

International Education Handbook

Information for International Students
considering enrolment at



**THE KOORALBYN
INTERNATIONAL SCHOOL**



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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 Medallist 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.

Courses offered at TKIS

Junior Secondary Studies: CRICOS Course Code: 087651A (Grades 7-10)

Senior Secondary Certificate of Education: CRICOS Course Code: 087657F (Grades 11-12)

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, Math, 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 there 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 Math, 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 enroll 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.



Entry Requirements

1. The Kooralbyn International School 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 approved Application for Enrolment form. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - a. Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 - b. A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - c. A completed Subject Selection Form if entering into Grade 11 or 12.
 - d. Appropriate proof of identity and age;
 - e. Written evidence of proficiency in English as a second language
 - f. Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - g. Letter of Offer from another registered provider if applicable

Other documents may also be required, e.g..

 - h. Completed Boarding Application Form
 - i. Enrolment Application Fee
 - j. Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.
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 Admissions 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. 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.
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.

The Kooralbyn International School 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.
[Schools should indicate minimum academic performance requirements, e.g.,]
 - 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:
 - 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 report cards and personal references, and may also be required to undertake a language proficiency test set by the school.
2. If supplied, The Kooralbyn International School 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, The Kooralbyn International School will assess the student’s application for entry based on satisfactory test results as follows:

| Acceptable Test | Minimum Test Result | For Entry into Grade |
|-----------------------------|--------------------------|----------------------|
| English @ local school | 75% @ Grade 8 equivalent | 7 or 8 |
| English @ local school | 75% @ Grade 9 equivalent | 9 |
| IELTS | 3.5 | 10 |
| IELTS | 4.0 | 11 |
| Australian Grade 11 English | SA (40%) | 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.

Qualifications Gained from Courses 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 and 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.

School based traineeships offered by external organizations are not available to International Students.

| Grade | Course Duration | General Content (Subjects) |
|-----------|--------------------|---|
| 7 | 1 Year (40 weeks) | English or ESL, Maths, Science, HaSS, LOTE (German or Japanese), Technology, HPE, Arts (Art, or Drama) OPTIONAL SUBJECTS: Mastery (see separate information) |
| 8 | 1 Year (40 weeks) | English or ESL, Maths, Science, HaSS, LOTE (German or Japanese), Technology, HPE, Arts (Art or Drama) OTIONAL SUBJECTS: Mastery (see separate information) |
| 9 | 1 Year (40 weeks) | English or ESL, Maths, Science, HaSS, LOTE (German or Japanese), Technology, HPE, Arts (Ar or, Drama) OPTIONAL SUBJECTS: Mastery (see separate info) |
| 10 | 1 Year (40 weeks) | 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) |
| 11 and 12 | 2 Years (80 weeks) | General English or Essential English, General Maths or Mathematical Methods, or Essential Maths. Physics or Legal Studies or Physical Education; Chemistry or Drama or Business/Accounting; Biology or Psychology or Design |

Modes of Study

All grades and year levels at TKIS are offered as standard classroom contact. In the event that a students 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 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 life-time. 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 2021

(please refer to https://www.tkis.qld.edu.au/International_Fees.pdf for latest details)

| Setup Costs | |
|--|--|
| Application Fee (One time only - Non-refundable) | A\$205 |
| Bond (One time only - refundable at end of course if no outstanding charges) | A\$500 |
| Tuition | |
| Tuition Fees | A\$14,032 per year |
| Text Book/Device Hire Fees | A\$276 per year |
| Building Fund Levy | A\$600 per year |
| Total Tuition Costs | A\$14,908 per year |
| Non-Tuition | |
| Boarding Fees (includes Meals and Accommodation) | A\$14,800 per year |
| OHSC Health Insurance | A\$650 per year |
| Uniforms (non-refundable, as required) | A\$995 per year |
| QCAA Service Fee (applicable to Grade 11 & 12 student only) | A\$793.80 per year |
| Total Non-Tuition Costs | A\$17,238.80 per year (approx.) |
| <u>Mastery Programs [See separate Mastery Information]</u> | |
| ESL (Additional English classes) | A\$6,656 per year |
| Airport pick up/drop off | A\$260.00 one way |
| <u>Total Combined Course Cost (excluding optional and setup costs)</u> | |
| Junior School Grades 7 to 10: One (1) year Tuition Cost | A\$14,908 |
| Junior School Grades 7 to 10: One (1) year Non-Tuition Costs | A\$16,445 |
| Junior Secondary School Grades Total Cost per Year | A\$ 31,353 |
| Senior School Grades 11 and 12: Two (2) Years Tuition Cost | A\$29,816 |
| Senior School Grade 11 and 12: Two (2) Years Non-Tuition Cost | A\$34,477.60 |
| Senior School Grades 11 and 12 : Two (2) year Total Course Costs | A\$64,293.60 |

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.



Cost of Living and Accommodation options at TKIS

The form of accommodation for international students studying at TKIS is the school's own Boarding facilities and with optional vacation homestay. 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.

Vacation Homestay Program Option

During the school holidays, when International Students are not returning home, the school can arrange vacation homestay program. A student who wishes to use vacation homestay program should consult the school Principal who will advise the student/parents of the requirement 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. Please see 'Fact Sheet' for overseas students about ESOS framework as below.

<https://www.dese.gov.au/esos-framework/resources/international-student-fact-sheet>

Appendices

- A1 School Refund Policy
- A2 Overseas Student Transfer Policy
- A3 School Deferment, Suspension and Cancellation Policy
- A4 Complaints and Appeals Policy
- A5 Welfare and Accommodation Policy
- A6 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:

https://www.tkis.qld.edu.au/PDF/form_a1.pdf

APPENDIX | A1 School Refund Policy

1. This Policy outlines refunds applicable to course fees paid to the school.
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 the school's Fees Policy as listed on the school's website.
 - b) An itemised list of school fees is provided in the school'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 Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day.
 - 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, only one term's (or ten weeks) tuition fees will be refunded from the annual tuition fee.
 - d) If tuition fees for up to 2 terms have been received in advance by the school and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will
 - i. Retain an administration fee of \$400 and refund the balance of the tuition fees if written notice 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 60 %* of any tuition fees received, if written notice is received **before** one (1) term of the payment period has passed.
 - iv. *Refund 50%* if written notice is received **after** 1 term of the payment period has passed.
 - e) If tuition fees have been received for more than two terms, refund provisions under (d) will apply for the first 2 terms and any balance of unused tuition fees after this will be refunded.

- f) No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
- i. Failure to maintain satisfactory course progress (visa condition 8202). Please see International Education Handbook
 - ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see International Education Handbook.
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see International Student Handbook
 - 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. Please see International Student Handbook
- g) If *The Kooralbyn International School's* 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 school

8. Provider default

- a) If for any reason the school 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 school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the school's default day.
- c) In the event that the school 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>.

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.

9. Definitions

- a) **Non-tuition fees** – fees not directly related to provision of the student's course, including Application Fee, Overseas Student Health cover, Boarding Fees, etc.
- b) **Tuition fees** – fees directly related to the provision of the student's course, including Text book/Device Hire Fees, Building Fund Levy.
- 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) **TermTerm 1, 2, 3 & 4 (4 Terms per a school year)**
- e) **SemesterSemester 1 & 2. Term 1 & 2 = Semester 1. Term 3 & 4 = Semester 2**

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.

Appendix | A2 Overseas Student Transfer Request policy

The Kooralbyn International School 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. *The Kooralbyn International School* 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 school.
 - 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 *The Kooralbyn International School'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) *The Kooralbyn International School* 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 he / she was misled by *The Kooralbyn International School* or an education or migration agent regarding *The Kooralbyn International School* or its course and the course is therefore unsuitable to his/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 *The Kooralbyn International School*
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. *The Kooralbyn International School* 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) *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

- e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
- Complete an Application for Student Transfer Form available from *Student Counter / Administration office*.
 - Give this completed application form and a valid offer of enrolment from another provider to *Administration Manager* for assessment.
 - 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 *The Kooralbyn International School*, 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. *The Kooralbyn International School* will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If *The Kooralbyn International School* 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 *The Kooralbyn International School* intends to refuse the student's transfer application request, *The Kooralbyn International School* will provide the student with reasons for refusal in writing and include a copy of *The Kooralbyn International School's* complaints and appeals policy (available on the school website). The student has the right to access *The Kooralbyn International School'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:
- the student confirms in writing they choose not to access *The Kooralbyn International School's* complaints and appeals process, or
 - the student confirms in writing they withdraw from any appeals process they have commenced, or
 - the appeals process is completed and a decision has been made in favour of the student or *The Kooralbyn International School*.
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 *The Kooralbyn International School* where holds welfare responsibility via a CAAW.

11. Students under 18 years of age MUST have:
- Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - 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:
- Complete an Application for Student Transfer Form available from *The Kooralbyn International School*
 - Give this completed application form and a valid offer of enrolment from another provider to *Administration Manager* for assessment and response within 10 working days.
 - 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 *The Kooralbyn International School* 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. *The Kooralbyn International School* will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 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>.

Appendix | A3 School 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 The Kooralbyn International School informed of their current contact details, as per the conditions of the student visa.
 - c) Where relevant and where approved by the parents, the school 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 school has a formal written agreement are the primary contact for the school in such matters. The school 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) The Kooralbyn International School 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 his/her commencement of studies is refused, the student has a right of appeal (see TKIS 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, 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/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 Principal
- g) Some examples of circumstances that are not considered compassionate and compelling at The Kooralbyn International School 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 TKIS 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 or Administration Manager. Please see The Kooralbyn International School's Refund Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified The Kooralbyn International School of cancellation of enrolment where:
 - i) the student has not yet finished his/her course/s of study with the school, and
 - ii) does not resume studies at the school within 14 days after a holiday break, and
 - iii) the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to The Kooralbyn International School's Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

5. School-initiated exclusion from class

- a) The Kooralbyn International School 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 The Kooralbyn International School's Behaviour Policy/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 The Kooralbyn International School 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 The Kooralbyn International School's internal appeals process. Further information about the appeals process in the event of a school-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. School-initiated suspension of studies

- 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 International School's Behaviour Policy/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 The Kooralbyn International School 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 The Kooralbyn International School's internal appeals process. Further information about the appeals process in the event of a school-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 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. School-initiated cancellation of enrolment

- a) The Kooralbyn International School 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 The Kooralbyn International School's Behaviour Policy/Code of Conduct
- b) Where The Kooralbyn International School 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 The Kooralbyn International School's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) The Kooralbyn International School is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at The Kooralbyn International School will be cancelled and this may impact on the student's visa. Further information can be found in The Kooralbyn International School's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, The Kooralbyn International School will maintain the student's enrolment and the student will attend classes as normal. [Optional] 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 The Kooralbyn International School'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 The Kooralbyn International School 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 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 to seek information from Department of 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.

APPENDIX | A4 School 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 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 involving The Kooralbyn International School, or an education agent or third party engaged by The Kooralbyn International School to deliver a service on behalf of The Kooralbyn International School.
 - 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 school's Behaviour Policy/Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, The Kooralbyn International School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the Deputy Principal 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 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 Deputy 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 him/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 his/her case to the Principal.
 - g) Students and / or the School 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 within 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 he/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/other 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, The Kooralbyn International School 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.
5. External Appeals Processes
 - a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/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 The Kooralbyn International School 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 his/her internal appeal.
 - c) If the student wishes to appeal a decision made by The Kooralbyn International School 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 school 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 School'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 the Kooralbyn International School 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.

APPENDIX | A5 Welfare and Accommodation Policy

Care for younger students under 18 years

[The Kooralbyn International School] is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations *The Kooralbyn International School* 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.

The Kooralbyn International School 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

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

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

Accommodation options that may be approved by *The Kooralbyn International School* for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. School Boarding House
- ii. The student will live with a parent or relative approved by the Department of immigration.
- iii. School vacation homestay programme if student is not returning home during vacation.

The Kooralbyn International School 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 *The Kooralbyn International School'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. *The Kooralbyn International School* 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 *The Kooralbyn International School*, 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 School.

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

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School 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:

<https://immi.homeaffairs.gov.au/help-support/contact-us>.

[*Optional* In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 10 days to assume care of the student until the situation has been resolved to the school'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 school with written evidence of a guardian visa grant.

2) For School vacation periods, students under 18 years of age for whom *The Kooralbyn International School* has issued a CAAW will:

- i. return home to parents, or
- ii. homestay program operated by The Kooralbyn International School
- iii. apply for approval to spend the vacation with relatives or a friend's family, or
- iv. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

3) For School vacation periods, the following accommodation options are available to students 18 years or older:

- i. Student returns home to parents
- ii. Homestay program operated by The Kooralbyn International School
- iii. Student may spend vacation with friend's family or relatives, provided details are given
- iv. Student may attend a supervised excursion, camp, etc., provided details are given

4) Accommodation options for students 18 years and older include:

- i. Living with a parent or relative
- ii. School boarding house.
(it is a condition of enrolment that students over 18 years also maintain school approved accommodation arrangements as above)

APPENDIX | A6 Course Progress and Attendance Policy

This policy is available to staff and to students.



Kooralbyn Campus Inc. t/a

THE KOORALBYN INTERNATIONAL SCHOOL

CRICOS PROVIDER CODE: 02759C

Course Progress and Attendance Policy

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 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 study period of enrolment according to *The Kooralbyn International School's* course assessment requirements.
- c) Students who have begun part way through a Term will be assessed according to *The Kooralbyn International School's* course assessment requirements after completing one study period.
- d) Students will need to demonstrate satisfactory course progress in any study period / semester.
 - In years up to and including year 10 : pass (at a 50%, or C, or SA standard) in 75% of the subjects undertaken
 - In years 11 and 12 : maintain eligibility to receive the Queensland Certificate of Education (QCE) – these requirements can be found at www.qcaa.qld.edu.au
- e) To demonstrate satisfactory course progress for the Senior Secondary Course, students must progressively accrue sufficient credit in Units in Years 11 and 12 to remain eligible for a Queensland Certificate of Education (QCE). Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being at risk of not achieving satisfactory course progress when their results indicate that the Learning Options available to them to remain eligible for a QCE are becoming limited.
- f) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Principal 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 Career guidance teacher 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*

- g) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- h) The student's individual strategy for academic improvement will be monitored over the following study period by the Principal 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.
- i) If the student does not achieve satisfactory course progress by the end of the next study 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. The school will issue a letter of 'Course Progress – Intention to report by week 9 of each term. 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 *The Kooralbyn International School*, he/she may contact the Overseas Student Ombudsman at no cost. Please see *The Kooralbyn International School's Complaints and Appeals Policy* for further details.
 - i. The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - ii. 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 The Kooralbyn International School* in writing, or
 - iii. The complaints and appeals process results in a decision in favour of the school.

2. Completion within expected duration of study

- 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 studies within the expected duration of the course.
- c) The school 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 *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 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 Principal/Head of School.
- e) Any absences longer than 5 *consecutive* days without approval will be investigated.
- f) Student attendance will be monitored by Student Services officer every week over a study period to assess student attendance using the following method:
 - i. Calculating the number of sessions (3 sessions per day) the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study sessions x required attendance days x 20%. For example, a 10 week study period with 3 contact sessions a day would equal 150 contact sessions. 20% of this is 30 sessions.
 - ii. Attendance for any period of exclusion from class will be assessed under *The Kooralbyn International School's* Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching *The Kooralbyn International School's* attendance requirements will be contacted by *email and phone* and students will be counselled and offered any necessary support when they have absences totalling 10 % in any study 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 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.j does not apply, the school will promptly 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
- 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 The Kooralbyn International School* in writing,
 - iii. the complaints and appeals process results in a decision in favour of the school.

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.
- j) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study sessions x required attendance sessions x 30%.
- k) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, 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.
- l) If the student does not obtain a suspension of studies under the *The Kooralbyn International School'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* – The Kooralbyn International School defines a 'study period' for the purposes of monitoring attendance and progress as a semester.

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](#).

