



# Churchie.

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## Overseas Student Handbook

A School of the Corporation of the Synod of the Diocese of Brisbane,  
trading as  
Anglican Church Grammar School  
Oaklands Parade, EAST BRISBANE QLD 4169

CRICOS Registration: 00487E

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## Contents

1.	Education Services for Overseas Students Act and the National Code .....	3
2.	About Anglican Church Grammar School .....	3
3.	The Academic Program .....	4
4.	Registered Courses.....	9
5.1	Entry Requirements for Overseas Students.....	9
5.	Australian Government Regulations .....	11
6.	Health Cover Levy .....	12
7.	Accommodation/Welfare Arrangements .....	12
8.	Transfer of Students from another Education Provider.....	15
9.	Financial Administration.....	17
10.	Schedule of Fees and Payment.....	17
14.1	Overseas Students Summary of Fees and Charges .....	18
14.2	Course Costs for Tuition (subject to annual review).....	18
14.3	Payment Methods .....	19
14.4	Refund Policy.....	19
11.	Complaints and Appeals Policy and Procedures.....	23
12.	Standard Collection Notice (Privacy Policy) .....	24
13.	Counselling .....	25
	School Deferment, Suspension and Cancellation Policy .....	26

## 1. Education Services for Overseas Students Act and the National Code

Anglican Church Grammar School will be bound by the provisions of the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code, 2018*.

The Educational Services for Overseas Students Act (ESOS) 2000 is the primary Australian Government legislation governing international student education in Australia. The Commonwealth Government administers the ESOS Act and provider compliance with the Act.

The National Code of Practice for Providers of Education and Training to Overseas Students (The National Code) provides nationally consistent standards for the conduct of registered providers and the registration of their courses. These standards set out specifications and procedures to ensure that providers of education and training courses can clearly understand and comply with their obligations under The National Code.

For general information on how to study in Australia, go to the Australian Government Department of Home Affairs website at [www.immi.gov.au](http://www.immi.gov.au) under 'Visas and Immigration'.

### The ESOS Framework

THE ESOS Framework - ensures the provision of quality education for and the protection of the rights of overseas students. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and include the *Education Services for Overseas (ESOS) Act 2000* and *The National Code*.

Under *The National Code 2018*, Anglican Church Grammar School is required to provide students with a description of the ESOS framework prior to enrolment. The Framework is summarised below and is also available at: <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

## 2. About Anglican Church Grammar School

A School of the Corporation of the Synod of the Diocese of Brisbane trading as The Anglican Church Grammar School (Churchie) with CRICOS Code Provider Number: 00487E is situated in Brisbane, the capital city of the State of Queensland. Situated on Oaklands Parade, East Brisbane, the School encompasses buildings and sporting arenas on approximately 62 acres within close proximity to the Brisbane CBD.

The School has an inclusive enrolment policy. Churchie is an independent boys' school for day and boarding students, providing education focused on the particular needs of boys from Reception to Year 12 (5 – 18 years of age).

The School demonstrates its educational leadership, offering the students innovative teaching methods in a wide and varied curriculum, state-of-the-art science facilities, exposure to leading edge technology, purpose-built classrooms including a business studies centre, vocational education and training programs, outdoor education, and an extensive co-curricular program.

Churchie aims to be at the leading edge of education in Australia. The School's services are recognised for their quality in terms of diversity and depth, as well as the innovative integration of academic, spiritual, personal development and community service aspects of the educational process.

Churchie offers four registered courses of study to overseas students. One of the 9 GPS schools of Queensland, Anglican Church Grammar School offers opportunities in a vast array of sporting pursuits at the highest possible standards. The School's population encases approximately 1800 students from Reception through to Year 12. Full time boarding is offered between Years 7-12. While the School has a non-selective enrolment policy, students applying from overseas will need to provide evidence of the completion of an International English Language Test (or approved alternative) and evidence of satisfactory conduct and attendance at the student's previous school.

### 3. The Academic Program

The School offers a comprehensive academic program with a wide range of subjects within the nine Faculties of English, Mathematics, Humanities, Modern Languages, Science, Health and Physical Education, Information Technology, Art and Religious Education.

The School also offers programs in Vocational Education, Training and Outdoor Education. In Year 11 and 12 we also offer the option of the International Baccalaureate Diploma or the Certificate of Education with an ATAR score. The details of all the courses offered at the School are contained in the Senior School Curriculum Handbook, available from the Admissions Office.

#### Student Progress, Attendance and Duration 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 /semester of enrolment according to Anglican Church Grammar School's course assessment requirements.
- c. Students who have begun part way through a study period / semester will be assessed according to Anglican Church Grammar School's course assessment requirements after completing one full study period.
- d. Students will need to demonstrate satisfactory course progress in any study period

##### For Primary Years

Students must demonstrate academic outcomes each semester that allow them to remain on track for progression to the next year level.

##### For Junior Secondary Years 7-10

Overseas students must pass all core subjects (non-elective) and fail no more than 2 elective subjects studied in any semester. Core subjects being, English, Mathematics, Science.

##### For Senior Secondary Years 11 & 12 – full duration

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.

- e.) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Head of House or Deputy Head of Senior School will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
  - i) After hours tutorial support

- ii) Subject tutorial support in class time
  - iii) Mentoring
  - iv) Additional ESL support
  - v) Change of subject selection, or reducing course load (without affecting course duration)
  - vi) Counselling – time management
  - vii) Counselling -academic skills
  - viii) Counselling - personal
  - ix) other intervention strategies as deemed necessary
- f. A copy of the student’s individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- g. The student’s individual strategy for academic improvement will be monitored over the following study period by Head of House or Deputy Head of Senior School and records of student response to the strategy will be kept. Parents will be kept informed of the student’s academic progress while the student is receiving formal intervention.
- h. If the student does not achieve satisfactory course progress by the end of the next study period, Anglican Church Grammar School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he has 20 working days in which to access the school’s internal complaints and appeals process. This must be done within 20 working days. The notification of intention to report will be issued to the student prior to the commencement of the next semester. 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 Anglican Church Grammar School’s he may contact the Overseas Student Ombudsman at no cost. Please see Anglican Church Grammar 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:
- I. the student does not access the complaints and appeals process within 20 days, or
  - II. the student withdraws from the complaints and appeals process by notifying the Principal of Anglican Church Grammar 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 Anglican Church Grammar 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 Deputy Head of Senior School every 5 weeks over a study period to assess student attendance using the following method:
    - i) Anglican Church Grammar School will calculate attendance using a formula based on the number of days absent. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.]
    - ii) Attendance for any period of exclusion from class will be assessed under Anglican Church Grammar School's Deferment, Suspension and Cancellation Policy.
    - iii) Where a student's absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the student's attendance calculations for that study period (see the Anglican Church Grammar School's Deferment, Suspension and Cancellation Policy).
    - iv) Attendance for any period of exclusion from class will be assessed under Anglican Church Grammar School's Deferment, Suspension and Cancellation Policy.
  - g. Parents of students at risk of breaching Anglican Church Grammar School's attendance requirements will be contacted by email / 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, Anglican Church Grammar School will assess the student against the provisions of Item 3.j. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. 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 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 Anglican Church Grammar School in writing,
  - iii) the complaints and appeals process results in a decision in favour of the school.
- j. Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
  - i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
  - ii) the student's attendance has not fallen below 70% for the study period.
- k. The method for calculating 70% attendance is the same as that outlined in 3.e. with the following change; number of study days x number of days per week x 30%.
- l. If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, The Deputy Headmaster will assess whether a suspension of studies is in the interests of the student as per Anglican Church Grammar School's Deferment, Suspension and Cancellation Policy.
- m. If the student does not obtain a suspension of studies under the Anglican Church Grammar 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.g – 3.h.

#### 4) Definitions

- a. Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's course progress or attendance 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 course progress or attendance 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
  - for the purpose of monitoring attendance, a study period is a semester
  - for the purpose of monitoring course progress in a Primary School or Junior Secondary School course, a study period is a semester
  - for the purpose of monitoring course progress in a Senior Secondary School course, a study period is a Unit of a subject or course of study (i.e., Unit 1 or Unit 2 in Year 11 or Units 3 and 4 in Year 12)
- e. Core subjects (eg. English, Mathematics, Science)
- f. 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.



## 4. Registered Courses

The Anglican Church Grammar School is registered in the state of Queensland as a Provider in accordance with the conditions of Section 9 of the Education Services for Overseas Students Act, 2000.

- CRICOS Provider Code 00487E;
- The Principal Executive Officer (PEO) is Dr Alan Campbell, the Headmaster of the School;
- The International Student Contact Person is the Registrar.  
Email address: [admissions@churchie.com.au](mailto:admissions@churchie.com.au)

The School offers the following registered courses:

- International Baccalaureate Primary Years Program (112749A);
- Junior Secondary Years 7-10 Boys Only (0100111)
- Senior Secondary Years 11-12 Boys Only (0100112)
- International Baccalaureate Diploma Year 11-12 (0100118)

### 5.1 Entry Requirements for Overseas Students

1. Anglican Church Grammar 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 via the enrolment application document on the School website, [www.churchie.com.au/enrolments](http://www.churchie.com.au/enrolments). 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 one year 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 Choices Form if appropriate;
  - 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
  - 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. Failure to disclose details required as part of the application process may later result in cancellation of enrolment.

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 Year 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.

The Anglican Church Grammar 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. Students undertaking a package of courses will have their academic and English language capabilities re-assessed prior to the commencement of each course in their enrolment package. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Minimum academic and English language requirements are as follows:

#### Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.
  - a) For Primary School:
    - i) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum
  - b) For Year 7 – 12 students:
    - i) A pass level or "C+" GPA 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 Anglican Church Grammar 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, Anglican Church Grammar School will assess the student's application for entry based on satisfactory test results as follows:

ITEMS	IELTS	AEAS
Full Names	<i>International English Language Testing System</i>	<i>Australian Education Assessment Service</i>
Suitability	On and Off-Shore Over 15 years	On and Off-Shore only 8-17 years
Tests	4 Modules:	4 Tests:

<b>Time taken</b>	Listening      30 mins Reading        60 mins Writing        60 mins Speaking       10 mins  2hr 40mins	A. English: - Spelling - Vocabulary - Reading Comp - Written Essay - Oracy B. Non-Verbal Reasoning C. Mathematical Ability D. Additional Information 3 - 3.5 hours
<b>Reporting/ Individual Rating</b>	As 9 Bands:  Churchie requires: <b>Band 5</b> (Years 7 - 9) Modest User  <b>Band 6</b> (Years 10 - 12) Competent User	As 4 Levels: 1. Beginners Score 0-25 2. Intermediate Score 46-60 3. Upper Intermediate 61-70 4. Advanced Score 80+ Churchie requires Score 46+ (Years 4 - 6) and 61+ (Years 7 – 12)
<b>Availability: General</b>	300 Test Centres in 130 countries For information go to: <a href="http://www.ielts.org">www.ielts.org</a>	AEAS is based in Victoria, Australia Phone: 03 9645 0077  Off-Shore testing centres are available. For information go to: <a href="http://www.aeas.com.au">www.aeas.com.au</a>

4. Those students who have undertaken an intensive English language course before beginning mainstream studies, will have their English language proficiency 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.
5. Note that where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package, the Anglican Church Grammar School may choose to apply the Conditions of Enrolment outlined the student's written agreement and the provisions of this Entry Requirements Policy – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.

Alternatively, the Anglican Church Grammar School may (at its discretion, and if appropriate) choose to offer:

- New mainstream enrolments - entry into a mainstream course at a lower year level.
- Continuing mainstream enrolments - opportunity to repeat a year level as part of an academic intervention plan implemented by the school. Refer to the student progress, attendance, and course duration policy.

## Education Agents

The School has its own Marketing and Admissions Departments. Considering this, we do not pay a commission to Education Agents. The School's preference is to communicate directly with the family of the student. While the School could choose to use Education Agents in the future as set out in Standard 4 of the National Code, the School chooses not to at this stage.

## 6. Australian Government Regulations

Students must comply with the requirements of the Department of Home Affairs (DHA) regarding regulations governing international student entry to Australia. They should also seek prior approval of DHA before commencing a new course or changing courses if they are already studying with another Australian Education Provider. Students can visit the DHA Website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> for further information about their Visa conditions and obligations. Comprehensive information for Overseas Students wishing to study in Australia may be found at this website or the

Education Services for Overseas Students, (ESOS) regulatory  
<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

A student Visa (Subclass 500) will only be granted if the students meet key requirements. These include a genuine temporary entrant requirement, your financial capacity, English language proficiency, likely compliance with the conditions of your Visa and any other matters considered relevant to assessing your application.

Students attending the School on student Visas should familiarise themselves with the requirements of DHA as outlined at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> and in the online Visa application <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>. Some of these requirements can be found at <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

Under the provisions of the *Education Services for Overseas Students (ESOS) Act, 2000*, students, their parents and guardians should be aware that:

- ESOS laws set out clear roles and responsibilities for education institutions wanting to teach overseas students and protect overseas students coming to Australia on student Visas; <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>
- students concerned about the conduct of the School may take the matter to an independent complaints handling body. This will be the relevant Overseas Student Ombudsman. Visit the Overseas Student Ombudsman's website or [www.oso.gov.au](http://www.oso.gov.au), for more information.

## 7. Health Cover Levy

The Overseas Student Health Cover (OSHC) Levy is required by the Commonwealth Government and is payable prior to commencement at the School. Students must organise and maintain current OSHC for the period covered by their Visa. Medibank Private Health Insurance is the School's preferred provider for OSHC. The School can organise information relating to the private medical health insurance cover for students during the enrolment process.

It is the responsibility of the student's family to seek refund from the medical insurance authority in the event the student leaves the School prior to the completion of his course or Visa expiry.

## 8. Accommodation/Welfare Arrangements

### Care for younger students under 18 years

Anglican Church Grammar School is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations Anglican Church Grammar 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.

*Anglican Church Grammar 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**

Anglican Church Grammar School approves the following accommodation and care options for overseas students:

#### **1) The student will live with a parent or relative approved by the Department of Immigration.**

In this case:

- i. The School does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Home Affairs (Immigration) at the time of visa application for approval of these arrangements. The Department of Home Affairs (Immigration) must also approve any further change of welfare arrangements.
- ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:
  - a) not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
  - b) advising the Department of Home Affairs (Immigration) of any change of address, passport or other changes of circumstances.

Anglican Church Grammar School requires holders of Student Guardian Visas to:

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

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

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

#### **2) The student will live in school approved accommodation and welfare arrangements and Anglican Church Grammar 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 Anglican Church Grammar School for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. School Boarding House

Anglican Church Grammar 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 Anglican Church Grammar 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. Anglican Church Grammar 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 Anglican Church Grammar 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 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. (See Department of Home Affairs (Immigration) office addresses at: <https://www.homeaffairs.gov.au/about/contact/offices-locations/australia>).

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.

- 3) **For School vacation periods, students under 18 years of age for whom Anglican Church Grammar School has issued a CAAW will:**
  - i. return home to parents
- 4) **Accommodation options for students 18 years and older include:**
  - i. School Boarding House
  - ii. Live with a parent or guardian
- 5) **For School vacation periods, the following accommodation options are available to students 18 years or older:**
  - i. Student returns home to parents
  - ii. Student may spend vacation with friend's family or relatives, provided details are given
  - iii. Student may attend a supervised excursion, camp, etc., provided details are given
  - iv. Student may travel unaccompanied during vacation periods, provided details are given (considered on a case by case basis)

## 9. Transfer of Students from another Education Provider

Anglican Church Grammar School's Overseas student transfer policy and processes apply to:

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

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

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
  - a) If the student's course or school becomes unregistered
  - b) The school has a government sanction imposed on its registration
  - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
  - d) If the student is granted a release in PRISMS.
2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
3. Anglican Church Grammar 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 will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Anglican Church Grammar School's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
  - b) The student provides evidence of compassionate or compelling circumstances.
  - c) Anglican Church Grammar School fails to deliver the course as outlined in the written agreement.
  - d) The student provides evidence that their reasonable expectations about their current course are not being met.
  - e) The student provides evidence that he / she was misled by Anglican Church Grammar School or an education or migration agent regarding Anglican Church Grammar School or its course and the course is therefore unsuitable to his needs and/or study objectives.
  - f) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
  - g) Any other reason stated in the policies of Anglican Church Grammar 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. Anglican Church Grammar 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) Anglican Church Grammar 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:
- a) Complete an Application for Student Transfer Form available from the Registrar.
  - b) Give this completed application form and a valid offer of enrolment from another provider to the Registrar for assessment.
  - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.  
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Anglican Church Grammar 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. Anglican Church Grammar School will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If Anglican Church Grammar 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 Anglican Church Grammar School intends to refuse the student's transfer application request, Anglican Church Grammar School will provide the student with reasons for refusal in writing and include a copy of Anglican Church Grammar School's complaints and appeals policy (available at: [www.churchie.com.au](http://www.churchie.com.au)). The student has the right to access Anglican Church Grammar 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:
- a) the student confirms in writing they choose not to access Anglican Church Grammar School's complaints and appeals process, or
  - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
  - c) the appeals process is completed and a decision has been made in favour of the student or Anglican Church Grammar 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. The address of the nearest Office available at <https://www.homeaffairs.gov.au/about/contact/offices-locations/australia> for street addresses of Department of Home Affairs (Immigration) Offices in Brisbane and regional centres.] Alternatively, students can contact the Department of Home Affairs (Immigration): <https://www.homeaffairs.gov.au/about/contact/make-enquiry>.

Student who are no longer subject to the transfer restriction but Anglican Church Grammar School where holds welfare responsibility via a CAAW.

11. Students under 18 years of age MUST have:
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the Overseas Student Handbook.
  - b) Give this completed application form and a valid offer of enrolment from another provider to the Registrar for assessment and response within 10 working days.
  - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.



In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Anglican Church Grammar 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. Anglican Church Grammar 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. See <https://www.homeaffairs.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Home Affairs (Immigration): <https://www.homeaffairs.gov.au/about/contact/make-enquiry>.

## 10. Financial Administration

Churchie is subject to auditing in accordance with the School Constitution. The School will therefore keep all necessary records that would allow the auditor to be satisfied about the sources of all monies received for providing courses to overseas students and the ways in which the monies are spent.

## 11. Schedule of Fees and Payment

The School Fees are reviewed each year by the School Council. This body endeavours to set fees which will cover, as far as possible, all expenses except uniforms and other incidental expenses, for example, excursions, private tuition and some camping programs. The Schedule of Fees is available on request from the Admissions Office or from the website: [www.churchie.com.au](http://www.churchie.com.au). Choose the Admissions tab and click on School Fees for further information. Approximate course costs tuition and non-tuition fees are available on the CRICOS website <http://cricos.education.gov.au/>

The tuition fees for Overseas Students are higher than the fees for Australian students because Australian students receive both Federal and State Government per capita grants. There are also additional administration costs for Overseas students.

It should be noted that Churchie's policy for Overseas Students requires them to attend the School as boarding students or live with their parent/s in Brisbane if attending as day students. Boarding Fees and charges are included in the total course costs attached to our registered courses with the Department of Home Affairs. They are summarised below.

Overseas students are required to pay:

- the full year's tuition fees and charges by the first day of the term in which the student commences at the School;
- the full year's boarding fees and charges by the first day of the term in which the student commences at the School.

The Overseas Student Health Cover (OSHC) is required by the Commonwealth Government and is payable prior to commencement at the School. Students must organise and maintain current OSHC for the period covered by their Visa. Medibank Private Health Insurance is the School's preferred provider for OSHC. The School can organise information relating to the private medical health insurance cover for students during the enrolment process.

*\*Please note: These fees are subject to change.*

## 14.1 Overseas Students Summary of Fees and Charges

The Schedule of Fees published annually lists all fees, charges and payment options in Australian Dollars.

### 14.1.1 Application Fee

The Application Fee of \$500, which is paid with each application for enrolment, is non-refundable and does not guarantee a place at the School.

See Schedule of Fees at <http://www.churchie.com.au/content/?action=getfile&id=1627>

### 14.1.2 Enrolment Confirmation Fee (tuition)

The Enrolment Confirmation Fee of \$2,750 confirms acceptance of an offer of a place at Churchie and is non-refundable except in the event that a Visa application is rejected.

See Schedule of Fees at <http://www.churchie.com.au/content/?action=getfile&id=1627>

### 14.1.3 Overseas Student Health Cover (OSHC) (non-tuition)

The Overseas Student Health Cover (OSHC) is required by the Commonwealth Government and is payable prior to commencement at the School. Students must organise and maintain current OSHC for the period covered by their Visa.

## 14.2 Course Costs for Tuition (subject to annual review)

Approximate course costs are available on the CRICOS [website](#).

<b>PREP SCHOOL (Reception – Year 6)</b>	<b>Year Level</b>	<b>Per Annum</b>
<b>TUITION</b>		
Tuition Fees	Reception – 6	\$34642
Building Fund Levy	Reception – 6	\$950
Prep Tablet Levy	3 – 6	\$525-940
<b>NON TUITION</b>		
Camps and Excursions	Reception	\$65
	1-2	\$125
	3	\$325
	4	\$380
	5	\$445
	6	\$480
	Stationery Pack	Reception
	1	\$195
	2	\$145
	3	\$265
	4	\$225
	5	\$190
	6	\$235
Uniform	R - 6	\$748
<b>SENIOR SCHOOL Day Students (Years 7 - 12)</b>		
<b>TUITION</b>		
Tuition Fees	7 - 12	\$40893
Book Rental Levy	7 - 12	\$210
Building Fund Levy	7 - 12	\$950
Outdoor Education Levy	7 - 10	\$1030
Technology Levy (Tablet Program)	7 - 12	\$960
<b>NON TUITION</b>		
Stationery Pack	7-12	\$300
Uniform	7-12	\$1095
<b>SENIOR SCHOOL Boarders (Years 7 – 12)</b>		
<b>TUITION</b>		
Tuition Fees	7 - 12	\$40893
Book Rental Levy	7 - 12	\$210
Building Fund Levy	7 - 12	\$950
Outdoor Education Levy	7-10	\$1030
Technology Levy (Tablet Program)	7 - 12	\$9

**NON TUITION**

Stationery Pack	7	\$300
Boarding Fees	7 – 12	\$36727
Uniform	7-12	\$1095

Primary Tuition (Reception (Prep) – Year 6)	\$254,824.00
Senior Tuition (Year 7-10) -	\$179,322.00
Senior Tuition (Years 11-12) -	\$88,776.00

Please note: Uniform Costs are included in the non-tuition Annual Fees Schedule. A uniform list may be obtained from the Admissions Office/Churchie Shop or via [www.churchie.com.au/parents/churchie-shop](http://www.churchie.com.au/parents/churchie-shop). Prices may vary as new and pre-owned uniform items are available for purchase.

The Enrolment Confirmation Fee payable at the time of signing this Agreement is non-refundable. Except in cases of visa refusal. Where a visa is refused, the enrolment confirmation fee will be considered in refund calculations. Refer to Item 6b of the Refund Policy

The School reserves the right to vary this enrolment information as circumstances may warrant from time to time and, upon notice of such change to the Parent, such enrolment information as amended shall take the place of this enrolment information.

### 14.3 Payment Methods

All fees can be paid by cash, cheque (payable to ACGS), MasterCard, Visa and American Express (1% surcharge applies for credit cards). Should you wish to pay by International Money Transfer, please contact Accounts Receivable for details – [accounts.receivable@churchie.com.au](mailto:accounts.receivable@churchie.com.au) or (07) 3896 2200.

### 14.4 Refund Policy

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

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted 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 confirmation fee is non-refundable (except in the case of visa refusal).
4. Payment of Course Fees and Refunds
  - a) Fees are payable according to the Fees Schedule for International students (Churchie internet site).
  - b) An itemised list of school fees is provided in the school's written agreement
  - 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 Director of Admissions.

## 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 (not including application 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

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).

### a) Non-tuition fees:

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

### b) Non-commencement with no notification of withdrawal:

If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 25 % of annual tuition fees will be retained from tuition fees received by the school

### (c) Non-Commencement with notification of withdrawal:

- i. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee equivalent to the International Student application fee.
- ii. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 25 % of the tuition fee.

### (d) Refunds after commencement of a course:

- i. If tuition fees for up to 1 semester have been received in advance: Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the semester, no tuition fees will be refunded.

- ii. If tuition fees for more than 1 semester have been received in advance: If fees for more than one semester have been received in advance, 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 refund the amount of unused tuition fees less provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less 25% of annual tuition fee.

(e) Refunds in the event of a provider-initiated cancellation of enrolment:

- i. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
- Failure to maintain satisfactory course progress (visa condition 8202). Please see the International Student Handbook.
  - Failure to maintain satisfactory attendance (visa condition 8202). Please see the International Student Handbook.
  - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see International Student Handbook.
  - Failure to pay course fees.
  - Any behaviour identified as resulting in enrolment cancellation in the Anglican Church Grammar School's Behaviour Policy/Code of Conduct. Please see International Student Handbook for further guidance.

Any refund in the case of cancellation of a student's enrolment for failure to maintain Anglican Church Grammar School agreed conditions of enrolment as outlined in the student's written agreement, including failure to disclose required information at the point of application or a pre-existing condition requiring a high degree of specialised support or care, will be at the discretion of the school.

## 8. Provider default

[Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS Regulations 2019.]

- 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>.

- d) Where an overseas student is studying a VET course with one of the school's third-party providers, and such a provider goes into default:
- i) From a financial perspective, because the VET component falls under the school's CRICOS registration, the student's tuition fees for the course (including the VET components) are protected by virtue of the school's CRICOS registration.
  - ii) From a course delivery perspective, if the RTO the school has partnered with closes or is otherwise unable to deliver the VET component, the school must ensure that the student is still able to complete the secondary school course for which their visa has been issued. This could mean engaging an alternative VET provider to deliver the VET components or if this is not possible, offering alternative secondary school subjects which meet the requirements for completing the school qualification.
9. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

### Definitions

- a. Non-tuition fees – fees not directly related to provision of the student's course including Boarding, OSHC, camps, QCAA and IB exam fees.
- b. Tuition fees – fees directly related to the provision of the student's course including levies.
- c. Boarding – fees associated with full- time boarding.
- d. OSHC – Overseas Student Health Care provided by external providers such as Medibank Private.
- e. Camps – Year group specific Outdoor Education camps are compulsory camps run by the school in various location for up to 5 days. The cost of these camps vary per year group and are updated annually.
- f. QCAA and IB exam fees – Fees charged by external organisation for participation in external exams in Year 11 and 12.

- g. 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 entire course.
- h. Term – four terms per year.
- i. Semester – two semesters per year.

If the student changes visa status (e.g. becomes a temporary or permanent resident) he will continue to pay full overseas student's fees for the duration of that term.

## 12. Complaints and Appeals Policy and Procedures

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 Anglican Church Grammar 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 Anglican Church Grammar School, or an education agent or third party engaged by Anglican Church Grammar School to deliver a service on behalf of Anglican Church Grammar 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, *Anglican Church Grammar School* requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should contact the Deputy Head of Senior School 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/Principal's representative and Anglican Church Grammar School's internal formal complaints and appeals handling procedure will be followed. All matters will be addressed by the Headmaster and relevant Head of sub-School
4. Formal Internal Complaints Handling and Appeals Process
  - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
  - b) The student must notify the school in writing of the nature and details of the complaint or appeal.
  - c) Written complaints or appeals are to be lodged with the Principal/ Principal's representative .
  - 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 case to the Headmaster/Headmaster's representative.
  - 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 lodgement of the complaint or appeal with the Headmaster/Headmaster's representative and will be finalised as soon as practical.

- 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 Headmaster/Headmaster's representative deems that the student's health or well-being, or the well-being of others is at risk he 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 Headmaster/Headmaster's representative 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, Anglican Church Grammar 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.

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

#### 5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Anglican Church Grammar 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 internal appeal.
- c) If the student wishes to appeal a decision made by Anglican Church Grammar 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 Anglican Church Grammar 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.*

### 13. Standard Collection Notice (Privacy Policy)

It is important that all parents, boys and staff are familiar with the guidelines for complying with the National Privacy Principles. The School is bound by the National Privacy Principles contained in the *Commonwealth Privacy Act* which came into effect on 21 December 2001.



The School is required to handle personal information in accordance with the National Privacy Principles as outlined in the legislation. The Privacy Policy outlines how the School uses and manages personal information provided to, or collected by, the School.

- a) The School collects personal information, including sensitive information about students and parents or guardians before and during the course of a student's enrolment at the School. The primary purpose of collecting this information is to enable the School to provide schooling and other services for students.
- b) Some of the information the School collects is to satisfy the School's legal obligations, particularly to enable the School to discharge its duty of care.
- c) Certain laws governing or relating to the operation of schools require that certain information is collected. These include Public Health (and Child Protection) laws (if appropriate).
- d) Health information about students is sensitive information within the terms of the National Privacy Principles under the Privacy Act.
- e) The School, from time to time, discloses personal and sensitive information to Approved Third Parties for administrative and educational purposes. This includes to other schools, government departments, medical practitioners, and people providing services to the School, including specialist visiting teachers, (sports) coaches and volunteers in Churchie Support Groups.
- f) Personal information collected from students is regularly disclosed to their parents or guardians. On occasion information such as academic and sporting achievements, student activities, photographs and other news is published in the School newsletters, magazines and on our website.
- g) Under the *Commonwealth Privacy Act*, an individual has the right to request access to any personal information which the School holds about them and to advise the School of any perceived inaccuracy. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the School's duty of care to the student, or where students have provided information in confidence.
- h) Information the School collects may be used to seek donations or marketing for the School
- i) If you provide the School with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the School.
- j) The School will verify student contact details with the parents twice per year.
- k) At the time of signing the Enrolment Agreement, parents or legal guardians are asked to read the following clause:  
 "The parent and the Fee Payer consent to the collection, use, disclosure and retention of personal information about the Parent, the Fee Payer and the Student from time to time in accordance with the School's Privacy Policy, a copy of which can be obtained from the School's website."

Further information on your rights can be found on the Australian Privacy Commissioner's website [www.privacy.gov.au](http://www.privacy.gov.au)

The School reserves the right to vary the policy and entry requirements for non-Australian students as circumstances may warrant from time to time and upon notice of such change to the Parent such policy and entry requirements as amended shall take the place of these policy and entry requirements.

## 14. Counselling

The School provides counselling support to students via a full-time Educational Psychologist. The Psychologist is fully registered in Queensland, is a full member of the Australian Psychological Society and a registered teacher in Queensland. Services provided to students may include personal counselling, academic and cognitive assessment, goal setting and behaviour management. The School has a referral arrangement in place with a clinical psychologist for more on-going or extensive care. Services provided by the external psychologist are at the expense of the parents / care providers of the student concerned.

Students have the right to feel safe and free from harm at all times including while you are a student at this school. Protection for children and young people is of paramount importance in Anglican Church schools.

Churchie has policies and procedures which assist us to provide a safe environment for all students and members of our school community. Churchie has nominated the following staff members as Student Protection Officers:

Health Centre Manager – Mrs Suzanne Hood  
Educational Psychologist – Mr Jack Miers

We encourage you to talk to a trusted adult, one of our Student Protection Officers, Head of Senior School, Mr Rod Olsen or Headmaster, Dr Alan Campbell about any concern you may have for your safety or the safety of another student.

## Policies and Addendums

### 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 *Anglican Church Grammar 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 Anglican Church Grammar 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 Headmaster. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal as per the complaints and appeals policy. 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 Anglican Church Grammar 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 the Headmaster.
- g) Some examples of circumstances that are not considered compassionate and compelling at the Anglican Church Grammar 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 Headmaster. Where a student's request to suspend studies is refused, the student has a right of appeal according to the Anglican Church Grammar School 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 Director of Admissions. Please see the Anglican Church Grammar School Refund Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified the Anglican Church Grammar 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 Anglican Church Grammar School Complaints and Appeals Policy.

## SCHOOL-INITIATED CHANGES IN ENROLMENT

### 15. School-initiated exclusion from class or suspension from attending school (no impact on CoE)

- a) The Anglican Church Grammar School may exclude a student from class studies or suspend attendance from school on the grounds of misbehaviour by the student. Temporary exclusion or suspension will occur as the result of any behaviour identified as resulting in exclusion in the Anglican Church Grammar School Behaviour Policy/Code of Conduct.
- b) Students may also be excluded from class or suspended from school 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 Anglican Church Grammar School intends to exclude a student from class or suspends a student from school, it will inform parents before commencement of the suspension. If the student is a Boarder, the suspension will be served within the school.
- d) Excluded or suspended students must abide by the conditions of their withdrawal from studies or school and must adhere to any welfare and accommodation arrangements in place, as determined by the Headmaster.
- e) Where the student is provided with homework or other studies for the period of the exclusion or suspension, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class or suspensions from school under this section of the policy:
  - will not be included in attendance calculations for the study period,
  - will not impact the CoE or study, and
  - will not be recorded on PRISMS
  - will not be visible to the Department of Home Affairs (Immigration).

### 6. School-initiated suspension of studies

- a) Anglican Church Grammar 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 Anglican Church Grammar School’s Behaviour Policy/Code of Conduct.

- b) Students may also be suspended for failure to pay fees that he was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where Anglican Church Grammar 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 Anglican Church Grammar 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 Headmaster.
- e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <https://www.homeaffairs.gov.au/about/contact/offices-locations> .)
- 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) Anglican Church Grammar 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 Anglican Church Grammar School's Behaviour Policy/Code of Conduct
- b) Where Anglican Church Grammar 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 Anglican Church Grammar School's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) Anglican Church Grammar 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 enrolment at Anglican Church Grammar School will be cancelled and this may impact on the student's visa. Further information can be found in Anglican Church Grammar School's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, Anglican Church Grammar School will maintain the student's enrolment and the student will attend classes as normal. The Head of the relevant sub-School or Headmaster 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 Anglican Church Grammar 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 Anglican Church Grammar 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 Anglican Church Grammar 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 Headmaster.

#### **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://www.homeaffairs.gov.au/Trav/Stud> 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