International Education Handbook

Information for International Students considering enrolment at

THE Kooralbyn INTERNATIONAL SCHOOL
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<tr>
<td></td>
<td><a href="http://www.tkis.qld.edu.au/Friday_Mastery_Comparison_2017.PDF">http://www.tkis.qld.edu.au/Friday_Mastery_Comparison_2017.PDF</a></td>
</tr>
</tbody>
</table>
About TKIS

The Kooralbyn International School (TKIS) is a small coeducational Prep to Grade 12 school, located in a semi-rural area about an hour from the major cities of Brisbane and the Gold Coast in the state of Queensland in Australia.

It is registered as an independent (or private) school in Queensland and offers a standard Primary and Secondary school education to Australian students from the ages of 4 to 18 years. Though quite small compared to most Australian schools, it has had great success over the years in producing successful graduates.

The original school at Kooralbyn opened as a high school in 1985 and though it proved quite successful, (the only school in Australia to have produced TWO Young Australian’s of The Year), it was involved in a series of natural disasters (floods) throughout the 90’s which eventually forced the original school’s closure in 2002. The current school reopened in 2004 as a combined Primary and Secondary school and has been steadily growing ever since.

The school currently has a little over 300 students with the vast majority (over 90%) of those students being local Australian boys and girls. The school is both a day school and a boarding school, with a percentage of its secondary school students being boarders from all over Australia and all over the world.

The school is famous for several reasons ...

Firstly its location: It is located in a beautiful, peaceful valley in the Gold Coast hinterlands. It is an hour away from the shopping malls, the hustle and bustle of the big cities and this means that it avoids many of the problems often associated with big inner-city schools ... Like gangs, drugs, alcohol, violence and bullying. Yes, TKIS is a very safe and secure school. Another advantage of its rural setting, is the amazing wild life that surrounds it. It is one of the few schools in Australia where you can actually see kangaroos, wallabies and possums wandering through your school grounds.

Another reason the school is so famous, is the incredible success that the school has had over the years, with its various Mastery programs. Being located between an 18 hole golf course and a full equestrian park and having acres of sporting fields and clean, fresh country air at its disposal, it is not surprising to learn that some of Australia’s most famous golfers, equestrians (horse riders) and athletes have come out of this small school. The school’s alumni (past students) includes Olympic Gold Medalist Cathy Freeman, top Australian golfers like Adam Scott, Jason Day, Steve Bowditch, Andrew Buckle and Jon Riely, to Young Australian of The Year scientist Scott Hocknull and more recently Australia’s youngest university student Michael Kelly and a host of state and national representatives in athletics, equestrian and golf.

The school performs well academically with typically all its OP-eligible Grade 12 students going on to university. (The OP or Overall Performance Score was the method that local students used to gain entry into local universities, but it’s now the ATAR Australian Tertiary Admission Rank.)

International students studying the Queensland curriculum who fulfil the normal ATAR requirements, can qualify for an ATAR, which they could then use to seek entry into any local Australian university.

TKIS is what is referred to in Australia as a ‘private school’. Private school's tend to set higher standards for their students in terms of dress and behaviour. School uniforms are compulsory here at TKIS. Our students take great pride in their uniforms and the school sets high standards of behaviour and respect for one another. Cigarettes, alcohol and all drugs are banned here. The school expects its students to behave well at all times and to apply themselves to their study and work.

Many of our international students come here to also participate in one of our Mastery Programs (like Golf, Athletics, Equestrian, Tennis or arts-based disciplines like Drama, Media, Design, Music and Dance. These programs can be completed while studying at our high school.)
Course offered at TKIS

The main course offered at TKIS is what we call our ‘Standard Australian High School’ program.

High school in Queensland operates from Grades 7 to 12 (TKIS doesn’t offer a Primary or Elementary school option for international students).

Students studying Grade 7 are usually about 12 years of age and students studying Grade 12 are usually 17 or 18 years of age. Grade 12 is the last year of high school and is designed to prepare students for entry to university or college.

In Queensland, the highest qualification a student can obtain from high school is what we call the Queensland Certificate of Education (or QCE). To qualify for a QCE, students must study for a minimum of two years (grades 11 and 12) and pass at least 5 subjects throughout that two year course. (Most subjects include a state-wide, standardised, external exam at the end of Grade 12.)

Each year of high school prepares the student for the following year, so Grade 8 prepares students for Grade 9. Grade 9 prepares students for Grade 10 and so on.

The curriculum for Grades 7, 8, 9 and 10 are somewhat different from those of Senior (Grades 11 and 12). In grades 7 to 10 students must study a minimum of eight subjects... English, Maths, Science, Arts, Technology, HaSS (Humanities and Social Sciences), LOTE (Languages Other Than English) and HPE (Health & Physical Education) and the school has some flexibility in trying to accommodate students whose English language proficiency is not quite as good as it should be. (The school can provide some additional ESL - English and a Second Language - courses.) In Senior (Grades 11 and 12) however, students begin to specialise with only six subjects studied and their are strict minimum requirements in terms of English Language proficiency required. At senior level, International students can study either Essential English, General English or (via a Distance or Remote provider) English as an Additional Language. Passing any of these three subjects would ensure that the student has met the English Language Proficiency requirements for further education after high school (however, some university courses may preclude Essential English as a qualification for entry. Students should consult universities directly.)

Typically, students who come to TKIS from other countries, find few problems with subjects like Maths, Science, HPE, LOTE and Technology but they often struggle with the other subjects (English, HaSS and Arts). Many international students find it a real benefit to study ESL for up to six months before attempting mainstream classes. It often depends on the age of the student and of course their English ability.

When a student first applies to enrol at TKIS, we would review the evidence they provide regarding their English Language Proficiency Level (see separate section later in this booklet) and if they have already achieved a minimum PASS level in English in the appropriate Grade in their home country, then they could apply to be enrolled directly into mainstream high school at their suitable age level.

If English standards are not high enough, the school will organise ESL (English Second Language) classes and allow the student to participate in as many mainstream subjects as they are capable of performing well in. As soon as English language standards are high enough, the school will transfer the student into all mainstream classes.

It should be noted that just attending TKIS is no guarantee of gaining a university entrance qualification at the end of Grade 12. Not even local Australian students can do that. To gain entry into an Australian university you need to achieve good results in at least five subjects right through Grades 11 and 12 (with at least FOUR of those subjects being what are called ‘General’ subjects.)

Theoretically, you can enter TKIS in any grade from Grade 7 to Grade 11 (we do not accept Grade 12 entries). Our school year starts in January however, so you may need to take this into account when trying to assess your potential for success here.
Process of Application and Letter of Agreement

Step 1. Once you have read through this booklet and believe you fully understand the costs, the policies and what is expected of a student at TKIS, you are welcome to apply. You can use the application forms at the back of this booklet. You will need to complete the forms (including sections that must be completed by your parents/guardians if you are under 18 years of age) and you can either email/attach the forms to admin@tkis.qld.edu.au or mail them to
TKIS Admissions,
79C Ogilvie Place,
Kooralbyn,
QLD 4285 Australia

You will be contacted in relation to how you will pay the Application Fee of $205 and we will request any other information we may require to process your application.

Step 2. If your application is approved, you will be issued with a Letter of Offer (which you will require before you can proceed with an application for a Student Visa) and a Letter of Agreement.

Step 3. If you wish to proceed, you (and your parent/guardian if you are under 18 years of age) must sign the Letter of Agreement and pay the necessary fees. (Fees must be paid annually in advance.)

NOTE: Before signing and returning the Letter of Agreement or paying any fees, you should make sure that you are fully aware of the school’s various policies, including Refund Policy, Complaints and Appeals Policy, Behavioural Policy/Code of Conduct, Deferment/Suspension/Cancellation Policy, etc, and what costs are involved not only in school fees, but in accommodation costs, health costs, etc. This information can be found within this booklet and much of it is included in the Letter of Agreement.

Step 4. Once we have received your signed Letter of Agreement and your fees, we will issue you with an eCOE (electronic Confirmation of Enrolment). With this you will be able to complete your application for a Student Visa with the Australian Embassy or Consulate in your home country. (NOTE: You will need a current Passport that doesn’t expire for at least a couple of years.)

Step 5. If you are already studying in Australia and simply wish to transfer to TKIS, the process is different. You must contact your current provider (the school in Australia that you are currently studying) to find out about the necessary steps you need to take with them to obtain a LETTER OF RELEASE from them.

Step 6. There is also the option of studying at TKIS for a short period of time (less than 3 months). This process is somewhat easier as you might not need to obtain a student visa, but may be able to complete short term study on a standard Australian Visitors Visa. You should contact your local Australian Embassy or Consulate for more information.
Minimum Level of English Language Proficiency

The minimum level of English Language Proficiency is different depending on which Grade in high school you are seeking to enter.

There are also a wide range of English Language tests available. We prefer the IELTS system however, for entry into Grade 7, 8 or 9 we will accept good results from your local high school in the subject of English.

The table below outlines the English language standards required to gain entry into mainstream classes at the respective grade level.

<table>
<thead>
<tr>
<th>Acceptable Test</th>
<th>Minimum Test Result</th>
<th>For Entry into Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>English @ local school</td>
<td>75% @ Grade 8 equivalent</td>
<td>7 or 8</td>
</tr>
<tr>
<td>English @ local school</td>
<td>75% @ Grade 9 equivalent</td>
<td>9</td>
</tr>
<tr>
<td>IELTS</td>
<td>3.5</td>
<td>10</td>
</tr>
<tr>
<td>IELTS</td>
<td>4.0</td>
<td>11</td>
</tr>
<tr>
<td>Australian Grade 11 English</td>
<td>SA (40%)</td>
<td>12</td>
</tr>
</tbody>
</table>

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.

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

The Kooralbyn International School requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the National Code of Practice.
Qualifications gained from course offered by TKIS

The only formal qualification offered by a Queensland high school, is the Queensland Certificate of Education (QCE) which is obtained through a minimum of two years study with successful results across a minimum of five subjects (one of which is usually an English and another a Mathematics subject).

Other than this, the only qualifications offered are internal Completion Certificates, Progress Reports, etc, associated with each Year Level (e.g. Grade 8 Certificate, Grade 9 Certificate, Grade 10 Certificate, which are only issued by the school itself.)

Course content and duration

The table below, summarises the durations, schedules and general course content of each year of the standard high school program offered by TKIS.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Course Duration</th>
<th>General Content (Subjects)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>1 Year (40 weeks)</td>
<td>English or ESL, Maths, Science, HaSS, LOTE [German or Japanese], Technology, HPE, Arts [Art, Drama and Music] OPTIONAL SUBJECTS: Mastery [see separate information]</td>
</tr>
<tr>
<td>8</td>
<td>1 Year (40 weeks)</td>
<td>English or ESL, Maths, Science, HaSS, LOTE [German or Japanese], Technology, HPE, Arts [Art, Drama and Music] OPTIONAL SUBJECTS: Mastery [see separate information]</td>
</tr>
<tr>
<td>9</td>
<td>1 Year (40 weeks)</td>
<td>English or ESL, Maths, Science, HaSS, LOTE [German or Japanese], Technology, HPE, Arts [Art, Drama and Music] OPTIONAL SUBJECTS: Mastery [see separate info] or School-Based Traineeship (SAT)</td>
</tr>
<tr>
<td>10</td>
<td>1 Year (40 weeks)</td>
<td>English or ESL, Maths A or Maths B, Science or Drama or HaSS, ICT [Technology] or Art or LOTE [German or Japanese], HPE or Film Studies, Mastery [see separate information] or SAT</td>
</tr>
<tr>
<td>11 and 12</td>
<td>2 Years (80 weeks)</td>
<td>Essential English or General English, Essential Maths or Mathematical Methods, Physics or Legal Studies or Physical Education, Biology or Design or Drama, Chemistry or Psychology or Business, Arts in Practice or Film, TV &amp; New Media or Sport &amp; Recreation or Japanese, or German or LOTE [via Distance Ed] or SAT [School based Apprenticeship or Traineeship]</td>
</tr>
</tbody>
</table>

Modes of Study

All grades and year levels at TKIS are offered as standard classroom contact. In the event that a student wishes to undertake a subject in Year 10 to 12 that the school doesn’t currently offer (e.g. A LOTE subject other than Japanese or German), the subject may be available through the Brisbane School of Distance Education or similar ‘remote learning’ mode of study. For more information on this option, you should contact the school Principal directly.

Assessment Methods

All assessment conducted at TKIS is in accordance with the curriculum and syllabus requirements of the respective subjects as defined by the QCAA (Queensland Curriculum & Assessment Authority). These are typically a mixture of written assessment (formal tests and written assignments) and practical work. All Grade 12 General subjects include a standardised External Exam at the end of the year.
Campus Location

TKIS operates from its campus located at 79C Ogilvie Place in Kooralbyn, about an hour’s drive from either Brisbane or the Gold Coast.

General Description of facilities, equipment and resources available

TKIS is located on 26 ha (almost 60 acres) of dedicated school grounds. It includes sports fields, boarding and dining facilities, a new multi-purpose sports hall (within heated indoor swimming pool and indoor tennis/basketball court), gymnasium and a wide range of specialised and general classrooms.

The school has its own wireless Internet network, most classrooms are air-conditioned and the school has adequate computer and technology resources to meet today’s demanding needs.
Boarding at TKIS

The recommended form of accommodation for international students studying at TKIS is the boarding accommodation provided by the school itself.

Though the majority of TKIS students are Day Students, up to 20% of our Secondary School students live at the school as boarders. They are made up of approximately 50% local Australian students and 50% international students, with 50% girls and 50% boys.

A Global Village

Boarding is an amazing experience and a way to build friendships that last a lifetime. Students in Grades 7 to 12 from all over the shire, the state, the country and indeed the world call TKIS home for 40 weeks a year. But the sense of family and ‘belonging’ continues well beyond a student’s school years. Life-long networks of brothers and sisters are forged in the dormitories of boarding schools around the world. NOTE: Boarding at TKIS is only offered during the 10 weeks of each Term.

The benefits of boarding at TKIS are many. They include...
- Nightly supervised homework and study sessions lead by qualified teachers
- Additional support for ESL, numeracy and literacy as required
- Healthy and delicious menus professionally prepared and presented
- Weekly supervised outings and day trips to the local attractions of Gold Coast and Brisbane
- Access to all the sporting and recreational facilities of the school including sporting fields, gymnasium, heated swimming pool, indoor tennis and basketball court, video library with over 1,000 movies, golf practice facilities, equestrian facilities, common room and study room, full wireless Internet service, etc.
- Professional support staff provide 24 hour supervision
- Access to local doctor, pharmacy, supermarket, etc.

Since the school’s dormitories only open during school term, international students need to make alternative arrangements for the 12 weeks of school holidays each year. Since it is often impractical (and very expensive) to return home during the three x two week mid-term holidays, many international students obtain permission to stay with their new Australian friends during the short term breaks and only return home during the long (six or seven week) summer vacation (from mid-December to late January each year).

By boarding at the school, TKIS is able to meet the Welfare requirements of Student Visa applications for its international students.
Course Fees - as at 2019
(please refer to http://www.tkis.qld.edu.au/fees_int_a.php for latest details)

Course fees and other charges (course monies)

<table>
<thead>
<tr>
<th>Setup Costs</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee [One time only - Non-refundable]</td>
<td>A$205</td>
</tr>
<tr>
<td>Bond [One time only - refundable at end of course if no outstanding charges]</td>
<td>A$500</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tuition</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Fees</td>
<td>A$13,032 per year</td>
</tr>
<tr>
<td>Text Book/Device Hire Fees</td>
<td>A$276 per year</td>
</tr>
<tr>
<td>Building Fund Levy</td>
<td>A$400 per year</td>
</tr>
</tbody>
</table>

**Total Tuition Costs** A$13,708 per year

<table>
<thead>
<tr>
<th>Non-Tuition</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Boarding Fees [includes Meals and Accommodation]</td>
<td>A$14,376 per year</td>
</tr>
<tr>
<td>OHSC Health Insurance [typically around $350 per year]</td>
<td>A$350 per year [approx]</td>
</tr>
<tr>
<td>Uniforms [non-refundable, as required, typically around $995 per year]</td>
<td>A$995 per year [approx]</td>
</tr>
</tbody>
</table>

**Total Non-Tuition Costs** A$15,721 per year [approx]

<table>
<thead>
<tr>
<th>Optional Non-Refundable Fees</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Mastery Programs [See separate Mastery Information]</td>
<td></td>
</tr>
<tr>
<td>ESL [Additional English classes]</td>
<td>A$6,656 per year</td>
</tr>
<tr>
<td>Airport Pick-up/ Drop Off</td>
<td>A$260 each way</td>
</tr>
</tbody>
</table>

**TOTAL Combined Course Costs (excluding Optional and Setup costs)**

**Senior School Grades 11 and 12 : Two (2) Years Tuition Costs TOTAL** A$27,416

**Senior School Grades 11 and 12 : Two (2) Years Non-Tuition Costs TOTAL** A$31,442

**Senior School Grades 11 and 12 : Two (2) year Total Course Costs** A$58,858

Fee Options and potential for Change of Fees

The table above also shows optional charges for students who wish to participate in Mastery Programs, who wish to board at the school and who desire access to the school’s Airport Pick-up and/or Drop-off service.

Though prices and charges are subject to change, the school does its best to maintain fees at competitive rates. Fees and charges have only risen by an average of 3% per annum over the last five years and the school sees no reason why this level of increase would be likely to change. In other words, it would be advisable to assume that fees will rise by around 3% on average per annum.

Payment of Course Fees and Refunds

- Fees are payable 12 months in advance.
- All fees must be paid in Australian dollars.
- No more than 50% of the total cost of a course should be paid before commencing.
- If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student’s fees for the duration of that calendar year.
- Refunds will be reimbursed in Australian dollars and the payment sent to the applicant’s home country unless otherwise requested in writing.
- Refunds will be paid to the student or the person specified in the written agreement.

Additional information about the school’s refund policy can be found in this booklet and in the Agreement Letter that is forwarded to applicants.
Costs of Living and Accommodation options at TKIS

The preferred and recommended form of accommodation for international students studying at TKIS is the school’s own Boarding facilities. One of the many benefits of this form of accommodation is its ability to keep control of living costs.

The Boarding Dormitories of TKIS not only provide accommodation but they also provide all meals, transport to and from school and approved sports and cultural events, weekly excursions and day trips and much of the entertainment requirements of our boarding students.

The only costs that are not covered within the Boarding Fees are ..

- Weekly Pocket (spending) Money for snacks and special needs
- Personal Clothing
- Personal Toiletries
- Shopping money for souvenirs, etc.
- Major travel to and from the school each term/semester.
- Holiday accommodation costs during term breaks (there are three 2 week term breaks each year)

Unless the student has specific needs, the school recommends that no more than A$1,000 per term (10 weeks) be budgeted for all those small personal shopping and ‘pocket money’ items.

Major transport to and from school at the start and end of term and holiday accommodation are the only major costs not covered within Boarding Fees. With this knowledge, families and students should be able to calculate the total living costs of studying in Australia.

Alternative Accommodation Options :

Under certain circumstances, particularly on weekends, the school will approve Home Stay accommodation for international students. It is not our preferred option as we believe that students living away from school miss out on many of the services and activities provided by the school, including nightly homework supervision and support, access to fitness and sports facilities, etc.

A student who wishes to seek approval for Home Stay accommodation while studying at TKIS, should consult the school Principal who will advise the student/parents of the requirements that need to be met in terms of welfare, accommodation requirements, suitability of provider, etc.
The Australian ESOS Framework under which TKIS operates

All accredited education providers in Australia are governed by a wide range of regulations and standards that are defined under the ESOS Act and the National Code (of Ethics). The Act (and Code) serve to ensure that the high standards of Australian education providers is maintained and that students coming to Australia can be assured of quality education and transparency and fairness from education providers.

In practice, education providers like TKIS are required to provide clear policy statements in relation to all aspects of the delivery of education to international students.

Apart from the list of Application Forms in the rear Appendix, the remainder of this booklet is largely dedicated to communicating these various policies. Though the language used in these policies is sometimes difficult to understand, this is because the use of legal terminology and phrasing is required given the nature and importance of the policies they represent.

It is important that every student considering applying to attend TKIS should carefully read and ensure they understand the implications of these policies. If you need assistance with understanding the various policies, we suggest you seek translation services which are available from many sources, including the Australian Embassies and Consulates.

Appendix A

Refund Policy
Deferment, Suspension, Cancellation, Complaints and Appeals Policy
Behavioural Policy/Code of Conduct
Student Transfer Policy
Welfare and Accommodation Policy
Course Progress and Attendance Policy

APPLICATION FORM:
TKIS Application forms are now published online.

Please access the school’s current official application form by visiting:

Appendix A - TKIS 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 or an amount is paid for a registered course, whichever happens first.

1) This refund policy applies to all course monies paid to the school and includes any course monies paid to an education agent to be remitted to the school.

2) Fees for services paid to education agents by students (or parent(s)/legal guardian if the student is under 18) are not covered by this refund policy.

3) The application fee is non-refundable.

4) Payment of Course Fees and Refunds
   a. Fees are payable 12 months in advance.
   b. All fees must be paid in Australian dollars.
   c. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student’s fees for the duration of that year.
   d. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant’s home country unless otherwise requested in writing.
   e. 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 Bursar.

6) Unsuccessful Enrolment/Visa Rejection
   a. The school will refund within four weeks all course monies paid where the student’s application for enrolment is refused by the school. [Applicable only if payment of fees has accompanied the application/enrolment form and lodgement of the written agreement.]
   b. The school will refund within four weeks all course monies paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.

7) Student Default
   a. Refunds for student default apply to tuition fees only. Course monies (excluding 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.
   b. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term’s (or ten weeks) tuition fees will be refunded from the annual tuition fee.
   c. The school will refund within four weeks of the receipt of written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
      i. If written notice is received up to four weeks prior to commencement of the course, the school will be entitled to retain an administration fee of $400.
      ii. If written notice is received less than four weeks prior to commencement of the course 70% of the tuition fee will be refunded.
      iii. If written notice is received within six months of the commencement date of the student’s course, only one term’s (or ten weeks) tuition fees will be refunded from the annual tuition fee.
      iv. If written notice is received more than six months after the commencement date of the student’s course no refund of tuition fees will be made.
   d. 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 [School Refund Policy]
      ii. Failure to maintain satisfactory attendance (visa condition 8202)
         Please see [School Refund 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 The Kooralbyn International School’s Behaviour Policy/Code of Conduct. [Students are required to act in a legal, courteous, respectful manner in keeping with the high expectations of behaviour, dress and work rate of a TKIS student.]

8) School Default
   a. If for any reason the school is unable to offer a course, a full refund of fees paid will be made within 14 days of the agreed starting day.
   b. If for any reason the school is unable to continue offering a course after student commencement, a full refund of fees paid, including for the portion of the course already taught, will be made within 14 days of the day the course ceased to be delivered.

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.

10) Definitions
    a. Course money – includes tuition fees, any amount received by the school for Overseas Student Health Cover (OSHC) and any other amount the student has to pay in order to undertake the course.
Appendix A - Deferment, Suspension and Cancellation Policy

1) Deferment of commencement of study requested by student
   a) The Kooralbyn International School will only grant a deferment of commencement of studies for compassionate and com-  
pelling 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 [insert position].  
   c) Deferment will be recorded on PRISMS depending on the students CoE status.

2) Suspension of study requested by student
   a) Once the student has commenced the course, The Kooralbyn International School 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.  
   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) 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 14 working days.

4) Exclusion from class (1 – 28 days)
   a) The Kooralbyn International School may exclude a student from class studies on the grounds of misbehaviour by the stu- 
      dent. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in The Kooralbyn Interna- 
      tional School’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 ac- 
       commodation 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) Since periods of ‘exclusion from class’ will not exceed 2% of course time, they will be included in attendance calculations as  
       per The Kooralbyn International School’s Course Progress and Attendance Policy

5) School initiated suspension of studies (28 days +)
   a) The Kooralbyn International School may initiate a suspension of studies for a student on the grounds of misbehaviour by the  
      student. Suspension will occur as the result of any behaviour identified as resulting in suspension in The Kooralbyn Interna- 
      tional School’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 ac- 
       commodation arrangements in place for each student and which will be determined by the [insert position].  
   c) Students who have been suspended for more than 28 days may need to contact DIAC.  
   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.

6) Cancellation of enrolment
   a) The Kooralbyn International School 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 The Kooralbyn International School’s Behaviour Policy/Code of  
           Conduct.  
   b) The Kooralbyn International School is required to report failure to maintain satisfactory course progress and failure to main- 
      tain satisfactory attendance to DIAC which will result in automatic cancellation.
7) **Complaints and Appeals**
   a) Student requested deferment and suspension are not subject to The Kooralbyn International Schools Complaints and Appeals Policy.
   b) Exclusion from class is subject to The Kooralbyn International School’s Complaints and Appeals Policy.
   c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to The Kooralbyn International School’s Complaints and Appeals Policy.
   d) For the duration of the appeals process, the student 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 The Kooralbyn International School’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 The Kooralbyn International School 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 Advice**
   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.

9) **Definitions**
   a) **Day** – any day including weekends and public holidays in or out of term time
Appendix A - Behavioural Policy/Code of Conduct

The Kooralbyn International School provides every student with a Student Diary which includes detailed explanations of the school’s Behavioural Management Strategies and itemises the standards of dress, behaviour, respect and work ethic that are expected of a student of TKIS.

Appendix A - Student Transfer 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. However, if a student is under 18 years of age, conditions apply.

3) 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

4) The Kooralbyn International School 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 school
   b) It has been agreed by the school the student would be better placed in a course that is not available at The Kooralbyn International School.
   c) Any other reason stated in the policies of The Kooralbyn International School

5) The Kooralbyn International School 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) The Kooralbyn International School 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

6) In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

7) 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: Gold Coast Office, Level 1, 72 Nerang Street, Southport QLD 4215
   Other contact details are: Tel: 131 881 E: student.centre@immi.gov.au

8) 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.

9) All applications for transfer will be considered within 5 working days and the applicant notified of the decision.

10) Students whose request for transfer has been refused may appeal the decision in accordance with The Kooralbyn International School’s complaints and appeals policy. The complaints and appeals policy is available at Student Counter.
APPENDIX A - Student Welfare and Accommodation Policy

The Kooralbyn International School approves the following accommodation options for overseas students:

- The student will live with a parent or relative as permitted by DIAC. In this case the School 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.

- The student will live in school approved accommodation and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

- School approved accommodation options for FFPOS under 18 years of age include: [Delete any which do not apply]
  - School Boarding House
  - Private accommodation arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation

- For School vacation periods, the following accommodation options are available to FFPOS under 18 years of age:
  - Student returns home to parents
  - Student continues to live in / is placed in Homestay arranged and approved by the school
  - Student may spend vacation with friend’s family or relatives if all requirements are met in order to attain school approval and written approval has been received from BOTH sets of parents/guardians
  - Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval

- If the School has taken responsibility for approving arrangements for student care and welfare, should the School not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the School will advise the student this will be reported to DIAC via the pro forma letter in PRISMS and the student may have his/her visa cancelled. DIAC will contact the student directly to ensure visa implications are understood. This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12.

- Accommodation options for FFPOS 18 years and older include:
  - School Boarding House
  - Private accommodation arrangements

- For School vacation periods, the following accommodation options are available to FFPOS 18 years or older:
  - Student returns home to parents
  - Student continues to live in / is placed in Homestay, details of which are recorded by the School
  - Student may spend vacation with friend’s family or relatives, provided details are given
  - Student may attend a supervised excursion, camp, etc., provided details are given
  - Student may travel unaccompanied during vacation periods, provided details are given and written approval has been obtained from student's parents/guardians.

All students are required to notify the School of a change of address while enrolled in the course, and students who live in school approved accommodation must not change agreed arrangements without prior approval of the School.
APPENDIX A - Course Progress and Attendance Policy

1) Course Progress
   a) The school 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 semester of enrolment.
   c) Students who have begun part way through a semester will be assessed after one full period of attendance.
   d) To demonstrate satisfactory course progress, students will need to achieve competency in at least 40% of units in any study period.
   e) If a student does not achieve competency in at least 40% of units studied in an assessment period, the Principal will meet with the student to develop an intervention strategy for academic improvement. This may include:
      i) additional supervised study periods
      ii) tutorial assistance
      iii) 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 semester by the Principal 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 assessment period, The Kooralbyn International School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process.
   i) The school will notify DEEWR 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 school

2) Completion within expected duration of study (course progression)
   a) As noted in 1.a., the school 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 school will only extend the duration of the student’s study where the student will not complete their course within the expected duration due to:
      i) compassionate or compelling circumstances
      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 The Kooralbyn International School’s Deferment, Suspension and Cancellation Policy.
   d) Where the school decides to extend the duration of the student’s study, the school will report via PRISMS and/or issue a new COE if required.

3) Course attendance
   a) Satisfactory course attendance is attendance of 90% of scheduled course contact hours.
   b) Student attendance is:
      i) checked and recorded daily
      ii) assessed regularly
      iii) recorded and calculated over each semester.
   c) Late arrival at school will be recorded and will be included in attendance calculations.
   d) All absences from school should be accompanied by a medical certificate, an explanatory communication from the student’s carer or evidence that leave has been approved by the Principal/Head of School.
   e) Any absences longer than 3 consecutive days without approval will be investigated.
   f) Student attendance will be monitored by Student Services Officers every 4 weeks over a semester 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 e.g. number of study days x contact hours x 10%.[For example, a ten week semester with 5 contact hours a day would equal 250 contact hours. 10% of this is 25 hours.]
      ii) Any period of exclusion from class will not be included in student attendance calculations. [See Standard 13 – Deferring, suspending and cancelling enrolment for an explanation of this item]
   g) Students at risk of breaching The Kooralbyn International School’s attendance requirements will be counselled and offered any necessary support when they have absences totalling 25 hours during any assessment period.
   h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, The Kooralbyn International School will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process except in the circumstances outlined in 3.]
i) The school will notify DEEWR 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.

j) Students will not be reported for failing to meet the 80% threshold where:
   i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
   ii) has not fallen below 70% attendance.

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%.

l) If a student is assessed as having nearly reached the threshold for 70% attendance, the Principal will assess whether a suspension of studies is in the interests of the student as per The Kooralbyn International School’s Deferment, Suspension and Cancellation Policy.

m) If the student does not obtain a suspension of studies under The Kooralbyn International School’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.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
      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