2. Suspension of study requested by student

- a. Once the student has commenced the course, Fairholme College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
- i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- b. Suspensions will be recorded on PRISMS within 14 days of being granted.
- c. The period of suspension will not be included in attendance calculations.

d. The final decision for assessing and granting a suspension of studies lies with the Principal.

3. Student initiated cancellation of enrolment

a. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see Fairholme College's Refund Policy for information regarding refunds.

4. Assessing requests for deferment or suspension of studies

- a. Applications will be assessed on merit by the Principal.
- b. All applications for deferment or suspension will be considered within 5 working days.

5. College initiated exclusion from class (1 – 28 days)

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

6. College initiated suspension of studies (28 days +)

- a. Fairholme 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 Fairholme College's Behaviour Policy/Code of Conduct.
- b. Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- c. Students who have been suspended for more than 28 days may need to contact DIAC. Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>
- d. If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- e. Suspensions will be recorded on PRISMS.
- f. The period of suspension will not be included in attendance calculations.

7. College initiated cancellation of enrolment

- a. Fairholme College will cancel the enrolment of a student under the following conditions:
 - i. Failure to pay course fees
 - ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii. Any behaviour identified as resulting in cancellation in Fairholme College's Behaviour Policy/Code of Conduct.
- b. Fairholme College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC, which may impact on a student's visa.

BREACHES OF CONDUCT

The following Breaches of Conduct (listed alphabetically) are regarded very seriously whenever a student is under the care of Fairholme College:

- Any association with illegal drugs or implements for use of illegal drugs.
- Breaking Bounds.
- Bringing the College into disrepute.
- Bullying.
- Dangerous, irresponsible or disrespectful behaviour.
- Forgery or Dishonesty.
- Harassment.
- Possession or drinking of alcohol.
- Possession or use of offensive weapons.
- Receiving unauthorised visitors, or receiving visitors who do not first introduce themselves at the Administration
- Office or the Boarding House Office.
- Repeated disregard of school rules and routines.
- Sexual misconduct
- Smoking or possession of cigarettes.
- Stealing.
- Storage of, publication of, distributing or accessing inappropriate material on computer or other technological device.
- Truancy.
- Use of offensive language.
- Violence against self, others or property.

It is imperative that any student or any member of staff who is aware of any of the above breaches will bring it to the attention of the Principal or the Head of Boarding without delay. Any breach could result in a period of suspension (or exclusion) from the College. In fact any conduct breach deemed significant by the Principal or Principal's delegate may lead to a period of exclusion from the College.

NOTE: Some breaches of the Code of Conduct are viewed by the College as being more serious than others and will result in immediate suspension or exclusion. POSSESSION OR USE OF OFFENSIVE WEAPONS, ILLEGAL DRUGS, IMPLEMENTS FOR THE USE OF ILLEGAL DRUGS, OR ALCOHOL ON THE COLLEGE PREMISES, OR WHILE ATTENDING A COLLEGE ACTIVITY, WILL RESULT IN EXCLUSION FROM THE COLLEGE FOR A PERIOD OF TIME OR PERMANENTLY

College initiated cancellation of enrolment is subject to Fairholme College's Complaints and Appeals Policy. Please see 8), below.

8. Complaints and Appeals

- a. Student requests for deferment, and suspension and cancellation of enrolment are not subject to Fairholme College's Complaints and Appeals Policy.
- b. Exclusion from class is subject to Fairholme College's Complaints and Appeals Policy.
- c. College initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Fairholme College's Complaints and Appeals Policy.
- d. For the duration of the appeals process, the student will remain enrolled and must attend is required to maintain enrolment and attendance at all classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

- e. If students access Fairholme 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.
 - f. Extenuating circumstances include:
 - i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii. the student is missing
 - iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
 - iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v. is at risk of committing a criminal offence, or
 - vi. the student is the subject of investigation relating to criminal matters.
 - g. The use of extenuating circumstances by Fairholme College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
 - h. The final decision for evaluating extenuating circumstances lies with the Principal.
9. **Student to seek advice from DIAC**
- a. Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration for advice. Please see <http://www.immi.gov.au/contacts/australia/index.htm>
10. **Definitions**
- a. Day – *any day including weekends and public holidays in or out of term time.*

Course Progress and Attendance Policy

This policy is available to staff and to students.

1. Course Progress

- a. The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b. The course progress of all students will be assessed at the end of each study period (semester) of enrolment.
- c. Students who have begun part way through a semester will be assessed after one full study period.
- d. To demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any study period.
- e. If a student does not achieve competency in at least 50% of units studied in a study period, the Head of Teaching and Learning will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
 - i. After hours tutorial support
 - ii. Subject tutorial support in class time
 - iii. Mentoring
 - iv. Additional ESL support
 - v. Change of subject selection, or reducing course load (without affecting course duration)

- vi. Counselling – time management
 - vii. Counselling -academic skills
 - viii. Counselling - personal
 - ix. other intervention strategies as deemed necessary
- f. A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.
 - g. The student’s individual strategy for academic improvement will be monitored over the following study period by the Head of Teaching and Learning and records of student response to the strategy will be kept.
 - h. If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Fairholme College will advise the student in writing 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.
 - i. Fairholme College will notify DIISRTE via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or
 - ii. withdraws from the complaints and appeals process, or
 - iii. the complaints and appeals process results in favour of the College.

2. Completion within expected duration of study

- a. As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b. Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.
- c. The College will only extend the duration of the student’s
 - i. compassionate or compelling circumstances (see Definitions below)
 - ii. student participation in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with Fairholme College’s Deferment, Suspension and Cancellation Policy.
- d. Where the College decides to extend the duration of the student’s study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required.

3. Monitoring Course attendance

- a. Satisfactory course attendance is attendance of 80% of scheduled course contact hours. *[NB the National Code St 11 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in St 11.9. Student attendance is:*
 - i. checked and recorded daily
 - ii. assessed regularly
 - iii. recorded and calculated over each study period
- b. Late arrival at school will be recorded and will be included in attendance calculations.
- c. All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student’s carer or evidence that leave has been approved by the Principal/Head of School.
- d. Any absences longer than 2 consecutive days without approval will be investigated.

- e. Student attendance will be monitored by Assistant to the Heads of House every 10 days over a study period to assess student attendance using the following method:
 - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester (2 terms) e.g. number of study days x contact hours x 20%. This would be as follows :
 - 8 week term – 40 study days x 5 contact hours = 200 contact hours – 20% non-attendance would be 40 hours.
 - 9 week term – 45 study days x 5 contact hours = 225 contact hours – 20% non-attendance would be 45 hours.
 - 10 week term – 50 study days x 5 contact hours = 250 contact hours – 20% non-attendance would be 50 hours.
 - ii. Any period of exclusion from class will not be included in student attendance calculations.
- f. Parents of students at risk of breaching Fairholme College’s attendance requirements will be contacted by *[email and or phone]* and students will be counselled and offered any necessary support when they have absences totalling 15 % of any study period.
- g. If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Fairholme College will advise the student 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 except in the circumstances outlined in 3.i.
- h. The school will notify DIISRTE via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. withdraws from the complaints and appeals process
 - iii. the complaints and appeals process results in a decision for the school.
- i. Students will not be reported for failing to meet the 80% [if applicable: see NC St 11.9] threshold where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
 - ii. has not fallen below 70% attendance.
- j. The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- k. If a student is assessed as having nearly reached the threshold for 70% attendance, Head of Teaching and Learning will assess whether a suspension of studies is in the interests of the student as per Fairholme College’s Deferment, Suspension and Cancellation Policy.
- l. If the student does not obtain a suspension of studies under Fairholme College’s Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.k – 3.l.

4. Definitions

- a. *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:
 - i. serious illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents
 - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible

- supported by police or psychologists' reports)
- v. where the school was unable to offer a pre-requisite unit
- vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b. *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c. *School day* – any day for which the school has scheduled course contact hours.
- d. *Study period* – a discrete period of study within a course which cannot exceed 24 weeks. Fairholme College defines a "study period" for the purposes of monitoring course attendance and progress as a semester.

Provider Code of Ethics

Fairholme College commits to adhere by the Code of Ethics developed by Ministers of the Commonwealth and the States responsible for education matters. This is directed at ensuring visiting students are financially protected from default by providers and otherwise protected from undesirable practices.

The National Code 2007 sets out guidelines for the ethical conduct of registered providers. The Commonwealth maintains a register of courses available to international students and the organisations approved to provide those courses. The States and Territories advise the Commonwealth on courses and providers to be admitted to the register. Providers will comply with conditions of registration.

The Code covers:

- Provision of Education and Training Services
- Marketing of Education and Training Services
- Providers' Financial Standards
- Student Information
- Student Recruitment and Placement
- Student Support Services
- Sanctions

This Code is available to prospective students through the College.

ESOS Framework

The ESOS framework—providing quality education and protecting your rights

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 include the *Education Services for Overseas (ESOS) Act 2000* and the National Code.

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 <http://cricos.deewr.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 a visa 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.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, 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 you enrolment can be deferred, suspended or cancelled
- what your provider’s requirements are for satisfactory progress in the course you study and what support is available is you are not progressing well
- if attendance will be monitored for your course
- a complaints and appeals process

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	For policies and procedures that affect you	Speak with your provider. Go to your provider’s website.
Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)	For your ESOS rights and responsibilities	www.aei.gov.au/esos ESOS Helpline +61 2 6240 5069
Department of Immigration and Citizenship (DIAC)	For visa matters	www.immi.gov.au Phone 131 881 in Australia Contact the DIAC office in your country.

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