B Information and Policies

1. ACCREDITATION

The Kooralbyn International School is an approved school under the Accreditation of Non-State Schools Act 2001 and the Education (Overseas Students) Act 1996.

The Kooralbyn International School is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The CRICOS Provider number is: 02759C

2. COURSES

The Kooralbyn International School offers year 8-12 courses.

All overseas students are eligible for the Queensland Tertiary Entrance Statement (Provisional) and the Queensland Studies Authority Queensland Certificate of Education (Provisional) at the end of Year 12, as well as the Year 10 Certificate at the end of Year 10.

3. ENTRY REQUIREMENTS

- The Kooralbyn International School will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with conditions set by the school, and with legislative requirements of the State of Queensland and the Commonwealth of Australia.

- Applications for enrolment must be made on the approved Application for Enrolment form. This must be correctly completed and must be accompanied by the following documents to support the application:
  
  - copies of Student Report Cards from the previous two years of study, including a copy of the latest Student Report Card;
  
  - a completed Reference from the student’s current or most recent school principal is also required if Student Report Cards do not record student behaviour or commitment to studies;
  
  - a completed Subject Choices Form if appropriate;
  
  - appropriate proof of identity and age;
  
  - written evidence of proficiency in English as a second language.

- An application fee (AUD) $205.00.

- A completed Homestay or Boarding House Form must accompany the Application for Enrolment form.

- Minimum academic and English language requirements are detailed in the attached schedule.
• Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

• An Application for Enrolment can only be processed when all of the above are in the hands of the Admissions Officer.

• Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.

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

• Enrolment at The Kooralbyn International School is conditional upon the acceptance of, and adherence to the ‘Conditions of Entry’ listed on the Application for Enrolment, and in other school publications.

4. **PAYMENT AND REFUND OF FEES AND CHARGES**

All applications for a full or part refund of course money (tuition fees only), should be made in writing to the Principal by the person who has a signed agreement with the school. The Principal should receive the refund application within 21 days of either the student’s failure to start the course or withdrawal from the course.

Application Fees are non-refundable. Course monies which are not related to tuition will be refunded on a pro-rata basis, including OSHC if this has been paid by he school on behalf of the student.

Payment of any refund due will be made within 4 weeks of receiving the written application for refund. If a refund is due, but no written application is received within 2 months of the agreed starting date or withdrawal date of the student, a cheque for the amount owing in AUD will be sent to the person who had signed the agreement with the school, at the last known address.

If there are exceptional circumstances for a student’s failure to start a course, or withdrawal from a course, a written explanation of the circumstances should be made to the Principal. The Principal may approve a greater amount of refund than defined below in some cases. Each individual case will be decided on merit.

Unless there are approved exceptional circumstances, course money paid to the school (excluding agents commissions that are not received by the school) will be refunded in the following manner: **NOTE: Students should consult their Education Agents directly for details of their Agent’s separate Refund Policies. The TKIS Refund Policy only covers those monies actually received by the school.**

1. In all cases, if there is a balance owing from OSHC, the school will make application for the OSHC fund on behalf of the student for the refund of any advance premiums paid.

2. The school will refund within 28 days all tuition fees paid where the student’s application for enrolment is refused by the school.

3. The school will refund within 28 days all tuition fees 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.:
4. The school will refund within 28 days of receipt of written notification of cancellation 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:

   (a) If written notice is received up to 4 weeks prior to commencement of the course, the school will be entitled to retain an administration fee:
   (b) If written notice is received less than four weeks prior to commencement of the course 70% of the course fee will be refunded.
   (c) If written notice is received after the commencement date and before the end of the first semester of the student’s course, one term’s (or ten weeks) course fees will be refunded;
   (d) If written notice is received more than six months after the commencement date of the student’s course no refund will be made.

5. All fees must be paid in Australian dollars. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant’s home country unless otherwise requested. Refunds will be paid to the person who enters into the written agreement.

6. 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.

7. Where a student’s enrolment is cancelled for any of the following reasons, a cancellation fee of 100% of the current semester fee is applicable.
   (a) Failure to maintain satisfactory course progress (visa condition 8202)
   (b) Failure to maintain satisfactory attendance (visa condition 8202)
   (c) Failure to pay course fees
   (d) Any behaviour identified as resulting in enrolment cancellation in The Kooralbyn International School’s Behaviour Policy/Code of Conduct.

8. Any default by the school will be covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended). These include:
   (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 notification of course cancellation.
   (b) If for any reason the school is unable to continue offering a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.

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.

5. **STUDENT ACCOMMODATION POLICY**

   - It is a student visa condition that students under 18 years of age live with:
     - a parent, or
     - a person who has custody of them, or
     - a relative aged at least 21, of good character and with permission to reside in Australia for the duration of the student’s visa or until the student turns 18, nominated by either the parent or person having custody of them, or
     - in school approved care arrangements.

   - It is school policy that all overseas students live in school approved care arrangements until completion of their enrolled course.
   - If a student is not able to live with a parent, a person who has custody of them, or a relative nominated by either the parent or person having custody of them, the
school will make appropriate accommodation and care arrangements for the student, which the student is obliged to maintain as a condition of enrolment.

- Students moving to a new address, with school approval, must inform the school in writing and complete the appropriate forms advising of their new address within 7 days of taking up residence at that new address. Students will be advised in writing, on arrival, of the need to comply with this requirement as a condition of their student visa.

- Where students are staying in homestay arrangements under the care of adults who are not their parents, carers are required under government legislation in Queensland to hold ‘Suitability Cards’ which allow them to have the supervision of children.

- Information about living in homestay is provided in the booklet included in the enrolment package.

6. **DEFERMENT, SUSPENSION & CANCELLATION POLICY**

Fair, appropriate and objective measures are employed for the correction and/or discipline of students, including detention, suspension of and/or termination of enrolment, after each individual case has been carefully considered. School expectations of behaviour are given in the School Diary.

The school authority may suspend or terminate an enrolment at its discretion of failure to comply with the ‘Conditions of Entry’, or other serious breaches of the school’s rules and regulations.

In the event of termination of enrolment by the school, the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) will be notified immediately, and arrangements will be made for the return of the school to parental/custodial care as soon as possible, with expenses to be met by the person with whom the school has signed the Agreement.

In the event of termination of enrolment by the school, a refund, less any relocation expenses for the student and/or monies owed by the student, will be due as per the TKIS Refund Policy.

Please refer to the School Diary for further details of the School’s Behaviour Management Policy.

7. **COMPLAINTS AND APPEALS POLICY**

The purpose of The Kooralbyn International School’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. These internal procedures are a conciliatory and non-legal process.

- In the first instance, The Kooralbyn International School requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, The Kooralbyn International School’s internal formal complaints handling procedure will be followed.

- The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.

- If the student or parent(s)/legal guardian remains dissatisfied with the outcome, The Kooralbyn International School will advise of access to an independent external appeals process.
- Grievances brought by a student against another student will be dealt with under the schools Behaviour Policy/Code of Conduct.
- For conditions which apply to handling of a complaint or appeal arising from the school’s suspension or cancellation of a student’s studies, please see Section 7 of The Kooralbyn International School’s Deferment, Suspension and Cancellation Policy.

1) **Students**

(a) Students should contact the student’s teacher/dorm master in the first instance to attempt mediation/informal resolution of the complaint.
(b) If the matter cannot be resolved through mediation, the matter will be referred to the Principal or Senior Mistress.
(c) At this point, the student should notify the school in writing of the nature and details of the complaint.
(d) Each complainant has the opportunity to present his/her case to the Principal/Senior Mistress. Students may be accompanied by a support person.
(e) The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal/Senior Mistress.
(f) Once the Principal has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.
(g) If the complaints procedure finds in favour of the student, The Kooralbyn International School will immediately implement the decision and any corrective and preventative action required.
(h) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost.
(i) The Kooralbyn International School undertakes to finalise all grievance procedures within 10 working days.
(j) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

2) **Parent(s)/Legal guardians**

(a) Parent(s)/Legal guardians should contact the student’s teacher in the first instance to attempt mediation/informal resolution of the complaint.
(b) If the matter cannot be resolved through mediation, it will be referred to the Principal/Senior Mistress.
(c) At this point, parent(s)/legal guardians must notify the school in writing of the nature and details of the complaint.
(d) Each complainant has the opportunity to present their case to the Principal/Senior Mistress. Parent(s)/legal guardians may be accompanied by a support person.
(e) The Kooralbyn International School’s internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal/Senior Mistress.
(f) Once the Principal has come to a decision regarding the complaint, the parent(s)/legal guardian will be informed in writing of the outcome and the reasons for the outcome.
(g) If the complaints procedure finds in favour of the parent(s)/legal guardian, The Kooralbyn International School will immediately implement the decision and any corrective and preventative action required.
(h) If the complaints procedure does not find in favour of the parent(s)/legal guardian or the parent(s)/legal guardian is dissatisfied with the result of the complaints procedure, The Kooralbyn International School will advise of the external complaints and appeals process available to them at minimal or no cost.
(i) The Kooralbyn International School undertakes to finalise all grievance procedures within 10 working days.

3) **Definitions**

(a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time.*
(b) Student – a student enrolled at The Kooralbyn International School.

(c) Support person – a friend/teacher/relative not involved in the grievance. Lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process.

Examples of external appeals bodies
- Institute of Arbitrators and Mediators of Australia (IAMA) at http://www.iama.org.au
- Ombudsman in each state and territory
- Qld Community Justice Program (008 017 288)

8. **POLICY FOR TRANSFER TO AND FROM OTHER EDUCATIONAL INSTITUTIONS**
   - An overseas student wishing to transfer to another educational institution or school after one year will be provided with a ‘Letter of Release’ detailing attendance, payment of fees and an assessment of attitude and behaviour whilst a student at The Kooralbyn International School.
   
   - The Kooralbyn International School will not accept enrolment of a student from another school if that student does not have a ‘Letter of Release’ confirming that he/she has demonstrated commitment to their studies, has a good attendance record and has paid all required fees.
   
   - Applicants should note that from 7th July 2007, the Department of Immigration and Multicultural Affairs applies condition 8206 to all initial student visas. This condition requires students to remain with the educational provider with whom they originally enrolled for the first 6 months of their course, or , if the course is less than 6 months, for the duration of the course. If the overseas student does wish to change education providers within the first 6 months of study, he/she needs to obtain written approval from the Department of Immigration and Multicultural Affairs or where exceptional circumstances exist (e.g. education provider ceases operations).

9. **OTHER CONDITIONS**
   Enrolment at The Kooralbyn International School is conditional upon full participation in the complete range of the school curriculum and activities, including those of a specifically religious nature.

   Enrolment at The Kooralbyn International School is conditional upon adherence to school policies as detailed in this document and the School Diary.

   All students are required to wear full and correct school uniform during the school day, and when travelling to and from school.

10. **FURTHER INFORMATION**
    Further information regarding enrolment of overseas students at The Kooralbyn International School may be obtained from:

    Contact: Mr Geoff Mills - Principal
    Address: Ogilvie Place, Kooralbyn, Queensland, Australia 4285
    Telephone: +61 7 5544 5500
    Facsimile: +61 7 5544 6108
    Email: principal@tkis.qld.edu.au