

# Enrolment Information for **INTERNATIONAL STUDENTS**



Fairholme



College

TOOWOOMBA



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## 1 COLLEGE CONTACTS

### College Administration Office

Fairholme College Toowoomba  
40 Wirra Wirra Street, Toowoomba, QLD 4350  
+61 7 4688 4688  
info@fairholme.qld.edu.au

### Enrolments Office

Mrs Emily Veal  
+61 7 4688 4635  
Emily.Veal@fairholme.qld.edu.au

### Boarding House Administration Office

+61 7 4688 4663  
boarding@fairholme.qld.edu.au  
Duty Phone (after hours/emergency): 0487 319 888

### Boarding House Health Centre (24 hours)

+61 7 4688 4613  
healthcentre@fairholme.qld.edu.au

### International Student Liaison Officer

Mrs Jody Friend  
+61 7 4688 4662  
Jody.Friend@fairholme.qld.edu.au

### Head of Ministry and Mission

**Co-ordination of Counselling, Wellness and Pastoral Care**  
Mrs Cath Butler  
+61 7 4688 4638  
Catherine.Butler@fairholme.qld.edu.au

### Head of Teaching and Learning

Mr Stewart Peacock  
+61 7 4688 4630  
Stewart.Peacock@fairholme.qld.edu.au

### Head of Boarding

Mrs Marguerite Dunne  
+61 7 4688 4625  
Marguerite.Dunne@fairholme.qld.edu.au

## STUDENT SUPPORT

### Head of Fairholme Middle School

Mrs Jaye Ross  
Jaye.Ross@fairholme.qld.edu.au

### Deputy Principal/Head of Senior School

Ms Catrina Sharp  
Catrina.Sharp@fairholme.qld.edu.au

## Heads of House

### Stephens House

Mrs Laura Anderson  
Laura.Anderson@fairholme.qld.edu.au

### Powell House

Mrs Vicki Anderson  
Vicki.Anderson@fairholm.qld.edu.au

### Black House

Mrs Jody Friend  
Jody.Friend@fairholme.qld.edu.au

### Cameron House

Ms Katrina Gierke  
Katrina.Gierke@fairholme.qld.edu.au

## Individual Student Contacts:

	Name	Phone/email
My Holme Group Teacher is:		
My Student Buddy is:		

## 2 COMMUNITY CONTACTS

### Medical Emergencies Call 000

Triple Zero service is the quickest way to get the right emergency service to help you. It is used to contact Police, Fire or Ambulance in life threatening or emergency situations only. Do not use for general medical assistance.

\*If you are unwell and need general medical assistance contact the Boarding House Health Centre 4688 4613.

### Toowoomba Base Public Hospital

154 Pechey Street South Toowoomba  
+61 7 4616 6000

### St Vincents Private Hospital

22-36 Scott Street, Toowoomba  
+61 7 4690 4000

### Local Police – non urgent matters

Police attendance for non-urgent matters.  
Call: 13 14 44

### Lifeline

Lifeline provide support services by phone to assist in a crisis, stress, suicide prevention and mental wellbeing.  
Call: 13 11 14

### Legal Services

Should you break the law and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

The Queensland Law Society (QLS) can help find a solicitor, using the area of law and location.

Website: <http://www.qls.com.au/Home>

### Kids Helpline

If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counseling support (anonymous if you prefer).

Call: 1800 551 800

### Fair Work Ombudsman

To find out what you should be paid and learn more about your minimum workplace entitlements you can visit [www.fairwork.gov.au](http://www.fairwork.gov.au)

Call: 13 13 94

### Overseas Students Ombudsman

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO).

Call: 1300 362 072

### 3 ENROLMENT PROCEDURE

#### Application for Enrolment

An application for admission can be made by completing the Apply for Enrolment online or download the Application for Enrolment form on our website.

This application for enrolment form is the first part of the enrolment contract between the parents/guardian of the student and Fairholme College. When it is lodged, a non-refundable application fee is required, see Payment of Fees. Forward Completed Application for Enrolment form to:-

The Principal Fairholme College  
PO Box 688  
TOOWOOMBA QLD 4350  
AUSTRALIA

Please Include:

The application fee (see Payment of Fees) is required for the application to be processed. A copy of the most recent school reports (see Policy on Entry Requirements and Enrolments), copy of passport page with name, photo identification, passport number and expiry date. Supporting Evidence of English language experience, any letters of reference you may wish to include.

An interview with the Principal, is then arranged. This is either in person or via Skype. The parents and student understand and acknowledge that attending an interview or participation in the enrolment process does not constitute acceptance of the student's application.

It is expected that parents and students agree to the Student Code of Conduct Policy and the General Conditions of Enrolment of Fairholme College.

Following a successful interview a formal offer and Written Agreement is made to the student this contains an estimation of course costs. The Written Agreement is signed by the family and returned to the College.

An electronic Confirmation of Enrolment (CoE) and if applicable, a Confirmation of Appropriate Accommodation Welfare Arrangements (CAAW), is generated by the College through PRISMS. These are forwarded to the family to take to immigration for Visa application. The Visa documentation must be forwarded to the College as soon as it is issued.

The Australian Department of Home Affairs (Immigration) and Boarder Protection (DIBP) requires us to complete a Confirmation of Enrolment for International Students before they will issue a student visa. **Before we complete this form we require payment of 1 study period or semester (not more than 24 weeks) of tuition fees as detailed in the Schedule of Fees (see current Notice of Fees).**

Final Confirmation documentation is prepared by the College along with Orientation information and forms for commencement.

The full Enrolment Procedure and Application for Enrolment to Fairholme College are available on the College website.

Apply for Enrolment online: <https://www.fairholme.qld.edu.au/enrol-contact/enrolment/apply-online.html>

General Conditions of Enrolment: <https://www.fairholme.qld.edu.au/module/documents/download/27>

Student Code of Conduct: <https://www.fairholme.qld.edu.au/module/documents/download/1338>



## 4 COURSES OFFERED

Course Name	Level	Duration (weeks)
Primary Years 5-6	Primary School Studies	104
Secondary Junior Years 7-10	Junior Secondary Studies	208
Secondary Senior Years 11-12	Senior Secondary Certificate of Education	104

<http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03726D>

## 5 USE OF PERSONAL INFORMATION

The Fairholme College Privacy Policy describes how the College uses and manages personal information provided to or collected by it. This includes satisfying both the needs of the parents and/or guardians and the needs of the student throughout the whole period the student is enrolled in the College.

Please see the College website for the full version of the Fairholme College Privacy Policy:

Privacy Policy: <https://www.fairholme.qld.edu.au/module/documents/download/24>

## 6 POLICY ON ENTRY REQUIREMENTS AND ENROLMENTS

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 School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on Fairholme College Application for Enrolment. This must be correctly completed, and must be accompanied by the following documents to support the application:
  - a) A copy the latest Student Report;
  - b) A completed Subject Choices Form if appropriate;
  - c) Appropriate proof of identity and age;
  - d) Enrolment Application Fee.
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 overseas 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, both written and spoken. In cases where reports are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application. Where possible the school will conduct a Skype interview, in English with the student and parents and if appropriate the agent.
7. Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.
8. Offshore applications for enrolment in Years 11-12 will not be considered after the Yr 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.

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

Minimum academic and English language requirements are as follows:

Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.
  - a) For Primary School:
    - i) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum
  - b) For Year 7 – 12 students:
    - i) A pass level or "C" Year Level or better for the majority of core subjects

English Language Proficiency Requirements

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

Acceptable Test	Minimum Test Result	For Entry to
IELTS	4 (no band less than 4)	Year 7-8
IELTS	4.5 (no band less than 4.5)	Year 9
IELTS	5.0 (no band less than 5.0)	Year 10
IELTS	5.5 (no band less than 5.5)	Year 11
IELTS	5.5 (no band less than 5.5)	Year 12

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

**POLICY ON ENTRY REQUIREMENTS WAS LAST UPDATED BY THE ENROLMENTS OFFICER AND COMPLIANCE OFFICER ON 24/10/2019**

## 7 STATEMENT REGARDING COURSE CREDIT

Fairholme College will assess all applications for course credit for students enrolling in Senior Secondary Studies.

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.

Fairholme College assesses and records course credit, according to requirements of the [Queensland Curriculum and Assessment Authority](#) (QCAA).

## 8 PAYMENT OF FEES

An application fee of \$AUD132 for day students and boarding students must accompany the Application for Admission Form.

A non-refundable Enrolment Confirmation fee of \$AUD550 per child/student is payable on confirmation of enrolment before the commencement of the child/student at the College, or at the commencement if a place is not offered in advance. \$100 of the enrolment confirmation fee is for life membership of the Fairholme Old Girls' Association. In the case of Visa Refusal, the Enrolment confirmation fee will be considered in any refund calculation. Please see our Refund Policy.

The Australian Department of Home Affairs (Immigration) requires us to complete a Confirmation of Enrolment for International Students before they will issue a student visa. **Before we complete this form we require payment of 1 study period or semester (not more than 24 weeks) of tuition fees as detailed in the Schedule of Fees (see current Notice of Fees).**

These tuition fees will be deposited into an approved Trust Account established for the deposit of tuition fees paid in advance by International students.

These tuition 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 Bank, 400 Ruthven St, Toowoomba, Queensland, 4350 Australia – BSB Number 638-160 Account Number 8676054.

The current Notice of fees for International Students is available on the College Website

<https://www.fairholme.qld.edu.au/module/documents/download/57>



## 9 COLLEGE INTERNATIONAL STUDENT REFUND POLICY

1. This policy outlines refunds applicable to course fees paid to the College directly including any course fees paid to an education agent to be remitted to the school. [e.g., in the case of course fees collected by IDP.]
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
  - a) Fees are payable according to College's Fees Policy
  - b) An itemised list of College fees is provided in the College's written agreement [as per NC Standard 3.3.4]
  - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
  - d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal 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 Home Affairs (Immigration)) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of
    - o 5% of the amount of course fees received, or
    - o AUD 500.
  - b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees\* received by the school with respect to the student within the period of four weeks after the day of student default.

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

### 7. Student default

- 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 10 weeks tuition fees will be retained from tuition fees received by the College and the remainder will be refunded.
- 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 College 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 50% of any tuition fees received, if written notice is received **before** one term of the payment period has passed.

- iv. Refund only one term (or ten weeks) tuition fees if written notice is received **after** one study period of the payment period has passed.
- e) If tuition fees have been received for more than two study periods, refund provisions under (d) will apply for the first 2 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 refer to section 14 Student Progress, Attendance and Course Duration Policy
  - ii. Failure to maintain satisfactory attendance (visa condition 8202).  
Please refer to section 14 Student Progress, Attendance and Course Duration Policy
  - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
  - iv. Failure to pay course fees.
  - v. Any behaviour identified as resulting in enrolment cancellation in Fairholme College's Code of Conduct.
- g) If Fairholme College cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, any refund of tuition fees will be at the discretion of the College.

#### 8. Provider default

[Any default by the College must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2019]

- 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 College 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 College with respect to the student will be made within 14 days of the College'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 written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

#### Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student's course, including Fairholme Foundation Building Fund, Boarders pocket money, Enrolment application fee, Moderation fee, International Student Health Cover, Goods and Services Tax (GST), Boarding Fees, Camps, Uniforms and student stationery.
- b. **Tuition fees** – fees directly related to the provision of the student's course, including Tuition fees, Capital Levy, Enrolment confirmation fee, Excursions (Curriculum), International Student Levy, Laptop computer program (Years 7 to 12) and Textbook hire program (Years 7 to 12).

- c. **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- d. **Study Period** – one semester or two terms of ten weeks each.  
If the student changes visa status (e.g. becomes a temporary or permanent resident) she will continue to pay full overseas student's fees for the duration of that year.

**THE REFUND POLICY WAS LAST UPDATED BY THE ENROLMENTS OFFICER AND COMPLIANCE OFFICER ON 24/10/2019**

## 10 COLLEGE COMPLAINTS AND APPEALS POLICY

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed, and again during orientation or 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 involving Fairholme College, or an education agent or third party engaged by Fairholme College to deliver a service on behalf of Fairholme College.
  - b) The internal complaints and appeals processes are conciliatory and non-legal.
2. Complaints against other students
  - a) Grievances brought by a student against another student will be dealt with under the College's Code of Conduct.
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/Holme Group Teacher or Head of House/International Student Liaison Officer in the first instance to attempt mediation/informal resolution of the complaint.
  - c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Fairholme College's internal formal complaints and appeals handling procedure will be followed.
4. Formal Internal Complaints Handling and Appeals Process
  - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
  - b) The student must notify the school 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 school that the school 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 internal complaints and appeals process will commence within 10 working days of lodgment of the complaint or appeal with the Principal and will be finalised as soon as practicable.
  - i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.

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

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

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

#### 5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Fairholme College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of her internal appeal.
- c) If the student wishes to appeal a decision made by Fairholme College that relates to:
  - i. refusal to approve a transfer application (under Standard 7), or
  - ii. suspension or cancellation of the student's enrolment (under Standard 9)
 any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The College need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

#### 6. Other legal redress

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

#### 7. Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at 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.

**COMPLAINTS AND APPEALS POLICY WAS LAST UPDATED BY THE ENROLMENTS OFFICER AND COMPLIANCE OFFICER ON 07/08/2019**

## 11 OVERSEAS STUDENT TRANSFER REQUEST POLICY

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

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

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

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



- b) 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 College support services which may assist with making adjustments to a new environment, including academic and personal counselling services
  - e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Request Form available from International Students Handbook.
  - b) Give this completed application form and a valid offer of enrolment from another provider to the Enrolments Officer for assessment.
  - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.  
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Fairholme College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. Fairholme College will assess the student's transfer request application and notify the student of a decision within 7 working days.
8. If Fairholme College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.
9. If Fairholme College intends to refuse the student's transfer application request, Fairholme College will provide the student with reasons for refusal in writing and include a copy of Fairholme College's complaints and appeals policy available from the International Students Handbook. The student has the right to access Fairholme College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- a) the student confirms in writing they choose not to access Fairholme College's complaints and appeals process, or
  - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
  - c) the appeals process is completed and a decision has been made in favour of the student or Fairholme College.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications:  
<https://immi.homeaffairs.gov.au/help-support/contact-us>.

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

11. Students under 18 years of age MUST have:
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Request Form available from International Students Handbook.
  - b) Give this completed application form and a valid offer of enrolment from another provider to Enrolments Officer for assessment and response within 7 working days.

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

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

13. Fairholme College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 7 working days.
14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications:  
<https://immi.homeaffairs.gov.au/help-support/contact-us>

**THE TRANSFER POLICY WAS LAST UPDATED BY THE ENROLMENTS OFFICER AND COMPLIANCE OFFICER ON 07/08/2019**

## 12 COLLEGE ACCOMMODATION AND WELFARE POLICY

### Care for younger students under 18 years

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

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

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

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

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

### Accommodation and care options for overseas students under 18 years

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

#### 1) The student will live with a parent or relative (over the age of 25 years) approved by the Department of Home Affairs (Immigration).

In this case:

- i. The College does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Home Affairs (Immigration) at the time of visa application for approval of these arrangements. The Department of Home Affairs (Immigration) must also approve any further change of welfare arrangements.
- ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-590>, all obligations and conditions of this visa must be met, including:
  - a) not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the College has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and

- b) advising the Department of Home Affairs (Immigration) of any change of address, passport or other changes of circumstances.

Fairholme College requires holders of Student Guardian Visas to:

- i. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
- ii. immediately advise the College of any change to address or contact details
- iii. immediately advise the College if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the College is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, in the Boarding House, the College will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Home Affairs (Immigration) via PRISMS.

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

**2) The student will live in school approved accommodation and welfare arrangements and Fairholme College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).**

Accommodation options that may be approved by Fairholme College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. College Boarding House
- ii. Private accommodation and care arrangements requested by the parent but approved by the College which meet all requirements under relevant state and commonwealth legislation.

Fairholme College will maintain approval of accommodation and care arrangements until:

- i. The student completes the course and departs Australia
- ii. the student turns 18 years
- iii. any appeals processes in relation to Fairholme College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- iv. the student has alternative welfare arrangements approved by another registered provider
- v. a parent or nominated relative approved by the Department of Home Affairs (Immigration) assumes care of the student
- vi. Fairholme College has notified the Department of Home Affairs (Immigration) that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by Fairholme College, including arrangements provided by third parties.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate (<https://www.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the College. Any requests by students to attend "Schoolies Week" on completion of Year 12 will be refused.

If a student cannot be located and the College has concerns for her welfare, the College will contact the student's parents / legal guardian and notify the police and any other relevant authorities.

If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Home Affairs (Immigration) and advise the student to contact the Department of Home Affairs (Immigration) to ensure visa implications are understood. (See Department of Home Affairs (Immigration) office addresses at: <https://immi.homeaffairs.gov.au/help-support/contact-us>).

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the College, a parent, legal guardian or approved relative agrees to travel to a designated location as soon as it is practicable to assume care of the student until the situation has been resolved to the College's satisfaction.

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the College with written evidence of a guardian visa grant. The students will remain in the Boarding House and may apply for leave on weekends.

**3) For College vacation periods, students under 18 years of age for whom Fairholme College has issued a CAAW will:**

- i. return home to parents, or
- ii. apply for approval to spend the vacation with relatives or a friend's family, or
- iii. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain College approval.
- iv. over the Christmas break students must return home.

**4) Accommodation options for students 18 years and older include:** *[it is a condition of enrolment that students over 18 years also maintain College approved accommodation arrangements]. Accommodation options for term time and vacation periods for students 18 years or older:*

- i. School Boarding House
- ii. Including private arrangements requested by a parent

**5) For College vacation periods, the following accommodation options are available to students 18 years or older:**

- i. Student returns home to parents
- ii. Student may spend vacation with friend's family or relatives, provided details are given
- iii. Student may attend a supervised excursion, camp, etc., provided details are given
- iv. Student may travel unaccompanied during vacation periods, provided details are given
- v. Over the Christmas break students must return home.

**6) High Risk Vacation Activities:**

If the College has taken on welfare and accommodation responsibilities students are not permitted to undertake the following high risk activities while on vacation:

- i. Motorbike/quadbike riding
- ii. Driving farm vehicles
- iii. Horse riding
- iv. Water skiing/tubing

- v. Jetski
- vi. Helicopter
- vii. Zipline
- viii. Parachuting/paragliding

THIS SECTION LAST UPDATED BY THE ENROLMENTS OFFICER AND COMPLIANCE OFFICER ON 24/10/2019

## 13 COLLEGE DEFERMENT, SUSPENSION AND CANCELLATION POLICY

### 1. Communicating with families about changes in enrolment status

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

### STUDENT-INITIATED CHANGES IN ENROLMENT

#### 2. Deferment of commencement of study requested by student

- a) 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 will be unable to attend classes
  - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - iii. major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
  - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
  - v. after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 10 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer her commencement of studies is refused, the student has a right of appeal (see Fairholme College's Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

#### 3. Suspension of study requested by student

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

#### 4. Student-initiated cancellation of enrolment

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see Fairholme College's Refund Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified Fairholme College of cancellation of enrolment where:
  - i. the student has not yet finished his/her course/s of study with the College, and
  - ii. does not resume studies at the College within [14 days] after a holiday break, and
  - iii. the student has not previously provided the College with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to Fairholme College's Complaints and Appeals Policy.

#### COLLEGE-INITIATED CHANGES IN ENROLMENT

##### 5. College-initiated exclusion from class

- 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 Student Code of Conduct.
- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.

- c) Where Fairholme College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Fairholme College 's internal appeals process. Further information about the appeals process in the event of a College-initiated exclusion from class is outlined below.
- d) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.
- e) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

#### 6. College-initiated suspension of studies

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

#### 7. College-initiated cancellation of enrolment

- a) Fairholme College will cancel the enrolment of a student under the following conditions:
  - i. Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
  - ii. Failure to pay course fees
  - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
  - iv. Any behaviour identified as resulting in cancellation in Fairholme College's Student Code of Conduct
- b) Where Fairholme College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Fairholme College's internal appeals process. Further information about the appeals process in the event of a College-initiated cancellation is outlined below.
- c) Fairholme College is required to report any confirmed breach of course progress and attendance requirements to the Department of Home Affairs (Immigration). Where a student is reported for breach of visa condition, her enrolment at Fairholme College will be cancelled and this may impact on the student's visa. Further information can be found in Fairholme College's Student Course Progress, Attendance and Course Duration Policy.
- d) For the duration of the internal appeals process, Fairholme College will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If a student decides to access Fairholme College's complaints and appeals process because they have been notified of a school initiated suspension or cancellation of enrolment under Standard 9, the change in

enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).

- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Fairholme College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- 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.

#### 8. Student to seek information from Department of Home Affairs (Immigration)

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs (Immigration) Website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for further information about their visa conditions and obligations.

#### 9. Definitions

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

Examples include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the 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.

**POLICY FOR DEFERRING, SUSPENDING OR CANCELLING ENROLMENT WAS LAST UPDATED BY THE ENROLMENTS OFFICER AND COMPLIANCE OFFICER ON 07/08/2019**

## 14 STUDENT PROGRESS, ATTENDANCE AND COURSE DURATION POLICY

This policy is available to staff and to students.

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

### 1. Course Progress

- a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period of enrolment according to Fairholme College's course assessment requirements.
- c) Students who have begun part way through a semester will be assessed according to Fairholme College's course assessment requirements after completing one full study period.
- d) To demonstrate satisfactory course progress, students will need to attain:

- Years 5 – 6 overseas students must demonstrate a commitment to their studies, continue to meet achievement standards to progress to the next level and show a willingness to participate in academic and co-curricular activities ;
  - Years 7 – 10 overseas students will need to achieve a minimum of a Sound (C) grade in all their core subjects; and
  - Years 11 – 12 Overseas students must remain eligible for a Queensland Certificate of Education (QCE).
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Head of Teaching and Learning will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the Principal, Head of Teaching and Learning, Head of House and 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 for academic improvement and any relevant progress reports will be forwarded to parents.
- g) The student’s individual strategy for academic improvement will be monitored over the following study period by Head of Teaching and Learning and records of student response to the strategy will be kept. Parents will be kept informed of the student’s academic progress while the student is receiving formal intervention.
- h) If the student does not 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 College’s internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Fairholme College, she may contact the Overseas Student Ombudsman at no cost. Please see Fairholme College’s Complaints and Appeals Policy for further details.
- i) The College will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
- i. the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the Principal of Fairholme College in writing, or
  - ii. the complaints and appeals process results in a decision in favour of the College.

## 2. Completion within expected duration of study

- a) As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their studies within the expected duration of the course.
- c) The College will only extend the duration of the student’s study where it is clear the student will not be able to complete their course by the expected date because:
  - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
  - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.

- iii. an approved deferment or suspension of study has been granted in accordance with Fairholme College's Deferment, Suspension and Cancellation Policy.
- d) Where the College decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### 3. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
  - i. checked and recorded daily
  - ii. assessed regularly
  - iii. recorded and calculated over each study period.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Head Sub School.
- e) Any absences longer than 2 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by Administrative Assistant to Middle and Senior School 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 study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours. Alternatively, a school may choose to calculate attendance using a formula based on the number of days absent. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.]
  - ii. Attendance for any period of exclusion from class will be assessed under Fairholme College's Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching Fairholme College's attendance requirements will be contacted by email or phone and students will be counselled and offered any necessary support when they have absences that total 15 % in any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Fairholme College will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the College will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the College's internal complaints and appeals process
- i) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days
  - ii. the student withdraws from the complaints and appeals process by notifying the Principal of Fairholme College in writing,
  - iii. the complaints and appeals process results in a decision in favour of the College.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
  - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
  - ii. the student's attendance has not fallen below 70% for the study period.



- k) 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%, or number of study days x number of days per week x 30%.
- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, 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.
- m) If the student does not obtain a suspension of studies under the Fairholme College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

#### 4. Definitions

- a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
  - i. serious illness, where a medical certificate states that the student was unable to attend classes
  - ii. bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)
  - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
  - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
  - v. where the 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 - Fairholme College defines a "study period" for the purposes of monitoring course attendance and progress as a semester.
  - for the purpose of monitoring attendance, a study period is a semester
  - for the purpose of monitoring course progress in a Junior School (Years 5-6) course or Middle and Senior School (Years 7-10), a study period is a semester
  - for the purpose of monitoring course progress in a Senior Secondary School course, a study period is a Unit of a subject or course of study (i.e. Unit 1 or Unit 2 in Year 11 or Units 3 and 4 in Year 12)
- e) Learning Options – the range of subjects and programs as outlined in Learning Options 1.2.2 of the Queensland Curriculum and Assessment Authority (QCAA) [QCE and QCIA Handbook 2019](#).

**THE POLICY AND PROCEDURES FOR MONITORING COURSE DURATION, PROGRESS AND ATTENDANCE WAS LAST UPDATED BY THE ENROLMENTS OFFICER AND COMPLIANCE OFFICER ON 07/08/2019**

## 15 CHILD PROTECTION

*(Excerpt from the Fairholme College Student Diary)*

### **Fairholme College Students**

Every Student has the right to feel safe and free from harm. At Fairholme College, we expect you to respect your teachers and other students and we expect that you will receive the same respect in return. You should never allow yourself to feel unsafe without reporting it to someone you trust.

### **Who should I tell if I am not feeling safe at school or at home?**

Tell anyone on staff at Fairholme. If you do not feel like talking to a member of staff, you may wish to write them an email or letter.

### **What will happen if I report what is happening to a member of Staff?**

If the concern is worrying you but not causing you immediate harm, then the member of staff may discuss with you ways to manage the situation. If the concern is serious and the member of staff believes that you are being harmed or in danger of being harmed, they will report it to the Principal.

### **What if I don't want the member of staff to tell the Principal?**

The member of staff will try to keep your concerns confidential as much as possible. However, if the member of staff is aware or reasonably suspects that harm has been caused to you then the law says that the matter must be reported to the Principal, and it may have to be reported to the Police. If the staff member has no choice about reporting what you have told them to someone else, they will explain to you exactly what will happen next.

**Remember, the most important thing is that you feel safe and free from harm.**

**It is also important to tell someone if you are being harmed or afraid that you will be harmed.**

Fairholme College Child Protection Policy can be accessed on the website:

<https://www.fairholme.qld.edu.au/module/documents/download/21>

## 16 CRITICAL INCIDENTS

The College conducts whole school evacuation and lockdown drills on a regular basis and it is understood that no-one is exempt under any circumstances.

The College Policies that determine how each Critical Incident is managed are:

- Critical Incident Policy and Management Plan
- Building Evacuation Policy and Procedures
- Lockdown Policy

The Policies can be accessed by emailing [compliance@fairholme.qld.edu.au](mailto:compliance@fairholme.qld.edu.au)

*(Excerpt from the Fairholme College Critical Incident Policy and Management Plan Version 6)*

### **FOREWARD**

It is policy at Fairholme College that all critical incidents are managed with the best interests of the students, staff, families and College community in mind.

It is important that in the event of a tragic, traumatic or critical incident of importance to the College community, a developed Critical Incident Management Plan is available. This is to ensure that staff have the ability to look after the needs and welfare of the College population and co-ordinate a planned response to the critical incident.

The Critical Incident Management Plan will be implemented when a traumatic or critical event of importance to the College community occurs.

### INTRODUCTION

Critical Incidents by their very nature occur unexpectedly and action must be taken immediately to limit the effects of the incident. The procedures outlined in this manual are aimed at formalising the mechanisms of response to such incidents.

The College's response to a critical incident involves four stages:

**STAGE 1** – Being Prepared

**STAGE 2** – Management

**STAGE 3** – Recovery

**STAGE 4** – Evaluation and Review

### DEFINITION OF A CRITICAL INCIDENT

A critical incident is any event or circumstance that may cause emotional, physical or psychological distress to all or some of the College community and may cause serious disruption to the functioning of the College life.

#### A Critical Incident may occur

- within the College boundaries;
- in close proximity to the College boundaries; or
- remote to the College.

#### Examples include

- Bus trip accidents/excursions/camps, both domestic and international
- Playground, classroom or sports incidents
- Student/family/staff member's sudden death or violence towards them
- Indiscriminate attack on staff or students
- Missing student/s
- Serious intrusion of College facilities
- Criminal or terrorist events
- Fire
- Bomb threat
- Major vandalism
- Destruction of part or the whole of a building
- Serious network and/or technological crime
- Weather event

#### Causes of a critical incident may be external such as

- Natural disaster - e.g. cyclone, bush fire, flood, earthquake
- Industrial accident - such as a petrol station explosion or fire
- Serious chemical spill or gas pollution
- Public transport accident

### STAGE 1 – BEING PREPARED

The intention of this plan is to minimise the extent of trauma and distress to the College community, damage to the College property and ensure that the teaching and learning can be maintained. The key to handling a critical incident with success is the preparation and training before an incident occurs.

### **STAGE 2 – MANAGEMENT**

The nature of critical incidents often involves uncertainty, confusion and sometimes fear. Consequently any response to an incident needs to be simple and well-rehearsed to re-establish control and provide reassurance to students and staff.

### **STAGE 3 – RECOVERY**

It is important that affected students, student families and staff receive support and counselling, when appropriate. It is the responsibility of all staff to notify the Leadership Team if they think a student, staff member or College community member requires support and not currently receiving support. The Leadership Team will review the support and counselling strategy, by way of discussing counselling reports, to ensure continuing support remains available for all affected College community members.

### **STAGE 4 – EVALUATION AND REVIEW**

It is the resolve of Fairholme College that through forward planning and preparation, in the event of any critical incident being experienced at the College, the incident will be handled sensitively and consequently the impact may be significantly reduced on the College community.

## **17 ESOS FRAMEWORK**

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

### **Australian Laws protect international students**

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

For more information see the ESOS Student Factsheet Version 4, dated November 2017:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

## **18 HEALTH COVER**

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription medications. Upon receipt of Visa Fairholme College will arrange health cover for the student through Medibank. This cost will be added to the student account.

## **19 LIVING COSTS IN AUSTRALIA**

It is important to know the average living costs in Australia as part of your preparation. For your Reference, the link below provides some of the costs associated with living in Australia (all costs are in Australian dollars).

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>